



Maritime Helicopters

MARITIME HELICOPTERS

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Emergency Response Plan

**Rev 3
08/14/2024**

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Published by:
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3520 FAA Road
Homer, AK 99603
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1. RECORD OF REVISIONS

Rev No.	Date	Summary of Changes
Original	08/15/09	All Original
1	08/15/11	Emergency Pocket Checklist
2	09/20/13	Director of Operations Checklist Updated
3	09/02/14	Personnel, Emergency Pocket Checklist, and Editing Revisions
4	0/19/15	ERP Center Members
5	08/18/15	Contact Info/Aircraft Mishap Report
6	06/30/16	Contact Info
7	07/01/20	EPC Changes
Reissue	01/31/22	ERP Changes/maritime hierarchy changes
Rev 1	2/2/2023	ERP Checklist #27
Rev 2	3/8/2023	ERP Checklist Version 28
Rev 3	08/14/24	Personnel Changes



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2. LIST OF EFFECTIVE PAGES

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2	Reissue	01/31/22
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8	Rev 3	08/14/24
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3. SECTION 1 – GENERAL INFORMATION

3.1 Overview

This **EMERGENCY RESPONSE PLAN (ERP)** provides duties, responsibilities, instructions and guidance for Maritime Helicopters managers and other personnel in the event of an aircraft accident, incident or other occurrence of a serious nature. All MH personnel should be familiar with the notification and communication procedures contained herein, and the various checklists that are to be used as control measures.

A coordinated response to an accident involving company aircraft is an essential and required component of safety management. Due to the variable nature of circumstances surrounding an accident or incident, checklists and procedures may require modification. This could also be necessary to comply with local requirements if an incident or accident occurs outside of the United States.

3.2 Responsibility and Authority

The Safety Officer (SO) is responsible for the quality of the MH Emergency Response Plan. The SO is authorized to bring proposed changes before the Safety Committee for review and acceptance, in accordance with procedures set forth in the MH **SMS Manual Introduction**. All proposed changes must be accepted by the Safety Committee.

3.3 Emergency Response Personnel

EMERGENCY RESPONSE CENTER MEMBERS

Assembled at the direction of the MH COO, ERC members direct MH actions, collect data, organize the dissemination of information to various persons and agencies, and maintain all records and reports associated with the event. ERC members are as follows:

Chief Operating Officer	Bob Fell	HP 907-227-7602	CP 907-227-7602
Quality and Safety Manager	David Barnett		CP 907-388-8016
Chief Pilot:	Dave Buzga	HP	CP 907-388-8390
Director of Operations:	Dave Jones	HP 907-227-7602	CP 907-227-7602
Director of Maintenance:	Matt Stevens	HP	CP 907-360-7459
Chief Inspector:	Steve Slade	FP	CP 720-413-9835

A team leader should be appointed to oversee actions and assess whether an occurrence requires activation of the complete Emergency Response Plan.

3.4 Definitions

Definitions used in this Emergency Response Plan are similar to those used by NTSB to distinguish aircraft accidents and incidents. Refer to the MH **Event Investigation Program** for NTSB definitions of aircraft accidents and incidents.



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- **AIRCRAFT ACCIDENT** - An event associated with the operation of aircraft that takes place between the time any person boards the aircraft with the intention of flight, and all such persons have disembarked, and in which any person suffers death or serious injury, or in which the aircraft receives substantial damage.
- **SUBSTANTIAL DAMAGE** - Damage or failure that adversely affects the structural strength, performance, or flight characteristics of the aircraft and that normally requires major repair or replacement of affected component/s. Generally, the following damages are not considered to be substantial damage:
 - Engine failure or damage limited to an engine
 - Bent fairings, dents or small punctured holes in skin
 - Ground damage to propeller blades
 - Damage to landing gear, wheels, tires, flaps, engine accessories, brakes, or wing tips.
- **FATAL INJURY** - Any injury that results in death within 30 days of the accident.
- **SERIOUS INJURY** - Any injury that:
 - Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received;
 - Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);
 - Causes severe hemorrhages, nerve, muscle, or tendon damage;
 - Involves any internal organ;
 - Involves second / third degree burns, or any burns affecting more than 5 percent of the body surface.
- **AIRCRAFT INCIDENT** - Any situation other than an accident associated with the operation of an aircraft that affects, or could affect, the safety of operations.
- **GROUND ACCIDENT/INCIDENT** - An occurrence that involves damage to company aircraft, property, or personnel when no intent for flight exists. This can be damage or injury incurred while towing an aircraft (not during pushback, since then intent for flight exists), driving a vehicle, or falling down stairs, but is not limited to these events.
- **MISSING AIRCRAFT** - An aircraft is considered to be missing when its position is unknown, and with the supply of fuel normally carried, it can no longer be airborne.
- **OVERDUE AIRCRAFT** - An aircraft is considered to be overdue when an ATC agency reports it as such, or when no information about the aircraft has been received by ATC or MH:
 - For 30 minutes after its last notified estimated time of arrival (ETA);
 - For 5 minutes after the estimated time of landing, after having landing clearance;
 - Within 10 minutes after takeoff.
- **SIGNIFICANT EVENT** - An event where one or more fatal or serious injuries occur, an aircraft receives substantial damage, or facilities / property are substantially damaged.

3.5 General Policies

EMERGENCY PREVENTION

MH personnel and managers understand that the safety of coworkers and the general public are everyone's primary concern. All MH personnel also understand that in an imminent danger situation, they have the authority to take whatever action is necessary to avoid injury or prevent an accident. This includes emergency cessation of flight operations, maintenance activities and/or ground operations. Prompt and decisive action may be necessary in such cases. Remember, it is better to err on the side of safety rather than risk the potentially severe consequences of an emergency.



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PROMPT COMMUNICATION

In an emergency of any type, management shall be notified as expeditiously as possible. Names and telephone numbers for notification of all MH management personnel and ERC personnel are provided herein and in this ERP's Table of Contents. All information received regarding the accident / incident / occurrence shall be forwarded and communicated to the Accident Response Team Leader as soon as possible. Prompt communications may aid in deciding on an immediate course of action that could greatly reduce the potential for injury and risk. Fatalities resulting from work-related incidents must be reported to OSHA within eight (8) hours. Within twenty-four (24) hours after the in-patient hospitalization of one or more employees or an employee's amputation or an employee's loss of an eye, as a result of a work-related incident, you must report the in-patient hospitalization, amputation, or loss of an eye to OSHA. Host or clients will generally be notified within 24 hours or sooner by contract. (Instructions for reporting are contained in: OSHA 29 CFR 1904.39)

MITIGATING RISK IN AN EMERGENCY

The guidance and procedures contained herein are intended to reduce, control or mitigate the effects of various emergencies that may be encountered by MH personnel. Such mitigating strategies include evacuation of people, contacting emergency responders and firefighting agencies, containing spills of hazardous substances, shutting down of electrical power, etc. In all risk-mitigating actions, preservation of life is the highest priority.

CONFIDENTIALITY

All information relative to an accident, incident or other emergency should be treated as extremely sensitive and held in strictest confidence; no information should be given to any employee or other person. "Heat of the moment" statements may be admissible as evidence in court trials involving liability even though they may be hearsay. Therefore, it is MH policy and in the best interest of all concerned to decline responses to questions that seek an expression as to the cause of any accident. All communication with regard to an accident / incident or other emergency will come from senior management only, and all inquiries should be referred for response.

NOTE: All personnel involved in an aircraft accident / incident or other emergency should write down any details that can be recalled times, dates, persons, places, etc. from memories and/or conversations concerning the accident/incident/event. These records could become valuable in subsequent investigations and actions.

PRESS AND MEDIA RELATIONS

- Make no statements regarding the accident / incident / emergency to anyone;
- Do not, under any circumstances, speculate as to the cause of an accident / incident or other emergency;
- All press and/or media inquiries should be referred to management personnel on duty.

NOTE: Only management personnel will notify aircraft owners, when aircraft are involved.

COPING WITH EMOTIONAL DISTRESS

Events surrounding a serious accident or other tragedy can result in emotional distress and trauma that must not be overlooked. Friends and co-workers may be hospitalized or critically injured; regulatory agencies and family members want answers; uncertainty and worry often clouds good judgment, and stress levels are high for everyone involved. Some people need to remain involved and be kept active in order to cope with this type of stress; others are almost unable to function, and require immediate attention by social workers who are trained to cope with these situations.



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RELIEF FROM DUTY

Under these circumstances, any person who is unable, due to emotional distress, to perform any of the duties or to accept responsibilities assigned by this Emergency Response Plan, need not continue without assistance and relief. Senior management must be cognizant of the situation, and relieve any person from duty who is unable to perform the tasks and actions set forth herein. In this case, substitution of personnel is acceptable and encouraged. All persons suffering from severe emotional distress should receive the personal assistance and counseling of a social worker as set forth in the Family Assistance Plan in Section 16 of this ERP.

EMPLOYEE ASSISTANCE

After all immediate matters have been addressed, personnel involved in an aircraft accident or other serious emergency may need counseling or emotional reassurance, depending on the severity of the accident or emergency, their level of involvement and exposure to traumatizing events. Management offers this counseling and other benefits through the MH EMPLOYEE ASSISTANCE PROGRAM. Contact a department manager for more information.



4. SECTION 2 – EMERGENCY RESPONSE PLANNING

Plan ahead to respond in a logical, coordinated manner to the news of an accident involving a company aircraft by putting together a team of key corporate personnel, each of whom will have specific, pre-assigned responsibilities in the event of an accident. Your Accident Response Team should be composed of a representative from each of the following departments (or their equivalents in your management structure) AND an alternate member, in the event a primary team member is involved in the accident:

COO	Bob Fell	HP 907-227-7602	CP 907-227-7602
Safety Officer:	David Barnett	FP	CP 907-388-8016
Dir of Operations	Dave Jones	FP	CP 907-388-8390
Dir of Maintenance:	Matt Stevens	HP	CP 907-360-7459
Chief Inspector:	Steve Slade	HP	CP 720-413-9835
Chief Pilot	Dave Buzga	HP	CP 208-596-9076

CHECKLISTS

Checklists provide Team Members with their individual responsibilities and serve as a control to ensure the timely and coordinated completion of all responsibilities.

FLIGHT DEPARTMENT

Flight Crewmembers should always ensure accurate crew, jump seat and passenger information exists in flight plans / flight releases / load manifests prior to departure. **Always file a flight plan**, even for positioning flights, “deadheads”, or other non-revenue flights, regardless of the weather.

ACCIDENT RESPONSE TEAM LEADER (AND ALTERNATE)

It is strongly recommended that these individuals not be onboard the same aircraft at the same time. The most desirable candidates are members of management who are thoroughly familiar with company operations and / or maintenance.

ACTIVATING THE PLAN

The news of an accident involving company aircraft may come from a customer, ground agent or government agency such as the Federal Aviation Administration (FAA) or the National Transportation Safety Board (NTSB). That call may be answered by the company switchboard operator or after-hours answering service. The initial phone call should trigger a series of phone calls among the members of the Accident Response Team. Ultimately, all departments represented by primary and alternate Team members will become aware of the aircraft accident and will have begun to carry out their specified duties and responsibilities.

NOTE: Since the response to news of an accident will most likely be communicated via telephone, it is imperative that each Response Team member communicate as specified in the ERP. Failure to do so will severely limit the effectiveness of the Plan.



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ANNUAL ERP EXERCISE

At least once annually, Maritime Helicopters conducts a simulation of an aircraft accident in order to exercise the duties and responsibilities of all personnel and to examine and measure the effectiveness of the processes established in this ERP. All managers should be involved in each simulation. At the discretion of management, certain federal, state, and local airports or other authorities may also be involved.

NOTE: All personnel who have a role in the emergency response plan should be trained in their respective duties and responsibilities, and the plan should be exercised annually in order to test its integrity.

Refer to **Paragraph 14: Emergency Response Exercises** of the MH **Internal Evaluation Program** for more information.

ON-SITE ASSISTANCE

Depending on the severity of the accident, insurance adjusters or a claims representative may be available to provide a wide range of services and assistance at an accident site. These services include:

- Comforting the injured and their families;
- Helping with medical, hospital and funeral arrangements;
- Assisting local authorities in securing the accident site;
- Coordinating with the NTSB, FAA and local authorities;
- Removing the aircraft to a repair or storage facility, and
- Clean-up of the accident site.

COMPANY REPRESENTATION

Maritime Helicopters may wish to have its own, specially-trained staff member present at an aircraft accident site.



5. SECTION 3 – AIRCRAFT ACCIDENT/SIGNIFICANT EVENT PROCEDURES

5.1 Management Response Actions

FIRST PERSON – SWITCHBOARD

An initial call regarding an accident involving your aircraft should trigger a series of calls among the Accident Response Team. Get accurate details and immediately determine who is the Team Leader of your Response Plan.

NOTE: The designated Team Leader will be determined by which members of management (if any) were involved in the accident or event.

FLIGHT CREWMEMBERS

If the situation warrants:

- Declare an emergency / Evacuate aircraft per Aircraft Flight Manual or Company Operations Manual.
- Notify local authorities
- Observe and note witnesses
- Secure the scene / Render first aid
- Contact Team Leader
- Do not speak to the media or make statements to government officials

ACCIDENT RESPONSE TEAM LEADER

If the MH COO or Director of Operations is involved in the accident, an alternate Accident Response Team Leader may need to be designated. The Accident Response Team Leader should assess whether the accident or occurrence requires the complete Emergency Response Plan.

Initiate **POST-ALERT DUTIES & RESPONSIBILITIES** under Paragraph 8 below, activate the ERP and follow the checklists in Section 3C. The Team leader should further:

- Verify information received in initial contact;
- Assess the situation and amend the plan to meet the needs of the situation;
 - Notify FAA and NTSB;
 - Direct all calls to other managers;
 - Contact local Law Enforcement;
 - Confirm crew and passenger manifest;
 - Make arrangements to preserve any wreckage;
- Delegate retrieval of records relating to flight, weather, crew, maintenance;
- Inform flight department and other employees, and amend flight operations as necessary including involving company personnel at the accident site.
- Prepare statement for release to the press.



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APPROPRIATE DEPARTMENT MANAGERS

- Secure all pertinent flight records.
- Secure all pertinent maintenance records.
- Advise training and aircrew scheduling.
- **Arrange for immediate drug/alcohol testing.**
- Report all actions taken to the Accident Response Team Leader.

NOTE: No statements to the press will be made unless authorized by senior management.

Be wary of any individuals seeking information. Provide information only to properly identified local and federal officials. Ask to see proper identification and do not be intimidated.

EMERGENCY POCKET CHECKLIST (Attachment version #26 in appendices)

- Located by each company phone
- Use as a guide upon initial notification of an accident or significant event

5.2 Alerts

Once the Accident Response Team Leader has been notified of an aircraft accident, a series of phone calls among key personnel will be triggered.

NOTE: Since the response to news of an accident will most probably be communicated via telephone, it is imperative that each Response Team Member communicate as specified in your Plan. Failure to do so will break the phone chain and severely limit the effectiveness of the plan.

NOTIFICATION OF AUTHORITIES

The Accident Response Team Leader shall immediately notify the Federal Aviation Administration (FAA) Communications Center Duty Officer, the MH Principal Operations Inspector (POI), Principal Maintenance Inspector (PMI) and if applicable, the Principal Cabin Safety Inspector (CSI). The Team Leader may delegate these duties to his representative or the Safety Officer.

National Transportation Safety Board (Alaska Region): Tel: 907-782-4848
FAA Comm. Center Duty Officer (Anchorage FSDO): Tel: 907-271-2000

FAA POI:	Mike Bury	Tel: 907-790-7311
FAA PMI:	Fred Adams	Tel: 907-201-6438

Unit Supervisor:

In carrying out notifications of FAA and company personnel, if a person cannot be contacted immediately, the caller shall go on to the next name until the list is completed and then return to those persons that have not been contacted.

NOTE: Do not postpone notifications or delay action while awaiting the return call of someone who cannot be contacted.



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5.3 Post-Alert Duties & Responsibilities

The following actions shall be taken and duties performed in the event of an aircraft accident. The Safety Officer may also direct that these actions be taken in the event of an aircraft incident, based on the Safety Officer's assessment of the incident.

ACCIDENT RESPONSE TEAM LEADER PROCEDURES

- Keep the rest of all flight operations running.
- Establish telephone communications between the Accident Response Team Leader and the accident site.
- The Accident Response Team Leader will complete AIRCRAFT ACCIDENT / INCIDENT REPORT SP031
- as found in the MH SMS Forms Catalog.
- The Accident Response Team Leader will immediately collect, inventory, assemble and sequester all flight records which may include, but are not limited to Flight Plan / Dispatch / Release, Load Manifest, Passenger Manifest, Dangerous Goods Declarations and Pilot Notices, Aircraft Log Pages, pertinent Maintenance Records, etc.). All flight records will be given to the Emergency Response Center Chairman upon request.
- The Accident Response Team Leader will maintain a separate log apart from the standard logbook to record all calls (including those calls requesting accident information) with date, time, and content of call.

Quality & Safety Manager PROCEDURES

The Safety Officer shall confirm notification of all ERC members and NTSB / FAA Authorities, and establish a telephone log of all notifications. The Safety Officer shall prepare copies of the Accident/ Incident Report Form SP031 and copies of all other reports, information, telephone logs and any other accident information available for each ERC member.

EMERGENCY RESPONSE CENTER PROCEDURES

Emergency Response Center members will assemble at the MH principal base of operations and under the direction of the MH COO:

- Each member will then locate the checklist that is prepared for each department.
- Each member will follow the procedures located in the checklist.
- Follow the checklist with the procedures that are required to be accomplished by your department.
- Collect and organize all records and data relative to the accident within your department.
- Stand by for further guidance by the ERC Chairman.
- Initially each required ERC position should plan on being staffed 24/7.
- The ERC Chairman, at his discretion, can modify the ERC positions and hours of operation.
- In the event a call is made to any ERC position, appropriate steps (such as forwarding calls) shall be taken to prevent missing an important call.



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FIRST PERSON PROCEDURES AT ACCIDENT SCENE

The first employee ("First Person") to arrive at the scene of an accident may be a line service person, mechanic or other employee. This First Person must, out of necessity, take on immediate responsibilities they are often ill- prepared to accept. MH has therefore developed a checklist system that will enable the first person to commence an orderly response to an aircraft accident.

ACTION PRIORITIES

At the scene of an accident, action priorities for company representatives shall be:

- Rescue and saving lives.
- Caring for injured and helping survivors.
- Preservation of:
 - Wreckage
 - Mail and Cargo
 - Flight records, flight data recorder, and voice recorder (the flight data recorder and voice recorder will be quarantined by the Maintenance Q/A).
 - Maintenance records
- Establish contact with the Manager on Duty / ERC.

Once the situation has stabilized, the following actions shall be taken:

- Request assistance from local authorities in securing and preserving wreckage, mail, cargo and easily destroyed evidence.
- If Dangerous Goods are involved, consult the Dangerous Goods Manual for proper handling and advise local authorities.
- Take photographs and notes of the wreckage, paying particular attention to easily destroyed evidence such as ice or bird remains, aircraft skid marks, ground gouges, etc.
- Maintain continuous contact with the Manager on Duty / ERC.
- Request that the area be secured and to be treated as a "crime scene."

5.4 Communications

Unless otherwise authorized, all communication with the accident location will be through the Emergency Response Center. The Manager on Duty will provide the ERC with any and all required telephone numbers and fax numbers. It is essential that all ERC members keep accurate records of all significant phone calls and conversations, including the time and date they took place.

NOTE: All statements to the press will only be made through the MH COO or other designated member of senior management.

MEDIA STATEMENT EXAMPLE:

"I have received notification that our company aircraft has been involved in an (accident-incident-threatening act). I understand that (number) passengers and (number) crew members were onboard.

We are in the process of notifying the families of these individuals. Our sincere concern goes out to all of them. The aircraft was on a flight from (departure point) to (intended destination). This is all we know at this time. We have activated our Emergency Response Plan and are working with the investigative authorities in charge to determine exactly what happened.

We will inform the media of additional information as soon as it becomes available. Otherwise, we will (hold a press conference-issue a press release) tomorrow at (time)."



CAUTION:

Be wary of any individuals seeking information. It is essential in this critical time that the rights and privacy of all employees and MH be protected. Comments are often taken out of context, and the press routinely reports erroneous information in order to get a story or news report aired or published. Provide information only to properly identified local and federal officials.

5.5 Accident Investigation

- The U.S. NTSB will normally conduct the investigation of the accident in the United States.
- The Canadian TSB will normally conduct the investigation of the accident in Canada.
- At overseas locations, the national government will conduct the investigation and may invite the NTSB and FAA to assist.
- MH may or may not be invited to participate and provide personnel for the investigative team.

Until the arrival of the NTSB or FAA, MH is responsible for the preservation of the wreckage, mail, cargo, and all records pertaining to the accident. Refer to the MH **Event Investigation Program** for more information.

5.6 Required Reports

The following reports will be generated, collected, and submitted according to this plan. Typically, the Director of Operations will submit the required reports. These duties may be delegated, but remain the responsibility of the Director of Operations.

- Within 3 hours advise the U.S. Department of State of each passenger who is a U.S. citizen, together with the point of contact for each passenger.
- Crewmember Statement: In accordance with NTSB regulations, each crewmember shall submit a statement setting forth the facts, conditions, and circumstances relating to the accident as they appear to him/her.
- The Aircraft Dispatcher of the flight shall submit a written report containing all information used in dispatching the flight and any flight following messages received from the flight.
- Within three (3) days, MH shall submit to the FAA a Mechanical Reliability Report in accordance with 121.703.
- Within ten (10) days, MH shall file a report on NTSB Form 6120.1 or Form 7120.2.
- Upon request, submit a report to Director, Family Support Services, National Transportation Safety Board.

See the MH SMS FORMS CATALOG for:

- Aircraft Accident / Incident Report Form SP031; and
- Injury Report Form SP030 or HSE Manual "First Report of Injury"



6. SECTION 4 – ADMINISTRATIVE INFORMATION ON-SITE

6.1 Responsibilities of First Person or Senior Employee on Scene

OVERVIEW

Your role during the initial response to an accident is to do the best job you can while following MH policies and procedures as closely as possible. It is impossible to plan for all contingencies. You will likely encounter circumstances for which there is no prescribed procedure. MH entrusts you, as its senior on-site representative, to arrive at a common-sense solution.

This list is not intended to be all encompassing but rather it provides the minimum essential elements that apply to most aviation mishaps. **You must tailor this plan to your own organization, mission, and operational location.**

All personnel involved in aviation operations should be familiar with the Emergency Response Plan and Checklists. Ensure that your plan is up-to-date.

PRIORITY OF ACTIONS

Subparagraphs are listed in order of priority.

- **Protect people** - Life saving operations take first priority.
- **Protect property** - Property should be protected from unnecessary additional damage.
- **Preserve evidence** - Treat the area as if it were a crime scene and provide 24-hour security until the investigation team arrives. Identify witnesses, get their addresses and phone numbers.
- **Notify and investigate** - Report the accident. Do not delay reporting if detailed information is not immediately available.
- **Recovery operations** - Everything at the site is under the control of the NTSB until released.

PROTECT PEOPLE

- Many times, in the urgency to assist accident victims the rescuers may place themselves in jeopardy and become victims themselves. Risk assessment and mitigation procedures should be enforced.
- Ensure ALL crew and passengers involved in an aircraft accident are cleared by medical authority prior to returning to duty.
- Keep non-essential personnel well clear, and preferably upwind.
- Hazards at an aircraft accident site can include:
 - **Biological Hazards** -- Hepatitis B Virus (HBV), Human Immunodeficiency Virus (HIV), and many others. See OSHA's 29 CFR 1910.1030 for control measures.
 - **Toxic Substances** -- Fuel, oil, hydraulic fluid, and exotic aircraft materials such as beryllium, lithium, chromium, and mercury. You must also consider the cargo the aircraft was carrying.
 - **Pressure Vessels** -- Tires (often above 90 psi), hydraulic accumulators, oleo struts, oxygen cylinders, and fire extinguishers. They may look OK, but they may have been damaged in the crash.
 - **Mechanical Hazards** -- Metal under tension (rotor blades bent under fuselage), heavy objects, composite materials, and innumerable sharp edges.
 - **Fire Hazards** -- Unburned fuel, hot metal (or other components), aircraft batteries, pyrotechnics, and the ignition of grass as a result of the accident. Be cautious of smoldering items which may re-ignite.



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- **Environmental Hazards** -- Weather, terrain, and animals (snakes, spiders, scorpions, etc.) Depending on the location and time of year, the environment may be among the most serious hazards at the scene.
- **Utilize available protective devices and clothing**, and use extreme caution when working around the wreckage. Protective measures include:
 - Minimize the number of personnel allowed to enter the accident site.
 - Ensure exposed personnel use appropriate personal protective equipment (PPE) such as boots, longpants, long-sleeved shirts, leather gloves (use surgical gloves as inserts if blood or bodily fluids are present), and appropriate respirators if toxic vapors or composite material pose respiratory hazards.
- Do whatever is necessary to extricate victims and to extinguish fires, but keep in mind the need to protect and preserve evidence. Document and/or photograph the location of any debris which must be disturbed in order to carry out rescues or fire suppression activities.

PROTECT PROPERTY

NTSB Sec. 831.12 Access to and release of wreckage, records, mail, and cargo.

- Only the Board's accident investigation personnel, and persons authorized by the investigator-in-charge to participate in any particular investigation, examination or testing shall be permitted access to wreckage, records, mail, or cargo in the Board's custody.*
 - Wreckage, records, mail, and cargo in the Board's custody shall be released by an authorized representative of the Board when it is determined that the Board has no further need of such wreckage, mail, cargo, or records. When such material is released, Form 6120.15, "Release of Wreckage," will be completed, acknowledging receipt.*
- Treat the accident site like a crime scene. Wreckage, cargo, and debris should not be disturbed or moved except to the extent necessary:
 - To remove victims.
 - To protect the wreckage from further damage.
 - To protect the public.
 - In addition to the authority explicit in NTSB 831.12 another (very good) argument for restricting access is for the protection of the public from the hazards of the accident site.
 - Initially the accident site should be protected by either your own people (e.g. if the accident occurred at a fire) or by local law enforcement officers. The investigation team may request extended security until the investigation is completed.



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PRESERVATION OF EVIDENCE

NTSB Sec. 830.10 Preservation of aircraft wreckage, mail, cargo, and records.

- a. *The operator of an aircraft involved in an accident or incident for which notification must be given is responsible for preserving to the extent possible any aircraft wreckage, cargo, and mail aboard the aircraft, and all records, including all recording mediums of flight, maintenance, and voice recorders, pertaining to the operation and maintenance of the aircraft and to the airmen until the Board takes custody thereof or a release is granted pursuant to Sec. 831.12(b) of this chapter.*
- b. *Prior to the time the Board or its authorized representative takes custody of aircraft wreckage, mail, or cargo, such wreckage, mail, or cargo may not be disturbed or moved except to the extent necessary:*
 1. *To remove persons injured or trapped.*
 2. *To protect the wreckage from further damage; or*
 3. *To protect the public from injury.*
- c. *Where it is necessary to move aircraft wreckage, mail or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the original positions and condition of the wreckage and any significant impact marks.*
- d. *The operator of an aircraft involved in an accident or incident shall retain all records, reports, internal documents, and memoranda dealing with the accident or incident, until authorized by the Board to the contrary.*

In addition to those items required by law (above) you should also:

- **Control access** to the site by cordoning off the area and allowing into the area only those individuals who have official business. Establishing a pass system to identify authorized personnel is an excellent technique for serious accidents. Everyone who enters should be briefed on the known or suspected hazards and cautioned to avoid disturbing the evidence (flipping switches and souvenir hunting).
- **Photograph everything.** Some evidence may be easily destroyed prior to the arrival of the accident investigators. Photograph switch positions, ground scars, and other perishable evidence.
- **Identify witnesses and request statements.** Request witnesses to write out their statements as soon as possible (before witnesses can compare notes).

Be sure to **GET WITNESSES' NAMES, ADDRESSES AND PHONE NUMBERS**. Supervisors must ensure that personnel with information pertinent to the investigation are made available to the investigators in a timely manner. If possible, coordinate with the accident investigator(s) PRIOR to demobilizing personnel with information pertinent to the accident.

Secure equipment and records. Crew items (i.e., helmets, survival equipment (if used), notes, charts, etc.) as well as dispatch logs and records should be controlled and provided to the investigation team upon ON-SITE arrival.

NOTIFY AND INVESTIGATE

Initial Notification:

- DOI Aviation Management (DOI-AM) or the USDA-Forest Service (USFS) will be contacted by calling 1- 888-4MISHAP (1-888-464-7427) and providing the information on Aircraft Accident Checklist FS 5700-28.
- DO NOT DELAY the initial notification by trying to complete all of the blanks on the form. Call in the accident as soon as possible and call back as more information becomes available.



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- The DOI-AM or USFS Investigator will review your actions and advise you of any additional actions you should be taking, or reports you need to make.
- If you have enough people, you should conduct the notification process at the same time as you are conducting other aspects of the immediate response.

Investigation:

- Aircraft **accidents** (fatality, serious injury, or substantial damage) will usually be investigated by NTSB personnel (PL 106-181). DOI-AM/USFS personnel will generally be a “party” to the NTSB investigation.
- Aircraft **incidents-with-potential** will be investigated by Air Safety Investigators from DOI-AM or USFS.
- Aircraft **incidents** will usually require the local Aviation Manager or Aviation Safety Manager to investigate the event and report the facts and circumstances to DOI-AM/USFS. No report is required by the NTSB unless specifically requested (Part 830.15).

All aviation-related events that impact aviation safety (for either DOI-AM or USFS), must be reported using the **SAFECOM** (<http://www.safecom.gov/>).

RECOVERY OPERATIONS

If an accident is investigated by DOI-AM or USFS investigators, they are responsible for notification of the NTSB and compliance with section 831.12 prior to releasing the wreckage.

Actual recovery (and the associated costs) is usually the responsibility of the owner (or the owner’s insurer). Before committing the Government to unnecessary costs, check with the appropriate Contracting Officer.

Use extreme caution when removing or recovering aircraft wreckage. Normally, salvage personnel are aware of, and take appropriate precautions for, hazards at accident sites. Your people may not!

Conduct of Aircraft Accident Investigations:

- All U.S. Department of the Interior (DOI) and U.S. Department of Agriculture - Forest Service (USDA-FS) aircraft mishaps are investigated under the authority of the National Transportation Safety Board (NTSB) as defined in:
 - 49 Code of Federal Regulations (CFR) Parts 830 and 831
 - Public Law (PL) 106-181, and Federal Management Regulation (FMR) 102-33.185.

Regardless of severity, all aircraft mishaps (accidents or incidents) are the domain of the NTSB. If the NTSB elects to not visit the site and the physical investigation is conducted by DOI or USDA-FS personnel, it is still an NTSB investigation and investigative efforts must comply with their rules and standards.

NOTE: The MH First Person at the location of the accident is authorized to recruit assistance from other sources in time of emergency. These assistants will be compensated by MH.



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The following agencies shall then be contacted and informed of the situation. Only those agencies deemed necessary need be contacted. **DO NOT CALL** them unless you have reason to believe they are unaware of the accident. Local disaster plans normally include their automatic notification.

Agency	Contact	Phone
DOI-AM/USFS	1-888-4MISHAP	(1 888 464-7427)
FAA Flight Service Station	1-800-WX BRIEF	(1 800 992-7433)
FAA Regional Operations Center	1-907-271-5936	
NTSB Alaska Region	1-907-271-5001	
Update phone numbers, frequencies, and POCs quarterly and for each mission		
1. Primary Response (Emerg. Responders dial 911, use discrete numbers as back-up)		
a. Fire Department		
b. Police		
c. Ambulance		
d. Air Ambulance		
e. Hospital		
f.		
2. Secondary Response (Support Personnel)		
a. Flight Following -- FAA Flight Service Station (1 800 WX BRIEF)		
b. -- Dispatcher		
c. DOI-AM / USDA-FS Aviation Safety Manager (1 888 4MISHAP)		
d. NTSB (1-202-314-6290)		
e. Photographer		
f. HAZMAT Response Team		
g. Coroner		
h. Clergy		
i. Explosive Ordnance Disposal (Military or Police)		
j. Engineer / Recovery Specialists		
k.		
3. Agency Management and Other Agencies (as required)		
a. Public Affairs Officer		
b. Military Base Operations		
c. Federal Emergency Management Agency (FEMA)		
d. Airport Operations		
e. Aircraft Owner/Operator		
f. Contracting Officer		



	g. Security	
	h. DOI-AM Regional Office or USFS Regional Office	
	4. Contractor Notification (as required)	
	a. ConocoPhillips Operations Center – 907-xxx-xxxx	
	b. Cook Inlet Energy – 907-xxx-xxxx	
	c. Furie Operating Alaska –907-xxx-xxxx	
	d. Hilcorp – 907-xxx-xxxx	
	e. Homer Electric Association – 907-xxx-xxxx	



7. SECTION 5 – AIRCRAFT ACCIDENT CHECKLISTS

7.1 General

Responsibilities for emergency response may be overlooked in the aftermath of an accident, so best practices suggest the use of checklists. A hard copy of these checklists should be kept in several locations, such as in the office, at home, and at Maritime Helicopters' after-hours answering service switchboard. Laminated copies could also be kept in flight bags and ground vehicles, along with emergency telephone contact numbers.

NOTE: Every effort should be made to maintain the accuracy of telephone, pager and other contact information. Changes should be promptly reported to MH administration for timely revision and distribution of updated lists, to all appropriate ERC members and managers.

Checklists are included herein for:

- Flight Crew Members;
- MH COO (or another Senior Manager);
- Director of Operations;
- Quality & Safety Manager
- Director of Maintenance;
- Manager on Duty or Dispatcher;
- Security

7.2 Flight Crewmember Checklist

Action	Date	Time
Declare an emergency. It is important to acknowledge the seriousness of an emergency situation. Declaring a Mayday as early as possible will allow more time for emergency services to properly respond.		
Evacuate aircraft in accordance with the procedures described in the Aircraft Flight Manual or Maritime Helicopters' Operations Manual.		
Inform Local Authorities at the accident site including police, fire and rescue of any passenger injuries and arrange for treatment.		
Isolate and secure the scene with police assistance. It is the operator's responsibility to preserve the integrity of the site for investigators.		
Render emergency first aid to injured persons. Arrange for medical treatment, by a physician, for all passengers and crew whether they appear injured or not. After an accident, the welfare of all passengers and other injured persons should be the highest priority. Arrange for the physician's report to be sent to Maritime Helicopters.		



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Obtain witnesses. Observe anyone in the area at the time of the incident who may be an eyewitness. Try to obtain names and addresses so that they can be contacted later.		
Do not make statements to the media. Other than responding to emergency medical treatment inquiries, do not speak to anyone at the scene. You should have the opportunity to fully recover from shock and review the details of the event in a thoughtful manner and seek counsel from Maritime Helicopters' legal representative. Unless served with a subpoena, you are under no legal obligation to make a statement to any government official. However, a pilot must cooperate in producing aircraft documents, pilot's license and medical certificate (14 CFR 61.3(h)), and blood alcohol tests (14 CFR 91.17(c)(d)).		
Contact your Aircraft Accident Response Team Leader and advise him/her of the situation. Let the Team Leader coordinate Maritime Helicopters' response.		

CAUTION

Do not permit any persons to re-enter the aircraft under any circumstances. If sound judgment dictates a need to re-enter the aircraft or wreckage, this should be done so only by a crewmember.

As required by NTSB regulations, the PIC (or SIC if the PIC is incapacitated) is responsible for ensuring that no person disturb or move any wreckage, mail or cargo, except to the extent necessary:

- To remove persons injured or trapped;
- To protect the wreckage from further damage; or
- To protect the public from injury.

This responsibility shall remain with the flight crew until transferred to emergency workers, management or the NTSB takes custody of the aircraft wreckage, mail and cargo. If the flight crew is incapacitated, the first responder shall assume these responsibilities. If police are available, request assistance if necessary to secure the accident site.

NOTE: Do not allow aircraft parts, cargo, mail or baggage to be moved unless necessary for rescue operations. Do not allow any aircraft switches or controls to be touched.



7.3 Switchboard Operator's and After-Hours Contact List

Action	Date	Time
Know the name of company aircraft's registered owner(s), if different from the name of Maritime Helicopters.		
Get the information: (use forms provided in Section 17 of this ERP) - Name, entity, telephone number, fax number, and address of the person calling in the report. - Presume anonymous calls regarding threats of sabotage or hostages as genuine. Try to record the exact words of the caller. Listen for identifiable background noise. - Note the date and time of the call and the reported accident/occurrence.		
Call the COO, D.O. and/or other department managers with initial notification of the event. Be prepared to provide as many details as possible.		
Direct all incoming phone calls regarding the accident to the Team Leader. Calls from the media should be directed to the Senior Executive.		

NOTES: Do not speak to the media. Act in a responsible, professional manner. Report Emergencies Immediately to available MH managers. If all information is not available, do not delay reporting while information is being gathered.



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7.4 MH COO's Checklist

Action	Date	Time
Receive briefings from Safety Officer / Director of Operations.		
With the Q&S Mgr and/or D.O., select MH people and external support personnel to deploy to the accident site.		
Instruct all team members that information will only be released by the (on-site) Senior Representative, and only after approval of the COO		
Inform all team members to give copies of any pertinent documents to the Senior Representative (on-site) for tracking and filing, or to the Safety Officer for tracking and filing at the ERC.		
Direct preparation for team travel to accident site.		
Recall legal counsel (if required).		
Recall Public Relations advisors (if required).		
Be prepared with a statement for the media. State only the facts. Do not speculate (see example below)		
Be prepared to answer media questions. State only the facts. Do not talk "off the record". Refer reporters to the Flight Safety Foundation at (703) 739-6700 regarding aviation safety statistics. It may be helpful to provide information regarding the company's: Safety Management System Average number of years of experience for your pilots Pilot recurrent training program Type and age of aircraft		
Issue an in-house statement for company employees.		
Notify the Board of Directors and other executives as necessary.		
Receive and disseminate daily status reports from Senior Representative		



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7.5 Director of Operations' Checklist

Action	Date	Time
Direct Emergency Response Center members to initiate notifications from appropriate call lists.		
Establish telephone and action log.		
Establish contact with the on-site location.		
Brief all Team members on known facts.		
Locate and isolate crew. Immediately remove all flight crewmembers involved from duty. If necessary, delegate these duties.		
Direct the Q&S Mgr. or Manager on Duty to arrange for team transportation to the accident site.		
Appoint NTSB liaison. Ensure proper MH representation on NTSB investigative groups.		
Notify FAA and NTSB in accordance with procedures in Section 3A. Discuss response plans with FAA and NTSB Investigators-in-Charge.		
Direct a Chief Pilot to collect and preserve all weather data, flight plan, release messages, and any other pertinent records pertaining to flight.		
Secure and copy pertinent flight crew records. Sequester records for collection by NTSB.		
Evaluate existing conditions (Initial Assessment of Risk) that might cause another similar accident. Initiate appropriate precautionary measures.		
Procure a set of current Operations Manuals and Aircraft Flight Manual / Pilot's Operating Handbook for use in the investigation.		



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Assemble Flight Operations On-site Response Members (normally the appropriate Chief Pilot)		
Direct any other duties for the Q&S Mgr and/or Manager on Duty.		
Ensure Crew Scheduling adjusts operating schedules as required.		
Notify Cockpit Crewmember's families (Coordinate with Human Resources).		
Ensure that all crewmembers are examined by a physician and alcohol/drug tested. (Coordinate with Q&S Mgr. and Human Resources)		
Ensure hospitalized crewmembers receive a visit.		
Crew and passenger personal affects recovery.		

NOTES; _____



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7.6 Quality & Safety Managers Checklist

Action	Date	Time
Report immediately, and supervise the activation of the Response Team.		
Ensure notification of all MH, insurance, public relations, and social services support personnel (e.g., Red Cross).		
Assist the COO and D.O. in supervising the Emergency Response Center (ERC).		
Prepare a room or private space for Emergency Response Center assembly and member activities if necessary.		
Gather documents/information from Emergency Response Center members for conveyance to FAA / NTSB / Insurance Company as required.		
Complete NTSB Accident Report Form for COO's review.		
Perform other duties at the direction of the COO and/or D.O.		

NOTES; _____



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7.7 Manager on Duty or Dispatcher's Checklist

The Manager on Duty should provide administrative support to Emergency Response Center members, if possible. The Manager on Duty should manage the security, organization, filing and sequestering of documents, records, files, telephone logs and all other information pertaining to the accident. **The Manager on Duty should ensure that original documents are retained, and duplicate copies are made for all copies of all MH records given to NTSB and/or FAA regarding the accident investigation.**

Action	Date	Time
Collect all flight information documents and passenger manifest. Copy PAX & CREW MANIFEST, mark "preliminary and unconfirmed" and provide copy of manifest to the MH COO		
Verify and confirm that each and every passenger (and crew) shown in flight documents are or were in fact aboard the aircraft. Update manifest as information is received.		
Reproduce telephone and action log and distribute copies to all ERC members.		
Establish contact with accident site.		
Inform on-site Senior Representative with manifest and communications updates.		
Ensure each crewmember not involved in the incident / accident contacts his/her family to say "I'm OK".		
Maintain a continuous Accident Master File.		
Establish log of any documents released to any agency (NTSB, FAA, Insurance Carrier).		
Provide administrative support (Continuous).		
Serve as central call receiver.		
Schedule transportation and boarding.		
Initiate schedule adjustments.		

NOTES; _____



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7.8 Security Checklist

Security actions should be performed by any manager who is not taxed with other duties and is able to effectively perform the security duties set forth below. The MH COO should be kept well-informed of all security actions taken, and any difficulties encountered in the successful completion of all security duties.

Action	Name of person responsible	Date	Time
Establish telephone and action log (Attachment 1).			
If accident site is at the home airport, establish and monitor security for 24-hour coverage at accident site.			
If the accident is not at the home airport, establish, contact and provide liaison with local law enforcement agencies.			
Contact local police association for use of off-duty police as site guards.			
Provide any security service requested by the MH Response Team.			
Provide protection to MH facilities, and also provide security to MH employees in a hostile environment.			
Recall employee volunteers to assist families. Provide names and phone numbers to Family Assistance Coordinator.			

NOTES; _____



8. SECTION 6 – AIRCRAFT INCIDENT PROCEDURES

8.1 General

An aircraft incident is an occurrence other than an accident associated with the operation of an aircraft that affects, or could affect, the safety of operations.

- In an incident, the aircraft receives less than substantial damage; or if injury to personnel is involved, the injury is less than serious.
- Refer to **Definitions** in Section 1 of this ERP for descriptions of **SERIOUS INJURY** and **SUBSTANTIAL DAMAGE**.

8.2 Aircraft Incident Initial Response

RECOGNITION AND INITIAL REPORT

The first MH employee who becomes aware of an aircraft incident should contact the Accident Response Team Leader and/or the Safety Officer at the numbers provided in Section 1.

NOTE: Do not delay notification while awaiting more complete information.

8.3 Alerts

Once the Accident Response Team Leader and/or the Safety Officer have been notified of an aircraft incident, the Accident Response Team Leader will alert department designees.

FOR ANY AIRCRAFT INCIDENT

The Director of Operations, Director of Maintenance and Q&S Manager shall be alerted through one of the telephone numbers listed in Section 1, or by any other expeditious means.

The Accident Response Team Leader, Q&S Manager and any other available department managers should promptly determine if the event is to be regarded as a significant event. If the event is determined to be significant, refer to **SECTION 5: AIRCRAFT ACCIDENT CHECKLISTS** of this ERP.

ACCIDENT RESPONSE TEAM LEADER PROCEDURES

The Accident Response Team Leader will solicit reports or statements (as appropriate) from all involved persons as soon as possible, and provide the Q&S Manager with copies of all reports for investigation and follow-up. Upon receipt of information concerning an aircraft incident, the Accident Response Team Leader shall:

- Complete FORM SP031 AIRCRAFT ACCIDENT /INCIDENT REPORT.
- If persons are injured (even minor), complete FORM SP030 INJURY REPORT.
- Ensure that all pertinent flight records are collected and secured, including the removal of the cockpit voice recorder and the flight recorder if requested by the Director of Operations or his representative.
- The Director of Operations or designee will make all accident/incident notifications to the NTSB.

When an accident or incident occurs, Maritime Helicopters, as the operator of the aircraft, is responsible for the preservation of "...any aircraft wreckage, cargo, and mail aboard the aircraft and all records, including all recording mediums of flight, maintenance and voice recorders pertaining to the operation and maintenance of the aircraft and to the airmen until the Board takes custody thereof or a release is granted." (NTSB 830.10)



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REQUIRED REPORTS

The following reports will be generated, collected, and submitted according to this plan. Typically, the Director of Operations will submit the required reports.

- Crewmember Statement (may be typed or handwritten on separate sheets of paper):
 - In accordance with NTSB regulations, each crewmember shall submit a statement setting forth the facts, conditions, and circumstances relating to the incident as they appear to him/her.
- If requested, the Accident Response Team Leader will collect the following reports:
 - A written report of the incident flight including all facts and reports received by him concerning the flight.
 - The Accident Response Team Leader of the flight shall submit a written report containing all information used in dispatching the flight and any flight following messages received from the flight.

A written report of the above incidents shall be filed with the NTSB only when requested by an authorized representative of the Board.



9. SECTION 7 – GROUND INCIDENT PROCEDURES

9.1 General

A Ground Incident is an event or occurrence that involves damage to company property or personnel when no intent for flight exists. It can be but is not limited to damage or injury incurred while towing an aircraft (not during a pushback, since intent for flight exists), performing a maintenance engine turn, driving a vehicle, or falling downstairs.

9.2 Ground Incident Initial Response

RECOGNITION AND INITIAL REPORT

The first MH employee who becomes aware of a ground incident should contact the Accident Response Team Leader at the telephone numbers listed in Section 1:

NOTE: Do not delay notification while awaiting more complete information.

The Accident Response Team Leader shall contact only those department managers who have authority over the operation or facility where the event occurred. For example, an incident of dangerous goods leakage at the MH main maintenance facility may require only that the Director of Maintenance be alerted; a minor injury sustained by a pilot may require notification of only the Chief Pilot. Normally, the Accident Response Team Leader will determine which supervisors or department managers should be contacted.

ACCIDENT RESPONSE TEAM LEADER PROCEDURES

The Accident Response Team Leader will solicit a **Flight Irregularity Report or Error/Damage/Occurrence Report** (as appropriate) from all involved persons as soon as possible, and provide the Safety Officer with copies of all reports for investigation and follow-up. Upon receipt of information concerning an aircraft incident, the Accident Response Team Leader shall:

- Complete FORM SP031 AIRCRAFT ACCIDENT /INCIDENT REPORT.
- If persons are injured (even minor), complete **FORM SP030 INJURY REPORT**.



10. SECTION 8 – INJURY OR DEATH

10.1 General

INJURY REPORT FORM SP030 should be submitted for any job-related injuries, regardless of their severity. Reports may be submitted to your department / station manager, or directly to the Q&S Manager.

10.2 Serious Injury

RECOGNITION AND INITIAL REPORT

The first MH employee who becomes aware of a serious or fatal injury to one or more employees, vendor employees' customers or other persons associated with company operations shall contact LOCAL EMERGENCY SERVICES, the MH Accident Response Team Leader and/or the Q&S Manager, in that order.

EMERGENCY SERVICES: CALL 911

- State calmly and clearly:
 - The nature of the emergency or injuries
 - Estimated number of injured
 - Address of the injury location and telephone number
 - Do not hang up until 911 hangs up first.

NOTE: Do not delay notification while awaiting more complete information.

As soon as possible after the event that caused the serious injury or injuries, a list of the individuals involved shall be compiled and provided to the Director of Human Resources. If it is determined that there is a loss of life involved, the Director of Ops/ General Manager shall be notified and requested to activate the MH **Family Assistance Plan**.

Under this plan, MH provides support services to the families of those deceased as well as those injured and survivors without injury, through a **Family Assistance Support Center (FASC)**. MH has designated the Director of Human Resources as the key management person responsible for notification of the next of kin of those persons deceased and for providing notice and assistance to the families of survivors. The Director of Human Resources will activate the FASC to carry out those responsibilities.

NOTE: MH policy prohibits the release of passenger / crew / supernumerary manifest information unless specifically authorized by the FASC. This information is considered sensitive and confidential.

Coordination with federal, state and local authorities having emergency responsibilities will be accomplished by the MH Family Assistance staff, and on site by the MH Emergency Response Center.



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ACCIDENT RESPONSE TEAM LEADER PROCEDURES

The Accident Response Team Leader shall:

- Complete Injury Report Form SP030 for each person (see the MH **SMS Forms Catalog**).
- Contact appropriate department managers, and, depending on the size and scope of the event, activate the MH Emergency Response Center (see **SECTION 5: AIRCRAFT ACCIDENT CHECKLISTS** of this ERP for more information).
- If a crewmember becomes incapacitated while in the performance of his/her duties, the NTSB and FAA shall be notified, and Crew Scheduling must be alerted for a replacement.

REQUIRED REPORTS

The following reports shall be filled out as soon as possible:

- If **intent for flight** exists when a person is seriously injured or killed, it is considered an **aircraft accident** and NTSB form 6120.1/2 must be filled out. (For additional information, refer to **SECTION 5: AIRCRAFT ACCIDENT CHECKLISTS**.)
- Complete report required under the Occupational Safety and Health Act (OSHA).
- Human Resources must file a report with the Workmen's Compensation Insurance Company and with the appropriate personal insurance companies.
- Upon request, submit a report to the Director, Family Support Services, National Transportation Safety Board (NTSB).



11. SECTION 9 – OVERDUE OR MISSING AIRCRAFT PROCEDURES

11.1 Overdue aircraft

An aircraft is considered to be overdue when an ATC agency reports it as such, or when no information about the aircraft has been received by ATC or MH:

- For 30 minutes after its last notified estimated time of arrival (ETA)
- For 5 minutes after the estimated time of landing after having landing clearance
- Within 10 minutes after takeoff

11.2 Missing Aircraft

RECOGNITION AND INITIAL REPORT

An aircraft is considered to be missing when its position is unknown, and when it can no longer be airborne based on the amount of fuel aboard at take-off.

An overdue aircraft can become a missing aircraft, and then evolve into an aircraft accident or other serious situation. Information concerning an overdue or missing aircraft will most likely come to the Accident Response Team Leader or Flight Control.

ACCIDENT RESPONSE TEAM LEADER PROCEDURES

In either situation, the first steps are to try and locate the aircraft using **OVERDUE OR MISSING AIRCRAFT CHECKLIST FORM SP032** as found in the MH **SMS Forms Catalog**.

- If no contact is established with the aircraft, the Accident Response Team Leader shall declare an emergency with the FAA Command Center and the appropriate Air Traffic Control facility.
- If the situation deteriorates further, proceed with **SECTION 5: AIRCRAFT ACCIDENT CHECKLISTS**.
- Immediately contact the Q&S Manager, the MHCOO or other member of senior management.

NOTE: Do not delay notification while awaiting more complete information.



12. SECTION 10 – HIJACKING

12.1 General

If a company aircraft is hijacked, the first notification will probably come from either an Air Traffic Control (ATC) facility or directly from the aircrew involved via a phone patch to Flight Control or the Manager on Duty.

12.2 Hijacking Initial Response

Upon receipt of information indicating a company aircraft is being hijacked, the Manager on Duty shall:

- Initiate Emergency Notification of the MH COO & all department managers
- Notify the FAA Standby Duty Officer immediately (see Section 3A, Paragraph: **ALERTS** subparagraph: Notification of Authorities); they will notify other agencies external to MH.
- Maintain direct contact with the aircraft if possible.
- Use the ERC as a Command Center.
- The flight crew will be following instructions contained in their Flight Operations Manuals.
- When the aircraft is on the ground, Airport and Security Authorities will co-ordinate all activities, including approaching, boarding, or stopping the aircraft, with the captain of the aircraft and company management.
- All department managers should be prepared to provide on-site technical support, including personnel, to the Airport and Security Authorities if requested.
- At the conclusion of the incident, disclose no information to the news media or general public unless specifically authorized by management.



13. SECTION 11 – GROUND FACILITY BOMB THREAT PROCEDURES

13.1 General

Any employee aware of a potential bomb threat will immediately notify the Manager on Duty and the Quality & Safety Manager. If the threat is made by telephone, employees should attempt to record a ***verbatim transcript of the call*** (as best as possible). If comments regarding bomb threats are made in person, attempt to detain the individual. Immediately summon security or local law enforcement.

13.2 Ground Facility bomb Threat Initial Response

SPECIFICATIONS

When a telephone bomb threat is received, the recipient should do the following:

- Do not hang up on the caller. Remain on the line and gather as much information as possible.
- Whenever possible, try to copy the caller's exact words.
- Listen closely and write down everything the caller says. If feasible, record the conversation.
- If available, use the Bomb Threat Telephone Checklist (Form SP033).
- Ask the caller about the location and type of device.
- How soon will the device detonate? What will make it detonate?
- Listen to the voice of the caller and note accents, affectations, sex, age, etc. and note these observations.
- Listen carefully for background noises (i.e., traffic, machinery, television, etc.) and note these observations.
- Ask the caller why the device has been placed.
- Wait for the caller to terminate the call before hanging up.
- Notify the Manager on Duty.

Every effort should be made to extend the conversation by asking the caller detailed questions regarding the type of bomb, type of explosive, type of timing device, time set to explode, etc.

Once a threat is made, the person receiving the threat shall immediately contact the Manager on Duty and the Q&S Manager. The Q&S Manager shall immediately notify authorities (see Section 3A, Paragraph: **ALERTS** subparagraph: Notification of Authorities);

NOTE: While most bomb threats are hoaxes, it is important that every threat be taken seriously. In general, the more specific information the caller provides, the greater the credibility of the threat.

For bomb threats not received at MH's main base of operations, the person receiving the threat should inform the Station/Facility Manager who will:

- Contact local police.
- Notify the Manager on Duty.
- Coordinate with Police and the MH Q&S Manager or Security Officer who will determine further action, i.e., evacuation, etc.



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SUSPICIOUS OBJECTS

If any suspicious object/package is unidentified and suspected to be a bomb:

- Inquire in immediate surroundings regarding ownership of the object/package, and make an announcement regarding the unclaimed item.
- Do not touch or move the object.
- Notify local airport authorities.
- Notify the Q&S Manager.
- Attempt to determine the object's status through use of a FAA-approved explosive detection system.

If the explosive detection system indicates the presence of an explosive in the object, immediately notify local law enforcement and begin orderly evacuation of all people in the area.



14. SECTION 12 – AIRCRAFT BOMB THREAT PROCEDURES

14.1 General

Any employee aware of a potential bomb threat will immediately notify the Manager on Duty and the Q&S Manager. If the threat is made by telephone, employees should attempt to record a *verbatim transcript of the call* (as best as possible). If comments regarding bomb threats are made in person, attempt to detain the individual. Immediately summon security or local law enforcement.

In flight, the crew will be following specific instructions contained in their Flight Operations Manuals.

14.2 Aircraft Bomb Threat Initial Response

SPECIFIC ACTIONS

When a telephone bomb threat is received, the recipient should do the following:

- Do not hang up on the caller. Remain on the line and gather as much information as possible.
- Whenever possible, try to copy the caller's exact words.
- Listen closely and write down everything the caller says. If feasible, record the conversation.
- If available, use the Bomb Threat Telephone Checklist (Form SP033).
- Ask the caller about the location and type of device.
- How soon will the device detonate? What will make it detonate?
- Listen to the voice of the caller and note accents, affectations, sex, age, etc. and note these observations.
- Listen carefully for background noises (i.e., traffic, machinery, television, etc.) and note these observations.
- Ask the caller why the device has been placed.
- Wait for the caller to terminate the call before hanging up.
- Notify the Manager on Duty.

Every effort should be made to extend the conversation by asking the caller detailed questions regarding the type of bomb, type of explosive, type of timing device, time set to explode, specific flight involved, etc.

NOTE: While most bomb threats are hoaxes, it is important that every threat be taken seriously. In general, the more specific information the caller provides, the greater credibility of the threat.

Once a threat is made, the person receiving the threat shall immediately contact the Manager on Duty and the Quality and Safety Manager. The Q&S Manager shall immediately notify authorities (see Section 3A, Paragraph: **ALERTS** subparagraph: Notification of Authorities);

On the ground, the airplane will be evacuated immediately. Normal means of egress will be used unless an explosion deadline exists and is imminent, in which case emergency egress means will be used. The flight crew has been trained to follow the instructions contained in their Flight Operations Manuals.



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For bomb threats not received at the MH main base of operations, the person receiving the threat should inform the Station/Facility Manager who will:

- Contact local police.
- Notify the Manager on Duty.
- Coordinate with Police and MH Safety / Security Officer who will determine further action.

BOMB WARNING CLASSIFICATION

The Bomb Warning classifications are:

- **Indirect:** There is no Positive Target Identification (PTI); the threat does not relate to a specific flight, and indicates that the estimated risk is low; a hoax is suspected. Normal procedures are recommended.
- **Direct:** The threat contains Positive Target Identification. Immediate implementation of bomb warning procedures is recommended.
 - When a Bomb Warning is evaluated as Direct, all communication between the flight crew and Ground Communication Centers will be in plain English.

INFLIGHT COMMUNICATION CODES

When communicating with ATC or any other Agency outside MH, use the term “**bomb warning.**”

MANAGER ON DUTY PROCEDURES

- If the aircraft is on the ground:
 - Contact the crew and the ground station immediately, directing an aircraft evacuation.
 - Ensure local police at the aircraft's location have been notified.
- Contact the MH Safety Officer. The Manager on Duty shall be prepared to provide as much information as possible from the attached Bomb Threat Telephone Checklist (Form SP033).
- After notifying the captain, the Manager on Duty shall contact the Q&S Manager and the COO, and activate the MH Emergency Response Center (see **SECTION 5: AIRCRAFT ACCIDENT / SIGNIFICANT EVENT PROCEDURES** of this ERP for more information).

QUALITY AND SAFETY MANAGER PROCEDURES

The Q&S Manager will:

- Determine a bomb warning classification for internal use.
- Coordinate a course of action with the Director of Operations and the Manager on Duty.



15. SECTION 13 – EMERGENCY EVACUATION OF EMPLOYEES FROM OVERSEAS LOCATIONS

15.1 General

In the event there is a sudden situation such as a natural disaster or political instability that requires the rapid removal of company employees who may be assigned or traveling, the following procedures apply.

15.2 Manager on Duty Procedures

The Manager on Duty shall take the following action:

- Gather as much information as possible from the reporting source to include:
 - The nature of the situation requiring evacuation.
 - The precise location of the MH employees to be evacuated. A street intersection if in an urban area, an 8-digit grid coordinate in a rural area, or if that is not possible, a significant landmark.
 - The number of company employees to be evacuated.
 - The names of MH employees to be evacuated.
 - Are the employees in a safe location?
 - What is their proximity to an airport or harbor?
 - Is passage to an airport or harbor safe, and is this location secure?
 - Is there a method of keeping in communication with them (i.e., cell phone, satellite phone)?
- Contact the Safety Officer.
- If contact is not made within 15 minutes, contact the MH COO.
- Report the details to the Q&S Manager and/or COO with all details to determine if the Emergency Response Center (ERC) team members shall be recalled. In the event the COO is unavailable, the Director of Operations will act on his behalf.



16. SECTION 14 – ABDUCTION / KIDNAPPING OF A MH EMPLOYEE

16.1 General

In the event the Manager on Duty is notified that a company employee has been kidnapped or abducted, the following procedures apply.

MANAGER ON DUTY PROCEDURES

The Manager on Duty shall take the following action:

- Gather as much information as possible from the reporting source to include:
 - Name of employee.
 - Location where the incident occurred.
 - Who witnessed the incident/made the initial report.
 - What are the details of the incident: (time, place, etc.).
 - Contact information of the reporting source.
- Contact the Quality and Safety Manager.
- If contact is not made within 15 minutes, contact the MH COO.
- Report the details to the Q&S Manager and/or COO with all details to determine if the Emergency Response Center (ERC) team members shall be recalled. In the event the MH COO is unavailable, the Director of Operations will act on his behalf.



17. SECTION 15 – SUSPICIOUS ITEMS / VEHICLES AND EXPLOSIONS

17.1 General

In the event that an unusual or out-of-place item is found at any company facility, it should be treated as suspect until determined otherwise. Suspect items may include mail, unattended briefcases, knapsacks, suitcases, paperbags, shopping bags, cardboard boxes, automobiles or other vehicles. Any of these, or numerous other items could conceal an explosive device. **Contact the police by calling 911.** Explain that a suspicious letter/parcel has been received and request a police response.

LETTER / PACKAGE BOMB

The following indicators are signs of a possible letter/package bomb:

- Restrictive marking such as “personal”, “private”, or “confidential”.
- Excessive postage on envelope or package.
- Addressee's name or title may be inaccurate or misspelled.
- Mailed from a foreign country.
- Excessive securing material (string or tape).
- No return address.
- Oil stains.
- Peculiar odor.
- Envelope may feel especially rigid or seem uneven or lopsided.
- An irregular shape, soft spots or bulges.
- Buzzing, ticking or sloshing noises.
- Protruding wires.
- Pressure or resistance when removing contents.

SUSPICIOUS VEHICLES

A suspicious vehicle is defined as a vehicle that appears out of place and has characteristics that may indicate it contains an explosive charge. Identification of suspect vehicles is very difficult, but there are several characteristics to be aware of. Vehicles with some of the following characteristics can be considered to be suspicious:

17.2 SUSPICIOUS ITEM / VEHICLE RESPONSE

Upon noting a suspicious item or vehicle, the person identifying the potential threat should inform the Station/Facility Manager who will:

- Contact local police
- Notify the Manager on Duty.
- Coordinate with police and the MH Q&S Manager to determine further action, i.e. evacuation, etc.



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MANAGER ON DUTY PROCEDURES

The Manager on Duty shall take the following action:

Ensure local police at the incident site have been notified. If the threat is at MH's principal base of operations, police and fire departments will be notified by dialing 911.

Notify the MH Safety Officer of the potential threat and the status of police notification.

Contact appropriate department / facility managers with details and for recommended additional courses of action.

QUALITY AND SAFETY MANAGER PROCEDURES

The Q&S Manager will:

If possible, coordinate actions at the incident station/facility with local police. Law enforcement authorities upon arriving at the scene may take control of the situation and override the plan determined by MH.

EVACUATION PROCEDURES

If an emergency evacuation is ordered, local police and the Station/Facilities Manager determine the direction of evacuation and safe haven to report to in accordance with local procedures.

- The Station/Facility Manager ensures all company employees are notified to evacuate the building and ensures all employees leave the premises to a safe area.
- Vehicle bombs can inflict enormous damage. Upon identifying a possible suspect vehicle, evacuate all personnel to the following minimum distances:
 - Compact car - 1500 ft
 - Sedan - 1750 ft (approx. 1/3 mile)
 - Van - 2740 ft. (approx. 1/2 mile)
 - 14 ft. truck - 3750 ft. (approx. 3/4 mile)
 - Fuel truck - 6500 ft (over 1 mile)
 - Semi-trailer - 7000 ft. (approx. 1.3 miles)

EXPLOSION RESPONSE PROCEDURES

In the event of a sudden explosion at a company facility, the immediate concern should be to notify emergency services agencies and evacuate the area. The explosion may be caused by something other than a bomb (i.e., transformer, gas line, etc.). It will be unlikely that the source of the explosion will be evident at the time it occurs. The size of the explosion will also dictate the scope of the response. If an explosion occurs, the Station/Facility Manager (Manager on Duty at MH's principal base of operations) should follow these steps:

- Evacuate personnel from the blast site area using the fire evacuation plan.
- Notify emergency response agencies from a safe location as soon as possible.
- If not at headquarters, notify the Manager on Duty.
- Do not allow personnel to re-enter the facility until emergency service personnel (police and fire agencies) determine the site is safe.
- Be aware of the possibility of a secondary device, including the possibility of a secondary device at the evacuation assembly area.



18. SECTION 16 – HAZARDOUS / RADIOACTIVE MATERIAL INCIDENT

18.1 General

This Section contains procedures for immediate actions and internal reporting of incidents involving Dangerous Goods / Radioactive Materials within MH. The MH **DANGEROUS GOODS PROGRAM** contains detailed procedures for the reporting of Dangerous Goods / Hazardous Material / Radioactive Material Incidents to appropriate regulatory authorities.

MANAGER ON DUTY PROCEDURES

In the event of a dangerous goods / hazardous material incident, the Manager on Duty will:

- If aboard an aircraft that is airborne, inform the aircrew to follow the procedures in the Emergency Response Guide Book located on the aircraft.
- Fill out the Dangerous Goods Occurrence Report (Form SP034)
- Contact CHEMTREK at 1-800-424-9300 or 703-527- 3887 for emergency assistance.
- Notify INTERNATIONAL SOS on line if medical consultation is needed at 1-800-523-6586 (USA) or 215-942-8226
- Notify the incident site Station Manager.
- Notify the Station Manager that loaded the Dangerous Goods / HAZMAT.
- Contact the Q&S Manager with details, and to determine if additional supervisors or department managers should be contacted.

A Dangerous Goods Emergency Response chart is provided for quick reference of initial actions and precautions (see **DANGEROUS GOODS EMERGENCY RESPONSE CHART** below).

REQUIRED REPORTS

Refer to the MH Dangerous Goods Program for reporting requirements to authorities and reporting procedures. To report an incident involving Dangerous Goods / HazMat internally within MH, see **Dangerous Goods Occurrence Report SP034** in the MH **SMS Forms Catalog**.

18.2 Radioactive Material Incident Response

In the event of a radioactive incident, pass the following information to persons with authority at the incident site:

- Do not occupy the aircraft until qualified personnel have determined there is no significant surface radiation contamination.
- Segregate persons in an area away from contact with radioactive material pending instructions from qualified personnel.
- In case of obvious leakage or if it appears likely that the inside container may have been damaged, avoid inhalation, ingestion or contact with the radioactive materials.
- In incidents involving fire, stay upwind: keep out of smoke, fumes, or dust rising from the accident.
- Remove injured from the accident area with as little contact as possible. Take any measure necessary to save a life but carry out only minimal first aid and surgical procedures until medical personnel familiar with radiation medicine arrive.
- Do not eat, drink, or smoke in the area. Do not use food or drinking water that may have been contaminated with material from the accident.



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18.3 Radioactive Material Emergency Response Chart

NRC - US NUCLEAR REGULATORY COMMISSION

NRC maintains an active program to ensure readiness to respond to any event that might impact public health or threaten the environment. NRC's Office of Nuclear Security and Incident Response (NSIR) has the primary responsibility for this essential agency function.

LOCATIONS

The NRC has its headquarters in Rockville, Maryland and four regional offices around the United States. Business hours are 0730 - 1615 lcl (ET), except weekends and Federal holidays. The following lists the address information for each regional office. You may call, write or visit the regional office near you.

Region I Address: U.S NRC Region I 475 Allendale Road King of Prussia, PA 19406-1415 Phone: 610-337-5000 Toll Free: 1-800-432-1156 Hours: 0700 - 1615 lcl (ET) Monday through Friday TDD: 301-415-5575	Region II Address: U.S NRC Region II Sam Nunn Atlanta Federal Center 23 T85 61 Forsyth Street, SW Atlanta, GA 30303-8931 Phone: 404-562-4400 Toll Free: 1-800-577-8510 Hours: 0700 - 1615 lcl (ET) Monday through Friday TDD: 301-415-5575
Region III Address: U.S NRC Region III 801 Warrenville Road Lisle, IL 60532-4351 Phone: 630-829-9500 Toll Free: 1-800-522-3025 Fax: 630-515-1078 Hours: 0700 - 1645 lcl (CT) Monday through Friday TDD: 301-415-5575	Region IV Address: U.S NRC Region IV Texas Health Resources Tower 611 Ryan Plaza, Suite 400 Arlington, TX 76011-8064 Phone: 817-860-8100 Toll Free: 1-800-952-9677 Hours: 0700 - 1615 lcl (CT) Monday through Friday TDD: 301-415-5575



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18.4 Dangerous Goods Emergency Response Chart

HAZARD CLASS DIVISION AND COMPATIBILITY GROUP	DANGEROUS GOODS CLASS	HAZARD DESCRIPTION	IMMEDIATE ACTION: MINIMIZE LEAKAGE AND CONTACT WITH OTHER CARGO.
1.3C 1.3G	Explosives (Acceptable on Cargo Aircraft Only –CAO)	Fire and minor blast hazard and/or propulsive hazard	Notify Fire Department. Guard against fire.
1.4B 1.4C 1.4D 1.4E 1.4G		Fire, but no other significant hazard	
1.4S		Small fire hazard	
2.1 2.2 2.2		Ignites when leaking High pressure cylinder bursting Subcooling	
2.3		High pressure cylinder bursting and toxic inhalation	
3	Flammable Liquid	Gives off flammable vapor	See Explosives DO NOT USE WATER UNDER ANY CIRCUMSTANCES
4.1 4.2 4.3	Flammable Solid Spontaneously Combustible Dangerous when wet	Combustible, contributes to fire Ignites in contact with air Ignites in contact with water	
5.1 5.2	Oxidizer Oxidizer Peroxide	Ignites combustibles on contact Reacts violently with other substances	
6.1 6.2	Toxic Substances Infectious Substances	Harmful if swallowed, inhaled or contacted with skin Causes disease in humans and animals	
7 CAT I 7 CAT II/III	Radioactive – White Radioactive – Yellow	Radiation hazards and harmful to health	Isolate area. Obtain qualified assistance DO NOT TOUCH KEEP AWAY minimum 25 meters
8	Corrosive	Hazardous to skin and metal	See Explosives AVOID CONTACT WITH SKIN!
9	Polymeric Beads Magnetized Material Carbon Dioxide, Solid (Dry Ice) Miscellaneous Dangerous Goods	Evolves small quantities of Flammable Gas Affects navigation system Causes subcooling/suffocation Hazards not covered by other classes	AVOID CONTACT WITH SKIN! No immediate reaction required.



19. SECTION 17 – INTERNATIONAL SOS PROCEDURES

19.1 General

International SOS provides medical assistance, international healthcare, security services and outsourced customer care throughout the world. The company has over 4,400 professionals operating in 66 countries. Emergency medical assistance can be obtained through International SOS for crewmembers and other company employees while on a trip, inflight or on the ground, during technical stops and layovers, on both domestic and international flights. International SOS is not only for serious medical problems, it is for any medical condition or simply for medical advice or to answer a medical query, such as food-related illness, intestinal problem, severe cold, etc.

19.2 Medical Assistance Procedures

To obtain medical assistance or advice, crewmembers and other employees should contact the Manager on Duty who will in turn contact International SOS. This service is available to all MH employees who are traveling both during flight and on the ground.

FOR INFLIGHT ASSISTANCE ONLY

- SOS Philadelphia In-Flight Assistance Line - 1-215-701-2818
- For non-in-flight medical assistance contact the SOS Alarm Centers Directly:
 - USA - 1-215-245-4707 or 1-800-523-6586
 - Canada - 1-800-441-4767
 - Europe, CIS, Africa, Middle East - 44-20-8762-8008
 - Asia, Australia, New Zealand, Pacific Rim - 65-338-7800

IN-FLIGHT ASSISTANCE PROCEDURES

In the situation of a serious medical condition occurring during flight, use the following procedure, and be aware that a First Aid Kit is carried aboard all company aircraft:

- Upon receiving a medical call concerning an injured or ill person, the Manager on Duty will establish a phone link with International SOS. International SOS can be reached by calling 1-800-523-6586 or 1-215- 245-4707. If the problem is occurring in-flight use the special inflight number: 1-215-701-2818 (this number is only for in-flight emergencies).
- Upon initial contact, the Manager on Duty will provide our company name and state the nature of the emergency or other assistance needed. SOS will require the following information:
 - Caller name and ID
 - Flight Departure point, destination, ETA (UTC), Aircraft Registration number
 - Patient Name, Age, Sex, (Passport #, nationality, next of kin)
 - Description of problem or complaint
 - Mental status - i.e., conscious, alert/ drowsy / disoriented / unconscious
 - Past Medical History - include if Medic alert wristband or necklace
 - Medications
 - Vital signs - pulse, breathing rate, temperature



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- If the Captain or crewmember feels that circumstances and time do not allow for a call to the Manager on Duty in System Control, International SOS may be called directly on their In-Flight Assistance Line 1 – 215 - 701-2818. This number can be called collect if necessary.
 - Provide International SOS with necessary information as outlined above. In such cases, International SOS will call the Manager on Duty and link them to the call. If it appears a medical evacuation will be necessary, the Manager on Duty will notify the Chief Pilot. The Chief Pilot (or Chief Pilot-on Call) has the authority to authorize a medical evacuation.
- While in-flight, International SOS will provide advice on immediate treatment, and monitoring of the patient as deemed appropriate by the SOS medical team, until arrival at destination.
 - The PIC or Manager on Duty will advise SOS of time to destination, and if required, time to alternative destinations if diversion may be required. Based on the available medical information, International SOS will recommend to the crew whether diversion is medically advisable, and based on the timings provided, make a recommendation as to best destination. However, the ultimate decision to divert a flight and make an emergency landing at a location other than the original destination rests with the Pilot-in Command.
- Once the patient is on the ground, the Manager on Duty will coordinate with the Dir. of Flight Operations for ambulance (tarmac) access to the aircraft. International SOS will arrange with the Manager on Duty who will coordinate with the Dir. of Flight Operations for medical support and transport once the patient is on the ground. SOS will arrange receiving care at the most appropriate medical facility.
- MH will guarantee payment for all medical ground transfers, and will advise SOS whether a guarantee of payment (GOP) for medical expenses at the medical facility should be provided by SOS. MH authorizing persons will advise SOS on GOP prior to arrival at the medical facility. In such cases where a GOP is not provided, MH will assist in providing SOS with details of payer information. MH authorizing persons will advise SOS whether further medical monitoring in hospital will be required. SOS will advise MH on mode of repatriation of patient, if applicable.
- MH and International SOS are responsible for protecting the physician/patient relationship and patient confidentiality.
- International SOS medical assistance is not available when at home or on personal travel.



20. SECTION 18 – FAMILY ASSISTANCE PLAN

20.1 Duties and Responsibilities

DIRECTOR OF HUMAN RESOURCES

The Director of Human Resources will serve as the MH primary Family Assistance Coordinator (FAC). The Director of Human Resources maintains a list of current and qualified volunteers to be called upon to assist families and survivors. Human Resources, working with social services agencies (such as the Red Cross), will ensure that the volunteers are trained on a regular basis, sufficient to guarantee that these people are qualified to respond to the needs of aviation disaster victims and families. Human Resources and the Red Cross will also prepare briefing cards detailing the services and accommodations that MH will provide to families and survivors. The briefing cards will be updated as long as there is continued contact from families.

The Director of Human Resources will pre-identify hotels suitable for accommodating the established number of families which could arrive seeking information following an accident in that area. Hotels should also be surveyed for meeting rooms to accommodate briefings and small counseling groups. These accommodations are in addition to the rooms required for the GO TEAM and Family Assistance personnel.

SAFETY OFFICER

The Safety Officer will maintain copies of this EMERGENCY RESPONSE PLAN, and be prepared to offer assistance and information to relatives of an air disaster who may come to the offices of MH, even though the accident occurred at another location.

MANAGER ON DUTY

The Manager on Duty will follow guidance in the ERP to gather manifest information on any aircraft to or from their facility which is involved in an accident. The first draft of the manifest should be provided to the MH COO within 20 minutes of the occurrence. Names from the manifest should not be released by anyone in MH, the NTSB, or the Dept. of State, until all next of kin have been notified. Names shall further not be released until authority is granted from the MH COO.

20.2 Procedures

ACTIVATION OF FAMILY ASSISTANCE TOLL-FREE NUMBERS

The Director of Operations is responsible for ensuring the activation of Family Assistance Toll-free Numbers. The Director of Human Resources completes this duty using the following procedures:

- Call SPRINT TOLL-FREE SERVICES CUSTOMER CARE at 1.800.436.2070
- Provide Sprint Customer Care with our Maritime Helicopters company name and the name of your Safety Officer. Inform them that this is an emergency, and that activation of MH's five (5) toll-free numbers is necessary.
- Direct Sprint Customer Care to connect the toll-free numbers and program them to "point to" or "ring into" telephone numbers that you provide. These numbers could be:
 - Working company land-line telephone numbers
 - Working FAX numbers
 - Working cell-phone numbers
- Record each toll-free number and the working phone number (and location) to which each toll-free number will be connected. Several toll-free numbers may be connected to land-lines at a hotel near the accident site, while others ring into company offices. The nature and location of the emergency will determine these decisions. All toll-free numbers should be connected and working within 15 minutes of activation.



PASSENGER MANIFEST VERIFICATION

Immediately following an accident, a passenger and crew manifest for that flight will be collected (see Section 5 Aircraft Accident Checklists). The Manager on Duty performs this process to ensure that data on passengers is derived from the actual flight manifest, that the data is double checked, and that the initial list, marked "preliminary and unconfirmed," is sent within one hour to the MH COO. The lists of passengers and crewmembers traveling on any MH aircraft involved in an accident are confidential, and will not be discussed with anyone outside the airline. The preliminary list will be updated on an hourly basis as new information is gathered.

FAMILY ACCESS TO THE ACCIDENT SITE

The NTSB has jurisdiction over the accident site. In accordance with this ERP, MH will deploy a team of technical experts to the accident site to assist the NTSB with the investigation. The gate agent or station manager nearest the site and the MH GO TEAM are responsible for arranging local transportation, accommodations, and briefing facilities for family members who may wish to travel to the site. The GO TEAM Leader is tasked with coordinating with his NTSB counterpart to arrange for any requested site visits by family members. Actual coordination with family members will be conducted by the Safety Officer or designated Senior Representative at the site. Trained family assistance personnel will be deployed to the accident scene if deemed necessary, when it is known that family members will be traveling to the site. MH will contract for hotel accommodations for visiting members of any victims' immediate families and liaison personnel. The Director of Human Resources will obtain authority from the to contract hotels and to relay billing instructions, names of guests and specifically which expenses will be covered by MH.

HUMAN REMAINS AND PERSONAL EFFECTS

The medical examiner is responsible for the disposition of human remains. It is expected that MH will arrange for the shipment of identified remains to a destination selected by the victim's family. Any identified personal effects will be returned to the victim's family. Unidentifiable effects should be held by local authorities, until the need for them is concluded, and the local authorities should then dispose of them. Any personal effects which are held by MH should be returned to the family, if requested through the FAC. If no request has been received after 18 months, then the articles should be disposed of. The FAC will work with the involved families to determine if a monument with an inscription should be erected in memory of the victims.



21. SECTION 19- ATTACHMENT FORMS

21.1 Emergency Telephone and Action Log

Date	Time	To/From	Name	Phone Number
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				
Notes				



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21.2 Crewmember History

This form is used to report crewmember information to MH's insurance carrier.

Full Name	
Date of Birth	
Home Address	
Ratings	
Date of Last Proficiency Check	
Last Recurrent (Initial) Training	
Medical Certificate class, date, Limitations, Waivers	
Degree of Injury	
Seat Occupied	
Total Flight Time	
Total Flight Time in Type	
Hours Flown – Last 90 days	
Hours Flown – Last 30 days	
Hours Flown – Last 24 hours	
Duty Time last 24 hours Prior to Flight	
Date employed by MH	
Previous Accidents	



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21.3 Accident Message

Flight _____ Local date _____

Passengers on Board _____

Hazardous Material on Board _____

Action Taken (Report Immediately) _____

Passenger/Crew Status (General condition and brief description of injuries) _____

Disposition of Survivors _____

Disposition of Remains _____

Aircraft Data:

Gross Weight _____ CG _____

Flight Control _____ Flight
Configuration _____ Profile _____

Emergency Equipment Used _____

Weather: Ceiling _____ Visibility _____ Wind _____

Temp _____ Alt Setting _____

Runway Conditions _____

Equipment Necessary for Access and Removal _____



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21.4 Aircraft Mishap Report

Aircraft Number _____

Flight Number _____

Location _____

Names of Injured and Extent of Injuries: _____

Description of Mishap and Cause, if Known: _____

Extent of Damage to Aircraft: _____

Date/Time Damage was discovered _____

Name and Employer Identification of Ground Workers Involved: _____

Local Weather _____

Other Pertinent Details _____

