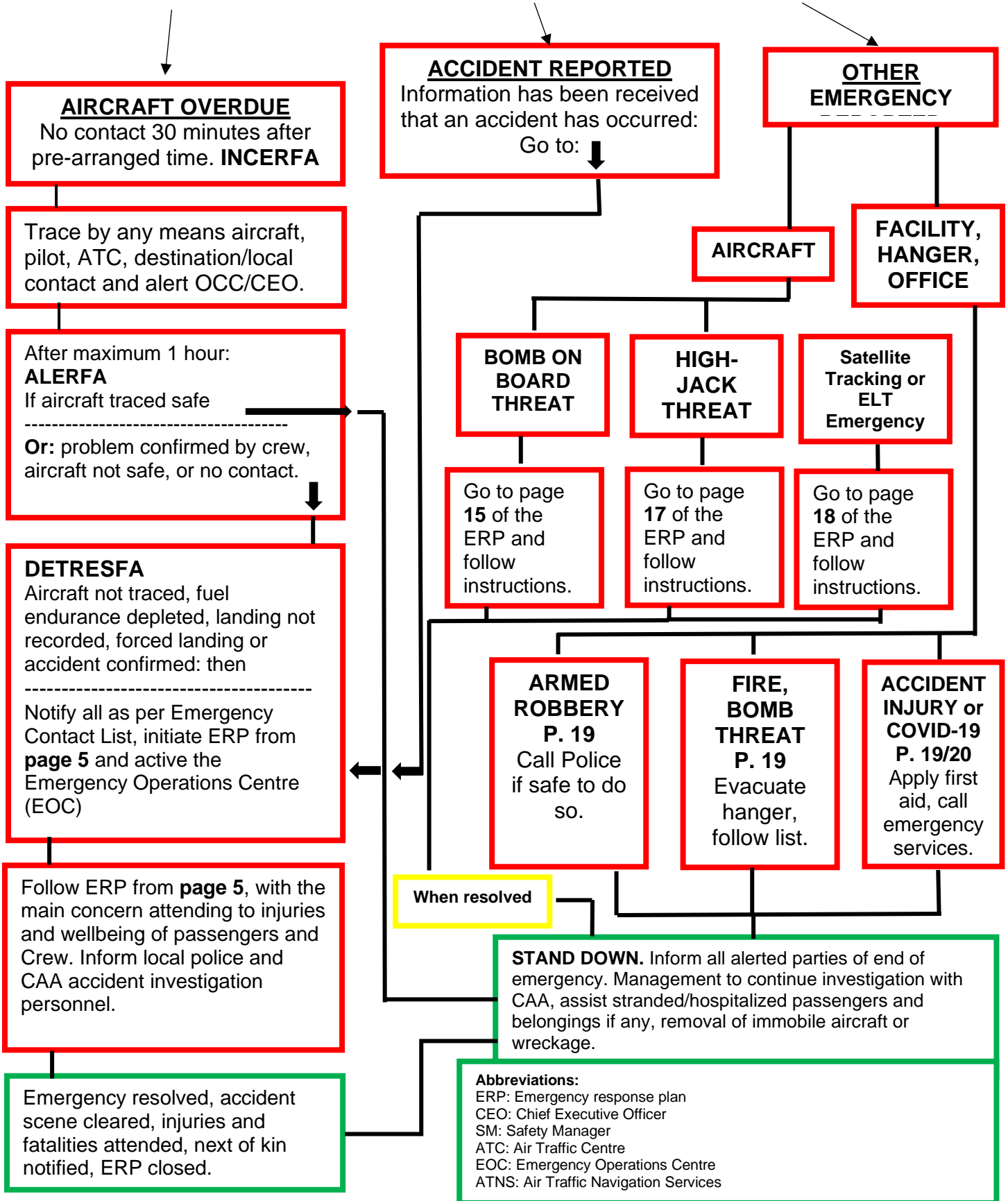


OVERDUE ACTION OR ACCIDENT OR OTHER



1. INTRODUCTION

- (a) This Emergency Response Plan Manual (hereinafter referred to as the ERP) provides basic response procedures in case of an emergency.
- (b) An Emergency Contacts List (QCD15-FRM150) forms part of this ERP and is available at each workstation, on E-SMS™, and on the MS Teams ERP portal.
- (c) The Emergency Contact List (QCD15-FRM150) will be reviewed every 6 months, or if required in terms of the Management of Change process.
- (d) The Comair Flight Services (CFS) Lanseria office main boardroom will be used as the Emergency Operations Centre (EOC). A Microsoft Teams ERP portal is available to remote staff due to the COVID-19 pandemic for staff working from home on a rotational basis. All required staff members that forms part of the Emergency Response Team has access to the Teams ERP site, and this ERP and supporting documentation are published on the site document library for easy access.
- (e) Formal training will be provided to key personnel as indicated in the Emergency Contact List (QCD15-FRM150). It is further the responsibility of each employee to ensure that he/she is familiar with the contents of this manual and that he/she follows the procedures laid out herein in case of an emergency.
- (f) Nothing contained in the ERP shall prevent personnel from exercising their own better judgment during any emergency for which the ERP makes no provision.
- (g) The following events may result in a crisis situation and activation of the Emergency Response Plan:
- Aviation accident/Serious incident
 - Disaster in the premises: Fire, bomb threat
 - Death, suicide at the workplace
 - Injury to staff and customers
 - COVID-19 infections or suspected infections
- (h) **CFS** will allocate sufficient resources to handle any type of emergency, to allow the continuing safe production, delivery and support of aviation services during such emergencies or contingencies. Designate and alternate staff have been appointed to ensure that sufficient resources is allocated to handle any emergency, and continuation of safety operations.
- (i) In drawing up the ERP checklists for use in the various emergency situations, it has been the intention for efficient use by the crews of all the various aircraft types operated by **CFS** as well as by all flight operations centres of **CFS**. At best, the emergency plans detailed below are designed for immediate response actions after an occurrence, after which the various local emergency organisations should be in place to deal with the crisis. At **CFS**' main base of operations, emergency response actions will be co-ordinated with the relevant airport emergency response plan. This plan is co-ordinated with the Lanseria Emergency Management System Type B Incident as CFS currently only operates aircraft that carries less than 20 passengers.
- (j) This ERP is meant to be initiated by the person becoming aware of an emergency situation, prior to handing over to the appropriate Responsible Person as indicted in the Emergency Contact List (QCD15-FRM150). In some cases, space is provided where the user can make notes or fill out sections (such as records or activity) which are to be used as legal evidence in subsequent investigations after an emergency or crises situation has risen.
- (k) Where information, which must be filled in is of a temporary nature (such as telephone numbers), this information must be hand amended as required. Having relevant updated information is important; therefor hand amendments where necessary can be made.
- (l) This emergency plan must be exercised at least once per annum by running a mock exercise to determine validity of information, and to indicate if procedures need to be modified to suit local

circumstances.

- (m) This document will not be the solution to all problems in the event of a crisis, but it has been put together on the basis of gathered knowledge, and every situation that has to be dealt with will require its own unique method of handling. This document is meant to be a guideline which, with intelligent input from management leadership should hopefully lead to a solution to the crisis you are enduring with minimal loss of life, injury and damage to property.
- (n) From time-to-time, **CFS** may integrate or coordinate its ERP with that of external customers or sub-contractors as applicable. In such case a new combine ERP may be produced, which will be done through the Management of Change process. Where sub-charter aircraft are used, the operating company's ERP will be used in case of an emergency, with the assistance of **CFS**.

2. AIRCRAFT OVERDUE / MISSING / IN GRAVE DANGER

<p>EXPLANATION: The following 3 phases exist which are initiated by ATC. Action is to be taken according to the following checklist only once clear and concise notification is received of the exact status of the aircraft.</p>	
1	<p>Uncertainty Phase (INCERFA) This is initiated upon:</p> <ol style="list-style-type: none"> a) Loss of radio communications with the aircraft 30 minutes after a specific radio communication/ops normal call was due at pre-arranged/scheduled reporting time or from the time that an unsuccessful attempt is made to contact the aircraft. b) The aircraft being 30 minutes overdue on its ETA without knowledge of its whereabouts and cannot be located on satellite tracking. c) The aircraft is known or believed to be subject to irregular operation or it is subject to hazardous conditions (e.g. loss of communications, adverse weather, failure of navigation systems, or malfunction of major mechanical components such as engine failure), but an emergency has not yet been declared by the aircrew.
2	<p>Alert Phase (ALERFA) This is initiated when:</p> <ol style="list-style-type: none"> a) Following an INCERFA phase, immediate further attempts prove fruitless at establishing contact with the aircraft. b) Information is received that a serious problem exists with the operational efficiency of the aircraft <u>but NOT necessarily that a forced landing is likely</u>. (In this situation the aircraft is known and confirmed to be operating under abnormal conditions and that the safe conduct of further flight is in jeopardy). At this stage an emergency <u>will</u> have been declared by the aircrew.
3	<p>Distress Phase (DETRESFA) This is initiated when:</p> <ol style="list-style-type: none"> a) Following an ALERFA phase, immediate further attempts prove fruitless at establishing contact with the aircraft, even after exhaustive attempts. b) The fuel that was on board is considered to be exhausted. c) An aircraft has been cleared to land and fails to do so within five minutes of its estimated landing time and communication is not re-established with it. d) Information is received that indicates that a forced landing was carried out.

3. AIRCRAFT ACCIDENT LISTS

3.1 ACCIDENT ACTIONS FOR ACCIDENT DIRECTOR

FORM 2: ACCIDENT CHECKLIST ACTIONS FOR ACCIDENT DIRECTOR

	ITEMS TO BE PERFORMED	ACTION TIME	REMARKS	FORM/ PAR
1	Initiate Emergency Contact List located on MS Teams ERP Site or issued hardcopy.			Emergency Contact List
2	Assign Ops Controller as Accident Log Keeper and initiate I record events in the accident log			3.2 p. 6 Emergency Contact List
3	Locate necessary personnel to CFS Emergency Operations Centre (EOC) in the CFS Main Boardroom / Remote staff to login in to MS TEAMS ERP site			3.5.1
4	Fill out Accident / Incident form on E-SMS			E-SMS
5	Contact CAA, scan & e-mail details to CAA			Page 2
6	Open master accident file			3.5.2 p. 11
7	Organise reception area for friends / family / survivors			3.5.3 p 12
8	Organise extra staffing to help all processes			3.5.3 p 12
9	Organise holding area for remains of the deceased			3.5.5 p. 12
10	Detail personnel to fill out passenger / crew / bystander forms in the reception area			3.3 p 7
11	Inform destination airport if accident happened en-route			Page 2
12	Organise holding area for personal belongings / cargo rescued from the wreck			3.5.6 p. 13
13	Organise heavy-lift equipment if wreckage is blocking a runway			3.5.7 p13
14	Organise holding area for storage of wreckage under security			3.5.7 p13
15	Organise set up of FCP.			3.5.1f p10
16	Contact ATNS to secure ATC tapes and tower log			Page 2
17	Secure documentation involving the accident			3.5.2 p11
18	Write (not broadcast) statement for airport public address			3.5.8 p13
19	Arrange press release			3.5.8 p13
20	Organise visit of CEO and accident director to the reception area for survivors			

3.3 PASSENGER / CREW / BYSTANDER INFORMATION FORM

CREW/BYSTANDER INFORMATION FORM				
FLIGHT NO:	SEX (M/F)	AGE:	FIRST NAMES:	CREW / BYSTANDER
DATE:			SURNAME:	
ADDRESS:				
TEL #:				
DETAILS OF NEXT OF KIN:				
NAME:				
RELATIONSHIP:				
ADDRESS:				
TEL #:				
CONTACTED (DATE/TIME):			BY:	
DETAILS OF PERSONS MEETING CREW, IF NOT NOK		FURTHER DETAILS OF CREW / BYSTANDER		
1. NAME:	DATE OF BIRTH	CONDITION / REMARKS		
RELATIONSHIP:	PLACE OF BIRTH	NATURE OF INJURIES:		
ADDRESS:	MARITAL STATUS	HOSPITAL NAME:		
TEL#:	M:	WARD#:		
	S:	BED#:		
	D:	HOSP TEL#:		
	CHILDREN#:	DOCTOR'S NAME:		
	AGES:			
	NATIONALITY			
2. NAME:	ID / PASSPORT#:	IF DEAD (APPARENT CAUSE OF DEATH):		
RELATIONSHIP:				
ADDRESS:	OCCUPATION:	IDENTIFIED / NOT IDENTIFIED / MISSING:		
TEL#:	RELIGION:	FAMILY RELIGIOUS REPRESENTATIVE NAME: TEL#:		
		CONTACTED (DATE/TIME):		
		BURIAL WISHES:		
REMARKS BY NOK	EMPLOYER NAME:			
	TEL#:			
	ADDRESS:			
	CONTACTED (DATE/TIME):			
	REMARKS			

3.4 EXPANDED DETAILS OF THE ACCIDENT CHECKLIST

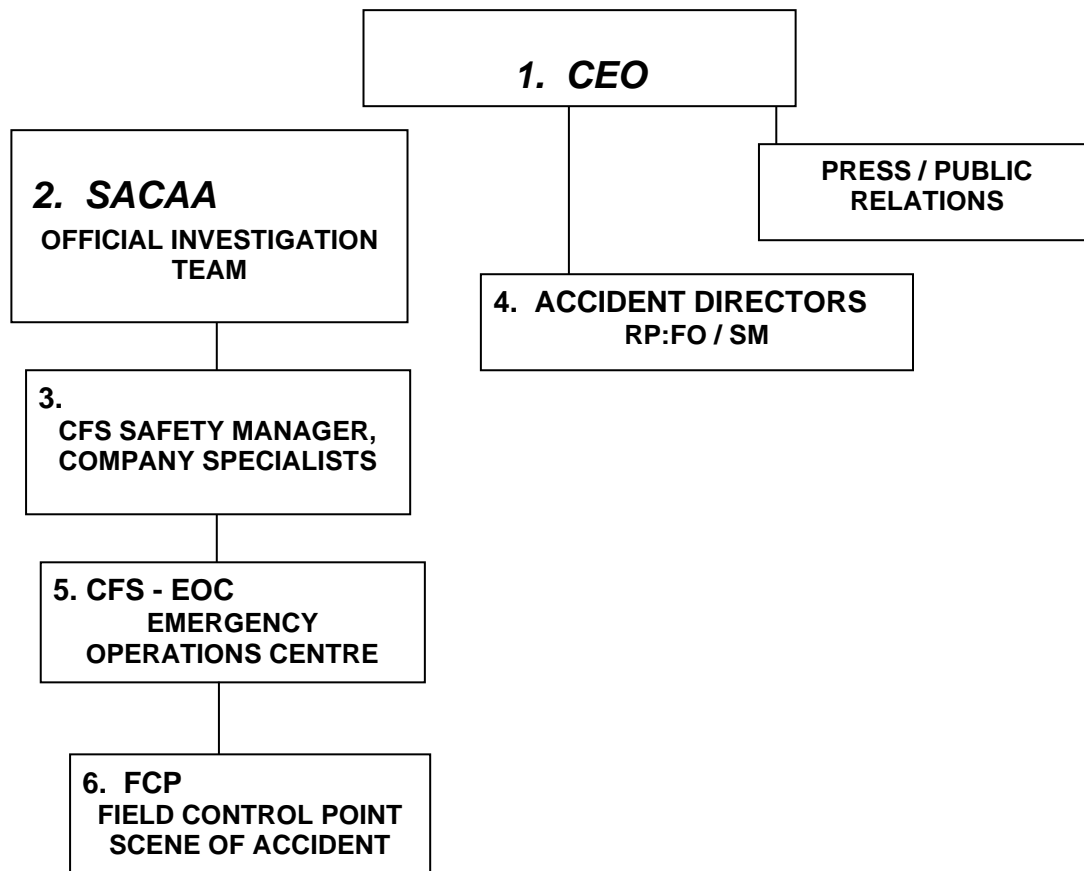
3.4.1 COMAIR FLIGHT SERVICES POLICY ON AIRCRAFT ACCIDENTS

It is the basic intention of the Chief Executive Officer Comair Flight Services to protect life, reduce injuries and protect the property of all people either working for or flying as passengers on Comair Flight Services aircraft. In the event of an accident it is the intention of the CEO of Comair Flight Services to lend the company's full support to the investigation of the accident and reduce any potential liability to the company. The notification of the charter client, next of kin, the release of information, the handling of information, handling of survivors I dead I and injured persons, their relatives and any baggage I personal possessions and cargo involved in the accident or affected by it will be in accordance with the details in this document, unless duly authorised by the CEO personally in writing. All information pertaining to the accident will be made available by the Managing Director of Comair Flight Services if and when it is required by any official investigation, provided the bounds of National Law are not exceeded regarding information which is sensitive in terms of national security.

3.4.2 DESCRIPTION I DEFINITION OF AIRCRAFT ACCIDENT

1. An aircraft accident occurs between the time anyone boards the aircraft with the intention of flying until disembarking in which this person is fatally or seriously injured as a result of being in the aircraft, coming into contact with its parts (fixed or detached) or as a result of jet blast. This is not applicable to stowaways outside the passenger cabin or injuries due to natural causes or self-inflicted injuries or those inflicted by other persons on board. ICAO classifies an injury resulting in death within 30 days of the accident as a fatal injury. A serious injury is one which:
 - a) requires hospitalisation for more than forty-eight (48) hours, commencing within seven (7) days from the date at which the injury was received; or
 - b) results in a fracture of any bone (except simply fractures of fingers, toes or nose); or
 - c) involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; or
 - d) involves injury to any internal organ; or
 - e) involves second-degree burns, or any burns affecting more than five (5) per cent of the body surface.
2. The aircraft sustains damage which affects its structural strength, performance or flight characteristics, requiring major repairs or component replacement (not including engine changes or damage to its engine cowlings and components I accessories, wing tips, antennas, tires, brakes, fairings or cosmetic damage to the skin of the aircraft).
3. The aircraft is missing or is in a completely inaccessible location. (An aircraft is considered to be missing when the official search has been terminated and the wreckage has not been located).

3.5 THE EMERGENCY ORGANISATION OF CFS



3.5.1 Description of the Components of Comair Flight Services Emergency Organisation

- a) The Chief Executive Officer as Accountable Manager of Comair Flight Services will exercise his authority in accordance with the Comair Flight Services policy on accidents described in this document.
- b) The Director of Civil Aviation South Africa will appoint an investigation team consisting of accredited Air Safety Officers and accident investigators to investigate the accident, who will work in close co-operation with the Comair Flight Services emergency organisation, receiving all the assistance required from them. The investigation's findings will be endorsed by the Director of Civil Aviation South Africa or his appointed delegate as the official and conclusive findings of the investigation.
- c) The Comair Flight Services SM will be an accredited SM in accordance with the applicable regulations of the SACAA. He will be required to have a working knowledge of the processes of aircraft accident investigation if not any experience in this field. He will assist the investigating team of CAA in all ways possible and will call on experts in their fields if and as required by the CAA team in the course of the investigation. The Comair Flight Services SM, although autonomous in his function will act as a main component of the FCP in the preliminary investigation and will then be based at the EOC during the main investigation.
- d) The Accident Director will be the Person Responsible: Flight Operations of Comair Flight Services who will act as the co-ordinator of all functions involved during the investigation. He will also be the sole channel of communication between the Comair Flight Services / CAA investigation process. The CEO will handle all matters related to the press and public.

- e) The Emergency Operations Centre (EOC) will be at the CFS' head office main boardroom at Lanseria Airport, which is appropriately furnished to house the main body of the investigative teams of both CAA and Comair Flight Services. This centre will be the co-ordinating centre and therefore the single source of information associated with the aircraft accident. In this centre, a recorded log of all information / processes of the investigation teams and the FCP will be kept. This centre will also co-ordinate all aspects pertinent to the passengers and crews on board (e.g. identification details) and will provide an information service for dissemination to the next of kin together with a co-ordinating function regarding travel arrangements. It is from the EOC that specific information is provided to the Accident Director for dissemination to the public media, once it has followed the approval process described in the paragraph above. The components of the EOC is equipped to seat any of the following:
- CAA investigators
 - Comair Flight Services SM
 - Comair Flight Services Accident Director
 - Lanseria Airport Emergency Services Manager
 - Scribes / secretaries as required by any component
 - Witnesses called by the investigation
 - Filing / administrative clerks
 - Specialists invited to attend the investigation
 - Legal representatives of Comair Flight Services
 - Co-ordinator for crew, passengers, survivors, victims and property involved in the accident.
- f) The CFS EOC will be equipped with the following resources:
- 2 x Hardcopies of this ERP
 - Internet access
 - Large screen monitor
 - Telephone
 - Stationary
 - Bottled Water
- g) The **Field Control Point (FCP)** will be formed as soon as possible, after the accident has occurred, with the assistance of the Accident Director, who will direct the FCP. Its primary purpose will be to conduct a preliminary form of investigation, if possible assisted by an appropriate designate of the SACAA the FCP must be established as close as conveniently possible to the crash site with accommodation / office facilities as nearby as possible (a suitable hotel room should suffice) with an effective means of transport between the two locations. The primary items required to operate the FCP will be the Crash-Kit which will be taken with to the scene of the accident. The following must also be provided for:
- Telephones (cellular / satellite). Internet and duplicating facilities. The FCP must be able to communicate directly with the EOC.
 - Adequate supplies of stationery (files, notepads, pens, etc.) The suggested composition of the FCP will be:
 - Comair Flight Services SM (who leads the FCP.)
 - An assistant (preferably another SM). Normally CAA is not able to supply a member at this early stage, but if at all possible, this is preferred.
 - A Comair Flight Services line-engineer who is rated on the type of aircraft involved in the crash.
 - The professionally qualified contract photographer appointed by Comair Flight Services, who will not have propriety of the accident photographs.
 - The local District Surgeon or Government Pathologist should join the FCP as soon as possible from where he can initiate his work on the remains of the deceased for autopsy and identification purposes.
- h) **Press / Public Relations** must be dealt with by only one person, namely the CEO, in accordance with the guidelines laid down in this ERP. A Local Information Centre (LIC) will be located at Lanseria Offices if Comair Flight Services is to handle and direct queries and references to the appropriate EOC and personnel handling the accident. Consideration must also be given to the supply of refreshments to survivors, and the need to have clothing due to irretrievable or destroyed baggage.

3.5.2 Expanded Functions of Accident Checklist Items

3.5.2.1 Opening Files and Records

- a) As soon as time permits, the Chief Pilot must complete the standard Comair Flight Services Accident form on E-SMS, as well as applicable CAA forms as the basis of information pertaining to the accident.
- b) The Accident Director must confirm that ATC had safeguarded the ATC tapes covering the flight and must ask them for a copy of the tower log sheet if utilised.
- c) The Accident Director must now open or initiate the Master Accident File, which must include the following documents (if utilised):

TICK OFF ITEMS AS THEY ARE PLACED ON FILE

Action Item	Check
1. Original Accident Forms on E-SMS / SACAA website	
2. Original fax form of the above document (with transmission records)	
3. Master passenger record: Passenger Manifest as on departure	
4. Passenger ticket stubs / boarding pass stubs	
5. Special load notification (NOTOC)	
6. Cargo Manifests / shipper's declaration	
7. General declaration	
8. Mail documents	
9. Original aircraft loadsheet	
10. Aircraft Technical Log copy sheet (last one before departure)	
11. Operational Flight plan	
12. A.T.C. Flight Plan	
12. Weather report (copy used just before departure)	
13. Reservations records	
As soon as possible, the following books / documents must be obtained and held at the EOC to aid the investigation:	
1. Pilot's Logbooks and licences	
2. Cabin crew licences	
3. Aircraft technical logs (as far back in time as possible)	
4. Aircraft maintenance log-packs	

3.5.3 HANDLING OF FRIENDS / FAMILY / AWAITING PASSENGERS

At the appropriate time following notification of an accident, all persons awaiting the arrival of the specific flight should be assembled in a dedicated reception area and be discreetly advised of the accident. A tactfully worded announcement must be written on paper before being read off as an announcement for the first time on the public address system at the airport, if available, to which the aircraft was proceeding, since it is obvious that this announcement will be the first tidings of the trauma which many people will have to live through following the announcement. It would be wise to establish the area to which these people should proceed for inquiries and to have Passenger Inquiry Forms in place for handling these queries before making the announcement. It is advisable to have as many Ground Staff as possible in this reception area (if need be call in members from home) to help with the counselling and handling process. An in person visitation by both the Accident Director and the CEO to those in this reception area is a pre-requisite. The reception area to which these people proceed should be:

1. On a ground floor, preferably.
2. Adequate space, seating and sanitary facilities, and quiet (out of view of the general public, especially the passengers about to embark on other flights).
3. Adequate communication facilities including outside international telephone lines for use by the friends I family.
4. Accessible to medical I counselling personnel should these people show signs of distress.
5. Equipped to provide non-alcoholic beverages.
6. Secure from harassment by the media.
7. Equipped with blankets, pillows, stretchers for those requiring them.

3.5.4 HANDLING OF UNINJURED SURVIVORS

It must be clearly understood that although these survivors may be uninjured physically, they are probably suffering from PTSS (Post Traumatic Stress Syndrome). They must be taken to the reception area where they can meet relatives I friends I family who are waiting for them. Bear in mind that not all survivors were going to be met as some would have been travelling alone and these people will need special assistance and handling. Irrespective of either case, each individual must complete the Passenger / Crew / Bystander Form (preferably have it filled out for him I her) in order to build up records of these persons for later use by Comair Flight Services, bearing in mind that these survivors will in most cases want to depart for their homes as soon as possible. The reception area to which these people proceed to be handled and met should be the same one to which people awaiting the passengers of the ill-fated flight were shown to. Separate the Passenger / Crew / Bystander Forms for clear lists of reference as to who were hospitalised, deceased, bystanders or other.

3.5.4 HANDLING OF INJURED CREW / PASSENGERS / BYSTANDERS

Although the injured will be evacuated to nearby hospitals by the emergency services tending to the accident, some passengers may not require immediate medical attention and may end up in the reception area detailed above. For this reason, this area must be accessible to medical services to transport such persons to hospital. It is imperative that a team be got together by the Accident Director to visit all the hospitals to which the injured have been conveyed, as soon as possible to record the details required in the Hospital Patient Record. These forms will eventually be filed along with the Master Passenger Record.

3.5.5 HANDLING OF THE DECEASED

It is recommended that suitable areas at each airport should be nominated in advance by station managers for use in anticipation of a possible accident. If need be contracts must be set up by these station managers for the renting I hire of such areas in such an event, for use as a temporary mortuary to cater for those fatally injured in the accident. This area should usually be in a suitably cleared area in a hangar on the airfield which can allow for identification I autopsy analysis under the auspices of the District Surgeon I State Pathologist in attendance. From here the families I relatives I friends of the deceased must be able to claim the remains of the deceased to which they are related (only under the authorisation of the District Surgeon I State Pathologist) for conveyance to other proper mortuaries. Those not identified will be moved to a government mortuary, the details of this to be discussed with the attending District Surgeon I State Pathologist. This initial holding area must at least display and be in line with the decorum afforded by any deceased person in that it must at least be swept and tidy with as little disturbance and pedestrian traffic and unnecessary noise as possible, i.e. it should not be the same hangar to which parts of the wrecked aircraft are moved. This area must also

be accessible and easily contactable by both the FCP and the EOC. The local SAPS office must be supplied with a list of the deceased.

3.5.6 HANDLING OF BAGGAGE AND PERSONAL EFFECTS

Since it is no secret that looting is more than prevalent following accidents in Third World Countries, it is of the utmost importance that whatever is removed from the scene of the accident in the form of baggage and personal items must be secured in a safe holding area for identification either immediately after the accident or at a later stage. An inventory of all goods must be catalogued and photographed if possible, especially if they are of great value. Any damage should be recorded for insurance purposes to items which may later become the objects of claims against the airline. Baggage and personal property may only be released to the owner against a receipt, after it has been authorised by the relevant authorities, and proof of ownership has been established. Cargo and mail shipments may only be released for further processing after it has been authorised by the relevant authorities. Diplomatic bags I firearms must be retrieved as soon as possible and dealt with through the relevant authorities who dispatched them and, if need be, the help of the necessary policing authorities must be called in if anything is found to be amiss.

3.5.7 HANDLING OF AIRCRAFT WRECKAGE

Notwithstanding the procedures which any Accident Investigator will follow in the dealing with the wreckage of an aircraft involved in an accident, the following guidelines must be adhered to:

1. If at all possible the wreckage must not be disturbed, save for the retrieval of survivors, deceased, or if it is blocking vitally important runways, roads, etc. Comair Flight Services must ensure that it has access to heavy lift equipment (albeit under contract) at all of its permanent bases in the event of having to move one of its aircraft off a blocked runway or similar predicament.
2. It must be guarded as soon as possible after arrival at the scene of the accident to prevent looting, tampering and unlimited access to insensitive media persons. Even the process of picketing the scene may disturb vitally important wreckage and clues. Remember, even the dust marks on the faceplate of the hands of an analogue wristwatch on a corpse may solve the mystery of why an accident happened, so even exposure to elements may destroy evidence. Once the FCP in conjunction with the relevant authorities such as A.T.N.S. and Aerodrome Authority has agreed to it can the wreckage allowed to be moved.
3. The wreckage should be moved to a hangar facility at the nearest airport or nearest suitable facility, where the reconstruction of the airframe can take place, to the fullest extent of its height, length and width. This facility must be secure from the elements and free from interference by the media and souvenir hunters. Obviously, the Cockpit Voice Recorders, Flight Data Recorders and "Black Boxes" (if fitted in any form) must be retrieved and secured by the FCP as soon as possible. Guarding of the wreckage by established security personnel must receive top priority to prevent tampering.

3.5.8 HANDLING PRESS / MEDIA AND PHOTOGRAPHERS

It must be understood that improper announcements might commit the company to undeserved liability, and a memo must be sent to all sections of Comair Flight Services warning employees not to make statements to the press or answer questions which may fuel speculation and generate vicious rumours. Tactless or brusque treatment of newsmen or news photographers must be avoided. Reporters should be told that an Accident Investigation Board has been formed which is comprised of specialists in several areas. Various tools and procedures are employed to re-enact the accident sequence, and that the investigation will examine all parts, take statements from witnesses and examine all available evidence before reaching a decision based on the findings. This will be reviewed by the SACAA before a final accident cause can be officially released, and that this normally takes several weeks or months.

The following facts may be released	The following should not be released
<ul style="list-style-type: none"> a. Type of aircraft b. Flight number c. Route of flight d. Total number of crew / passengers on board e. Time of accident f. Location of the aircraft g. Capacity of the aircraft h. Total number of survivors, injured and fatalities 	<ul style="list-style-type: none"> 1. Names of anyone on board 2. Nature of injuries 3. Text of any company communications with the aircraft 4. Any known aircraft discrepancies or problems 5. Weather at the time or scene of accident 6. Speculation or opinion as to the cause of the accident

4. BOMB THREAT RECEIVED BY A CFS STAFF MEMBER

4.1 CHECKLIST FOR BOMB THREAT RECEIVED

1. WRITE DOWN AS ACCURATELY AS POSSIBLE THE CALLERS MESSAGE			
TIME RECEIVED :		NAME OF CALLER :	
2. NOTIFY THE PILOT AND ATC IMMEDIATELY			
TIME NOTIFIED:			
3. WHERE EXACTLY IS THE BOMB PLANTED?			
4. WHY HAS THE PERSON PLANTED THE BOMB?			
5. WHEN IS THE BOMB GOING TO EXPLODE?			
6. IS THERE MORE THAN ONE BOMB?			
7. WHAT TYPE OF BOMB IS IT?			
8. WHAT ORGANIZATION DOES THE CALLER REPRESENT?			
9. WHAT MUST WE DO TO STOP THE BOMB FROM EXPLODING?			
10. TICK OFF THE ITEMS DESCRIBING THE VOICE OF THE CALLER :			
ANGRY	SAD	CRYING	LAUGHING
OLD	YOUNG	CHILD	DRUNK
MUMBLED	EXCITED	CALM	NERVOUS
MAN	WOMAN	STUTTER	LISP
OTHER/REMARKS			
11. ACCENT			
EUROPEAN	AFRICAN	ASIAN	HISPANIC
ENGLISH	AFRIKAANS	SPECIFIC (e.g. WEST CAPE)	
OTHER/REMARKS			
12. WHAT TYPE OF TELEPHONE CALL DO YOU THINK WAS MADE?			
LANDLINE	CELLPHONE	SATELLITE	HF LINK
13. BACKGROUND NOISES HEARD			
AIRPORT	HARBOUR	STATION	CHILDREN
ANIMALS	MUSIC	CLOCK CHIMES	VEHICLES
LAUGHTER	ANNOUNCEMENTS	RADIO/TV	
OTHER/REMARKS			
14. GENERAL REMARKS NOT COVERED ABOVE			
NAME AND SIGNATURE OF PERSON WHO RECEIVED REPORT :			
DATE :		TIME :	
15. NOTIFY THE SAFETY/SECURITY MANAGER			

4.2 ACTIONS FOR A BOMB THREAT

4.2.1 Aircraft on the Ground – No Passengers On Board

- a) Ensure that any person in the vicinity of the aircraft vacates the area.
- b) Arrange with the airport authorities to have the aircraft searched by bomb disposal experts.
- c) Advise the Comair Flight Services Operations Controller of the airport who shall make alternate arrangements for passengers if the bomb threat affects departure of their flight.

4.2.2 Aircraft on Ground – Passengers On Board

- a) The aircraft commander should immediately have the passengers deplane through the aircraft doors and cleared away from the aircraft.
- b) Should the aircraft have commenced taxiing, the Commander should immediately proceed to the area allocated by Air Traffic Control and have the passengers deplaned and cleared away from the aircraft.

4.2.3 Aircraft Airborne

- a) The aircraft Pilot in Command (PIC) shall immediately proceed to the nearest suitable airfield, advise Air Traffic Control and declare an emergency.
- b) A proper search shall be made of the cabin and flight deck and the location reported to the PIC if such a device or suspicious object is found.
- c) Under no circumstances should an attempt be made to touch or remove such a device or anything attached thereto.
- d) All passengers should be moved from that section of the aircraft, if possible, and collected soft items placed between the passengers and the suspected device.
- e) Brief passengers on emergency evacuation and park aircraft after landing at the area directed by Air Traffic Control.

5. HIJACKING OF AN AIRCRAFT

5.1 INITIAL ACTION

1. REMAIN CALM AND COMPLY WITH DEMANDS OF HIJACKERS	If complying jeopardizes the safety of the aircraft and its occupants, explain this <i>calmly</i> to the hijackers.
2. DECLARE THE EMERGENCY TO ATC	Advise ATC of the following details: 1. Number of hijackers and nature of their weapons. 2. Number of crew. 3. Any demands and cut-off times they have set. 4. Any deviations required in flight plan. 5. Present fuel endurance at cruise power. 6. Request special squawk (other than 7500).
3. ADVISE CREW OF SITUATION	Warn crew not to interfere or to attempt communicating with the outside world via cellphone or beeper or any means since this may prove fatal.
4. EXPLAIN SITUATION TO HIJACKERS	1. Fuel considerations 2. Weather at their required destination 3. Overflight clearances (where applicable) 4. Aircraft limitations (i.e. weight limits).

5.2 CONSIDERATIONS

1. NO AMATEUR HEROICS	Armed intervention during flight jeopardizes the aircraft and its occupants.
2. AVOID MISUNDERSTANDINGS	Make no sudden/suspicious movements. Where possible, always advise the hijackers of your intentions.
3. CREW CO-OPERATION	Monitor your conversations between crew members. The PIC remains the key figure and should act as a responsible partner and mediator. If the PIC is doing things he doesn't normally do in order to play for time, the rest of the crew should cooperate.
4. NEUTRALITY	Cooperate with the hijackers but don't become friends. DO NOT DISCUSS POLITICS OR RELIGION WITH THE HIJACKERS AND DON'T TRY TO TALK THEM OUT OF THEIR VIEWPOINT.
5. GENERAL SAFETY AND WELL-BEING OF CREW	Anxiety and fear may bring on any of the following in certain individuals : 1. Hypertension / hallucination / irrational behaviour 2. Air sickness / nausea 3. Hyperventilation 4. Possible cardiac arrest

6. SATELLITE TRACKING UNIT “ALERT” MESSAGE OR LOST TRACK

6.1 Satellite Tracking Unit Alert Message

If an “Alert” message is received from the satellite tracking unit, the following procedure will be followed:

- a) **ALERT PHASE 1** – Alert Message received from sat tracking by the designate Flight Follower.
- b) **ALERT PHASE 2** –The Flight Follower will immediately contact the Responsible Person: Flight Operations, monitor the satellite tracking, try to establish communication with the Flight Crew and get information from ATC to determine the aircraft’s location.
- c) **DISTRESS PHASE (30 min)** – If communication with the Flight Crew cannot be established, the aircraft location cannot be confirmed by ATC, and the satellite tracking unit “Alert” message has not been cancelled, proceed with **DETRESFA** phase in the flowchart on **Page 1** of the ERP.

6.2 Satellite Tracking Unit Lost Track

If the aircraft satelliting tracking unit loses track during a flight the following procedure will be followed:

- a) Wait 15 minutes for the satellite tracking unit to restore tracking.
- b) If tracking is not restored after 15 minutes, try to establish communication with the Flight Crew and get information from ATC to determine the aircraft’s location.
- d) **DISTRESS PHASE (45 min)** – If after 45 minutes the satellite tracking unit has not restored tracking, communication with the Flight Crew cannot be established and ATC cannot establish contact with the aircraft or determine its location, notify the Responsible Person: Flight Operations and proceed with **DETRESFA** phase in the flowchart on **Page 1** of the ERP.

7. EMERGENCY LOCATOR TRANSMITTER (ELT) ALERT MESSAGE

If an “Alert” message is received from the aircraft ELT, the following procedure will be followed:

- a) **ALERT PHASE 1** – Alert Message received from aircraft ELT, notify the Flight Follower on duty and the Responsible Person: Flight Operations.
- b) **ALERT PHASE 2** –The Flight Follower will immediately check the aircraft satellite tracking unit track, try to establish communication with the Flight Crew and get information from ATC to determine the aircraft’s location.
- c) **DISTRESS PHASE (30 min)** – If communication with the Flight Crew cannot be established, the aircraft location cannot be confirmed by ATC, and the satellite tracking unit track is lost, proceed with **DETRESFA** phase in the flowchart on **Page 1** of the ERP.

8. ARMED ROBBERY

- a) Assess the situation, call for police assistance if safe to do so.
- b) Co-operate with the robber to ensure your own safety.
- c) Observe as much as possible of speech, mannerisms, clothing, scars or distinguishing features on the robber.
- d) Take note of weapon(s) used by the offender.
- e) Do not volunteer information or attempt to resist the offender, or engage prolonged eye contact.
- f) If possible, when the offender has left the scene note down description 'getaway' vehicle and direction taken.
- g) Then raise the alarm and follow first aid for injuries as per page 19 if required.
- h) Note down details of the offender.
- i) Report the incident as soon as possible to the police if not already done, and inform superiors.

9. FIRE

- a) Refer to the Emergency Evacuation Procedure located throughout the building.
- b) When a fire is noticed raise the alarm by using the air horns and shouting 'FIRE'.
- c) Assess the situation and call the Lanseria Emergency Services (Emergency Contact List). Be clear to give instructions of where to locate the casualties by naming the location and name or number of the building where to locate the fire and stay online till the emergency services asked all details they require.
- d) Locate nearest firefighting equipment and attempt to extinguish if it is a localised fire and safe to do so.
- e) Shut all premises doors and windows without locking them, and get all personnel to exit to the assembly point in an orderly manner.
- f) Crawl to avoid smoke inhalation if needed.
- g) Use a wet handkerchief to aid breathing.
- h) Leave roadways clear for arriving emergency services.

10. BOMB THREAT

- a) Assess the situation and evacuate the building to the assembly point in an orderly manner.
- b) Call the police and Lanseria emergency services. Be clear to give instructions of where to locate the casualties by naming the location and name or number of the building where to locate the fire and stay online till the emergency services asked all details they require.
- c) If the bomb threat was received telephonically, note down details as per page 15.
- d) If a suspicious object or parcel was noted on the premises, try and evacuate by ways
- e) of minimising blast exposure. Do not attempt to move the object.
- f) Try and indicate to bomb disposal experts the location of the threat to assist their approach to disarming.

- g) Only return to the premises when declared safe by emergency services and bomb disposal personnel.

11. ACCIDENT / INJURY TO PERSONNEL

- a) Initially assess the situation; if possible remove casualty or casualties from danger if you can do it without endangering yourself.
- b) Casualty(s) only to be moved in any way if essential.
- c) Apply first aid to your best knowledge by using the nearest first aid kit; call someone that is known to have first aid knowledge to assist.
- d) Do not leave casualties unattended, instruct a bystander not assisting the casualties to call Lanseria Emergency Services (Emergency Contact List) for expert help.
- e) Be clear to give instructions of where to locate the casualties by naming the location and name or number of the building where to locate the casualty or casualties and stay online till the emergency services asked all details they require.
- f) Leave a return contact number.
- g) Request advice on how to handle the situation while waiting for emergency services.
- h) Keep bystanders not assisting the injured out of the way.

12. COVID19 INFECTION / SUSPECTED INFECTION

- a) If a staff members suspects that he/she may have been in contact with a person infected by COVID-19, or if a staff member has tested positive for COVID-19, stay home and do not come to work, and immediately report the matter to your Supervisor / Manager.
- b) The procedures as outlined in the COVID-19 SOPs will be followed to manage suspected and/or confirmed staff infections, including disinfection of premises.