



ICAO

International Civil Aviation Organization  
Asia and Pacific Office

## Twelfth Meeting of the Regional Aviation Safety Group – Asia and Pacific Regions (RASG-APAC/12)

*Bangkok, Thailand, 17-18 November 2022 (Hybrid Platform)*

### Agenda Item 4:

### ICAO / Member State / Industry Presentations

#### EMERGENCY OPERATION COMMITTEE (EOC)

*(Presented by Malaysia)*

##### SUMMARY

The Civil Aviation Authority of Malaysia (CAAM) Emergency Operation Committee (EOC) is formed to manage aviation accidents, serious incidents and crises in Malaysia and ensure that a measured response, all outgoing information and communication provided to the media and stakeholders are managed well and broadcasted in a timely manner.

## 1. INTRODUCTION

1.1 Aviation crisis situation is the result of a major internal or external event which impacts the Organisation in the context of public safety, staff safety, service continuity, or Organisation reputation and related public confidence. The high-level objective of crisis management actions is to identify potential, impending or actual crises and to respond to these in a coordinated and successful manner. Effective crisis management should ensure that a measured response and all outgoing information and communication provided to staff, the media and to stakeholders are managed well and broadcasted in a timely manner.

## 2. DISCUSSION

2.1 The Civil Aviation Authority of Malaysia (CAAM) Emergency Operation Committee (EOC) is formed as a coordinator in collaboration with regulatory divisions, Air Accident Investigation Bureau (AAIB) and Air Navigation Service Provider (ANSP), to manage and disseminate reports and information from Rescue Coordination Centres (RCC), Air Traffic Service (ATS) Units and all relevant stakeholders to Malaysia government and media of any aviation accident, serious incident or aviation crisis occurred within Kuala Lumpur and Kota Kinabalu Flight Information Region (FIR).

2.2 The members of the EOC are as follows:

- a) CEO (Chairman)
- b) Deputy CEO (Regulatory) as Alternate Chairman
- c) Deputy CEO (Operations)
- d) Director of Airworthiness
- e) Director of Flight Operations
- f) Director of Air Navigation Standards and Aerodrome
- g) Director of Quality and Standards
- h) Director of State Safety Programme
- i) Director of Safety, Air Navigation Services

- j) Director of Operations, Air Navigation Services
- k) Legal Advisor
- l) Head of Corporate Communications
- m) Air Accident Investigation Bureau (AAIB)
- n) Rescue Coordination Centre
- o) Relevant ATS Unit
- p) Ministry of Transport Representative

2.3 CAAM as the National Aeronautical Search and Rescue (SAR) Authority in Malaysia collaborates with other SAR agencies in managing aviation accidents or serious incidents. Rescue Coordination Centres (RCC) in Air Traffic Control Centre Complex, Sepang and Air Traffic Control Centre Complex, Kota Kinabalu together with Rescue Sub-Centre in Air Traffic Control Centre Complex, Kuching under the Air Navigation Service Provider (ANSP) are responsible in managing any SAR accident or serious incident within the search and rescue regions (SRR).

2.4 Conversely, CAAM Air Traffic Service (ATS) Units under the ANSP would be responsible to handle and manage aviation emergencies or crises with related stakeholders. The ultimate purpose is to ensure that any air accident, serious incident or crisis management can be promptly initiated and executed; effectively utilising established procedures and resources made available by the various Government agencies and private entities. In addition, to cope with any crisis and return to normal operations as soon as possible based on established contingency plans or business continuity plans.

2.5 CAAM regulatory division will immediately conduct initial validation on the validity of the licenses, certificates or approval of the parties involved in the particular aviation crisis. Additionally, CAAM regulatory division may also initiate an immediate remedial plan based on the initial finding or observation identified during the EOC meeting.

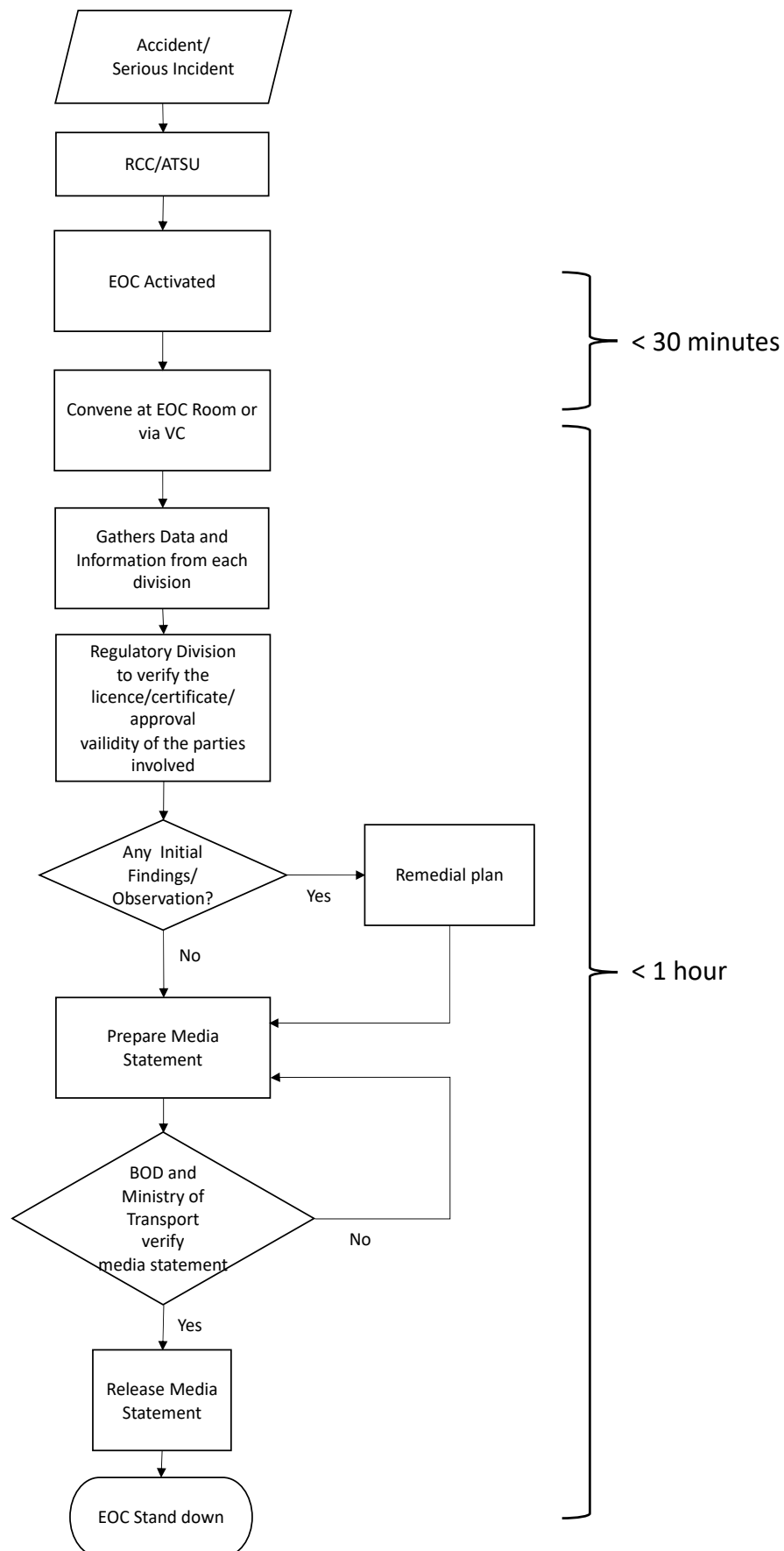
2.6 The AAIB as an independent investigation body under the Ministry of Transport, Malaysia would be responsible for the investigation of air accidents and serious incidents in Malaysia or elsewhere involving Malaysian civil registered aircraft. The AAIB's participation in the EOC ensures that the AAIB receives first-hand knowledge about the specific aviation crisis prior to conducting its investigation.

2.7 The EOC will be activated immediately upon receiving notification of any air accident, serious incident, or crisis. All EOC members will convene physically or virtually depending on the situation while the RCC and related ATS Units will be connected via video conference (VC) to provide live updates to the EOC members. (Process Flow as per Figure 1).

2.8 After the completion of EOC, air accident investigation will be conducted by the AAIB under the Ministry of Transport, Malaysia. On the other hand, CAAM will continue to conduct a technical inquiry to determine any non-compliance and/or violation against the regulations and directives and take appropriate actions, up to and including enforcement measures, to resolve identified safety issues.

2.9 The objectives of the EOC are to:

- a) disseminate information/reports of any aviation accident, serious incident and other aviation crisis to MOT and media within the stipulated time frame;
- b) ensure timely, harmonised and authenticated information is provided to all external agencies considering the sensitivity of the information;
- c) verify the licenses, certificates or approval of all the parties involved in the particular aviation accident/incident; and
- d) revise the procedures accordingly as and when required.



**3. ACTION BY THE MEETING**

3.1 The Meeting is invited to:

- a) note the information contained in this paper;
- b) discuss any relevant matters as appropriate.

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