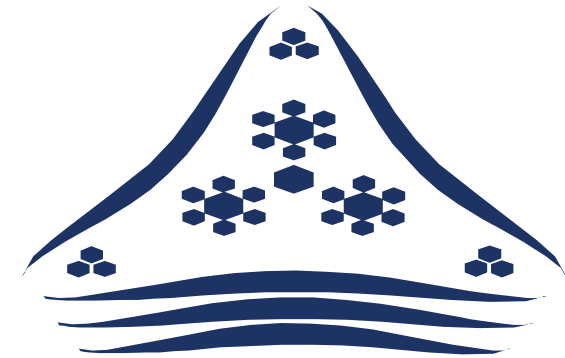




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HEYDAR ALIYEV
INTERNATIONAL AIRPORT

Family Assistance Emergency Response plan in case of air accident

Mahammad Rahimli, Assistant director of GYD

Heydar Aliyev International Airport



2023 - 5.85 mln. PAX

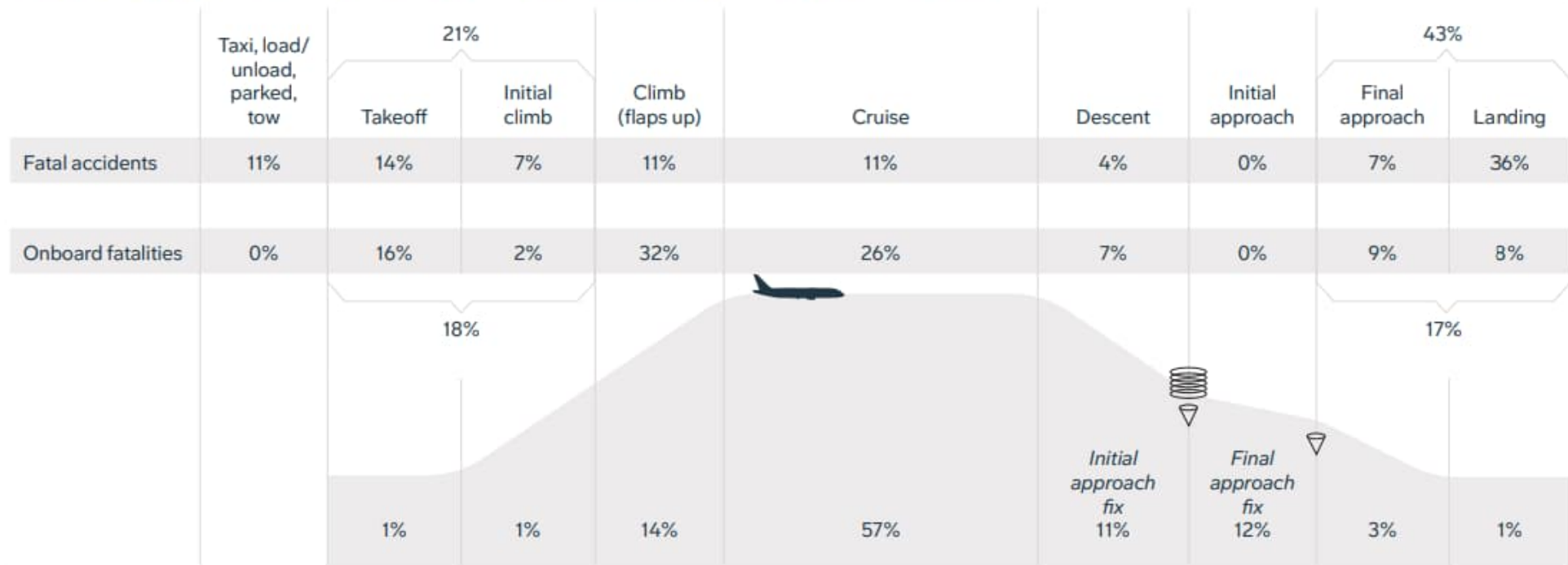
2024 - 8 months - 5.088 mln PAX

38 airlines and 80 destination across Europe, Asia and the Middle East



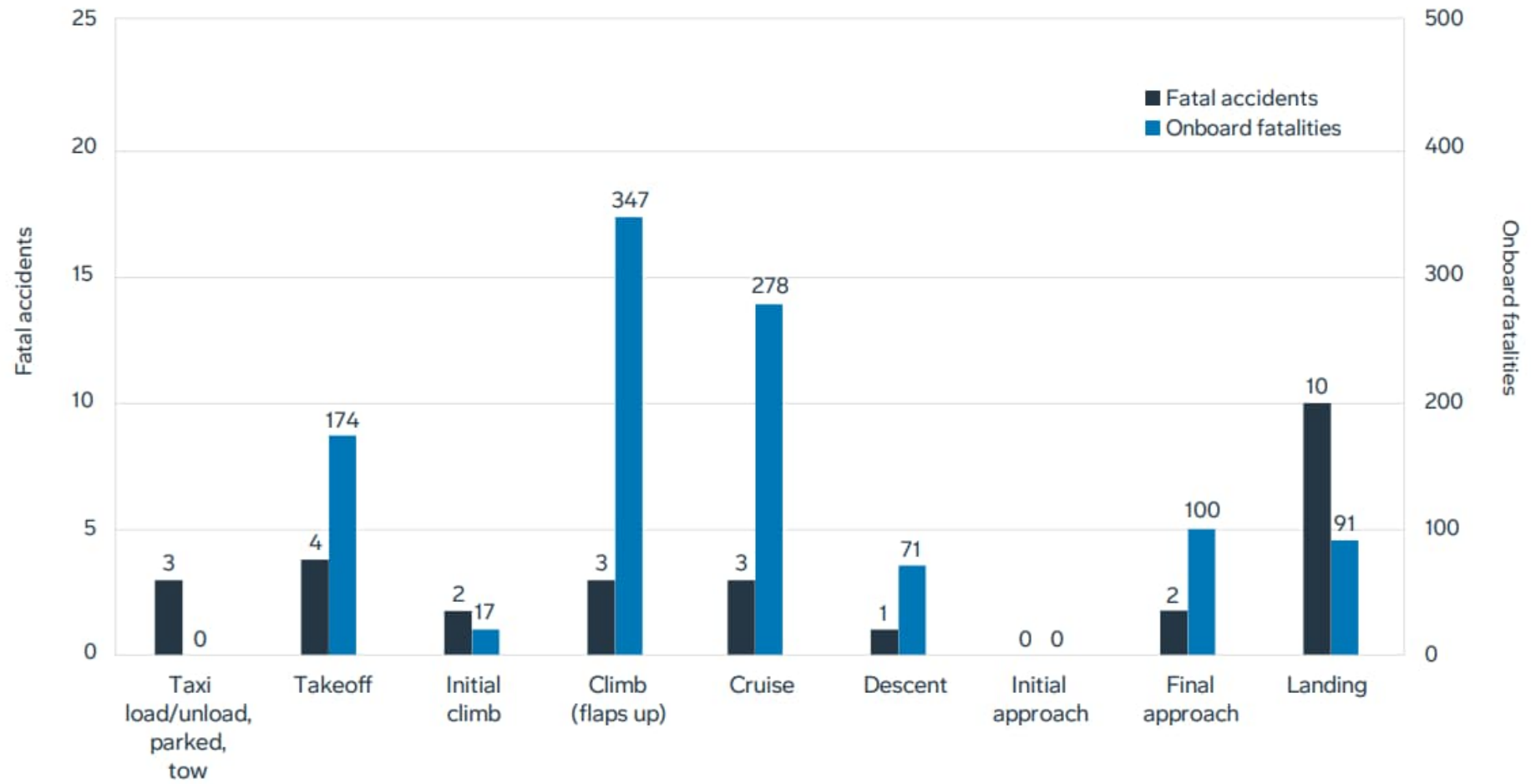
Fatal Accidents and Fatalities by Phase of Flight, (Worldwide Commercial Jet Fleet 2014-2023)

Percentage of Fatal Accidents and Onboard Fatalities | 2014-2023



Fatal Accidents and Fatalities by Phase of Flight, (Worldwide Commercial Jet Fleet 2014-2023)

Distribution of Fatal Accidents and Onboard Fatalities | 2014-2023



Legal and Regulatory Framework for providing assistance to air accident victims and their families

- Law of the Republic of Azerbaijan on Aviation, clause 10.17;
- Annex 14. Aerodromes. Volume I. Aerodrome Design and Operations;
- Airport Services Manual - Part VII - Airport Emergency Planning (Doc 9137P7);
- ICAO Policy on Assistance to Aircraft Accident Victims and their Families (Doc 9998);
- Manual on Assistance to Aircraft Accident Victims and their Families (Doc 9973).

AIRPORT OPERATORS



- **planning**
- **allocation of special areas**
- **coordination**

Airport Emergency Plan

Scope:

- Aviation accidents occurring at the aerodrome or in its vicinity
- Incidents occurring in-flight (full emergency and local standby)
- Emergencies related to aircraft on the ground
- Natural and man-made disasters occurring within the airport or infrastructure facilities
- Acts of unlawful interference are related improvised explosive devices
- Acts of unlawful interference are related chemical, biological, and radioactive substances.
- Acts of unlawful interference are related hijack
- Mass riot
- Organization of work with crew members and relatives of victims involved in an aviation accident.

Rescue team

Head

**Director of
Heydar Aliyev
International
Airport**

Structural units engaged in rescue team

- "Azeraeronavigation" ATC Department (AZANS)
- General Directorate of Aviation Security
- "Azal Oil" Oil & Lubricants Department
- Medical and Sanitary Department
- Production and Airport Coordination Department
- Airport Operations Head Department
- "Silk Way Technics" branch of "Silk Way West Airline" LLC
- "Ground Handling Company" branch of "ASG Business Aviation" LLC

Staging area of rescue teams during emergency landings

- Special areas created for rapid gathering and coordination of the rescue team
- Quick and effective response to emergency situations is guaranteed



Emergency operations center

Functions of the center:

- Coordination of actions of all stakeholders, prompt response and resource management



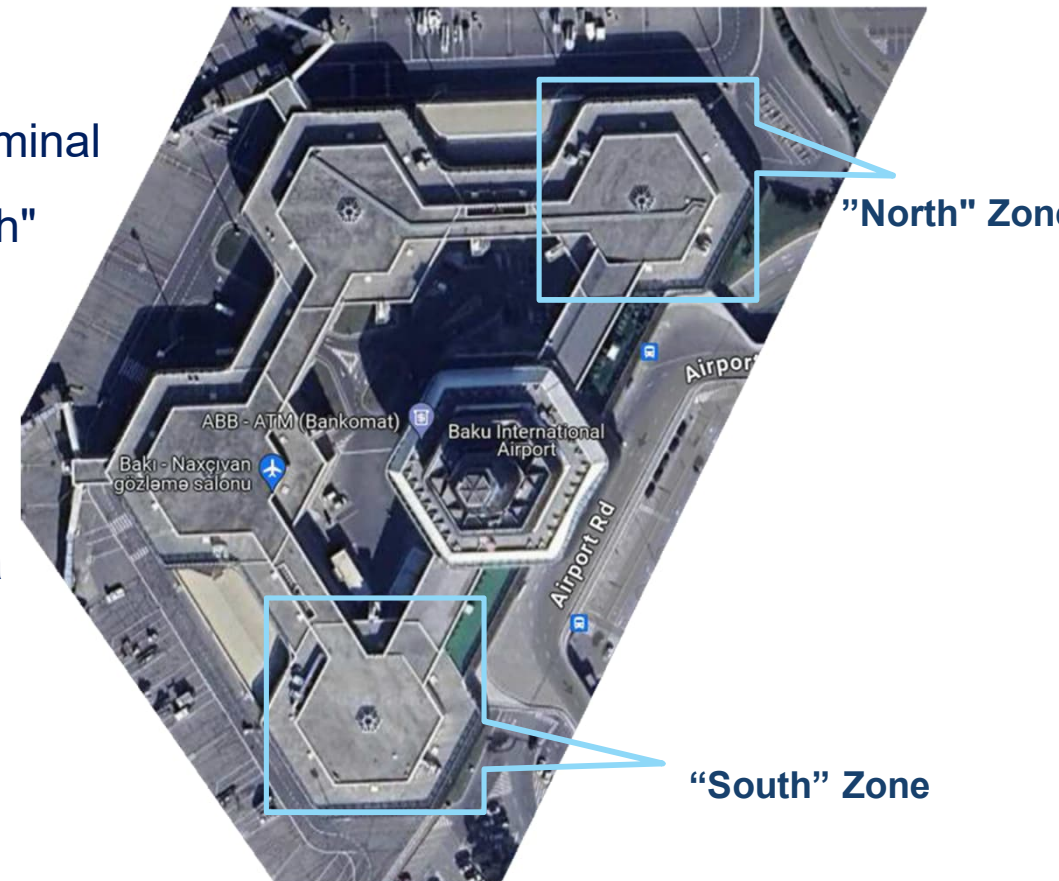
Work with family members and relatives of victims

- Airport readiness
- Emergency support
- Humanitarian commitment



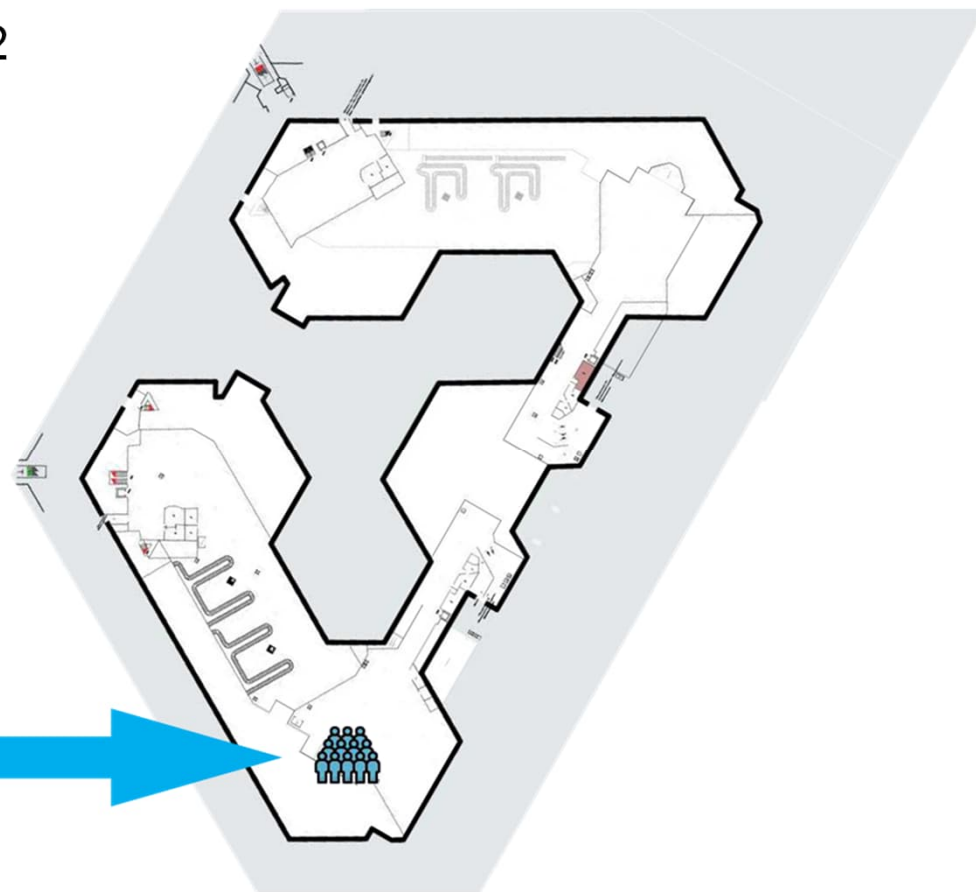
Work with family members and relatives of victims

- In case an air accident occurs, domestic flights operated from "South" Zone of Terminal 2 are suspended and transferred to "North" Zone.
- "South" Zone of Terminal 2 functions as a gathering point for organizing work with relatives of the victims.



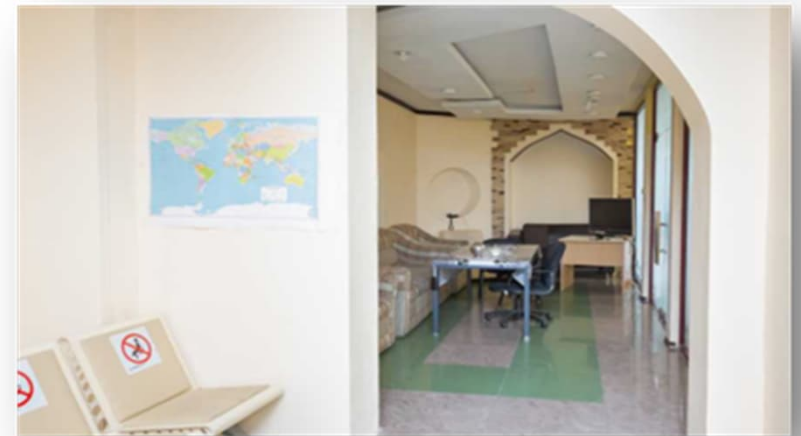
Center for families and relatives of victims

- A waiting room on the 1st floor of Terminal 2 "South" Zone is designated for the accommodation of relatives of individuals aboard the crashed aircraft.



Center for families and relatives of victims

- Room 105 located on the 1st floor of Terminal 2 "South" Zone is designated for activities of representatives of the aircraft operator in the event of an air accident.
- This room is designated to provide necessary coordination and support related to the accident.



Area for Medical and Psychological Assistance

- Room 106, located on the 1st floor of Terminal 2 "South" Zone, is designated for operation of medical personnel and staff involved in psychological assistance during an air accident.
- The room is intended for medical professionals to support relatives and family members of individuals aboard the crashed aircraft.



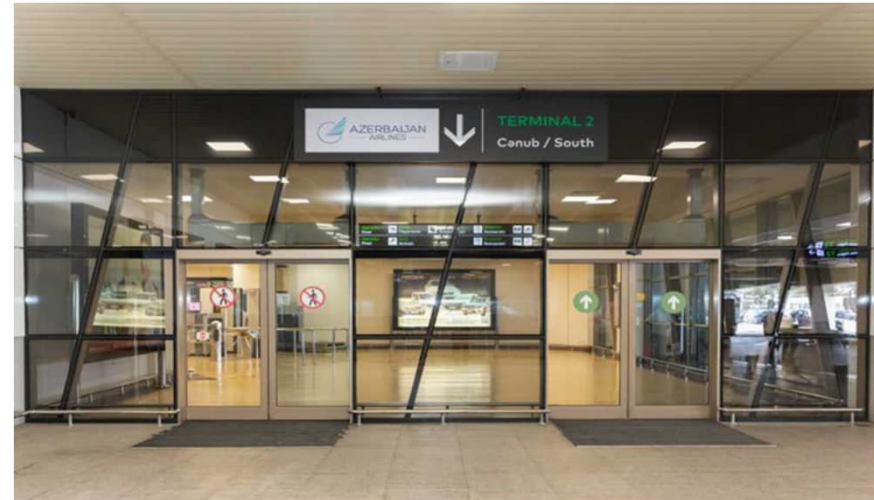
Catering and sanitary conditions

- In addition to catering services, sanitary conditions are also provided for relatives of persons aboard the aircraft affected by air accident at 1st floor of Terminal 2 "South" Zone. These services allow catering families of victims, as well as creating suitable conditions for their hygienic needs.



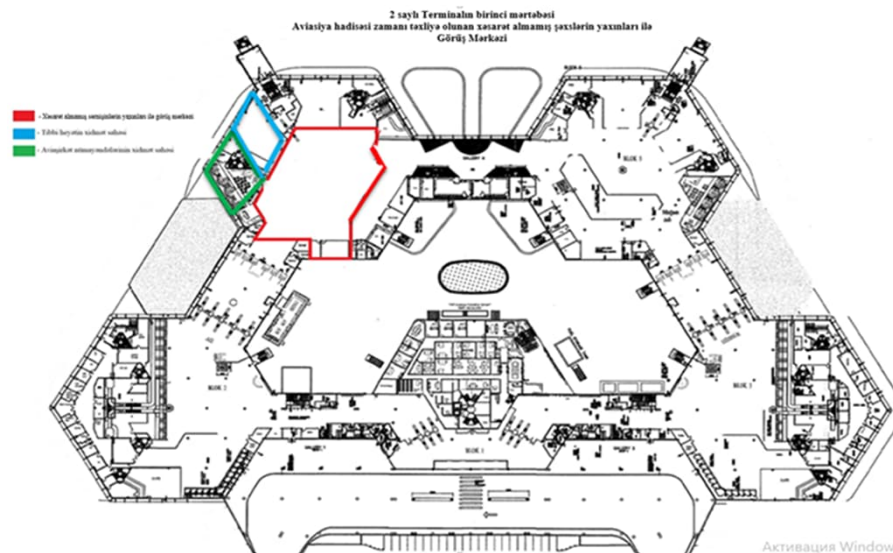
Security and access control

- Restrictions on entry into "South" Zone from 1st and 2nd floors are imposed by the Air Transport Police Department and Directorate General of Aviation Security.
- Entry of staff who has a real need to access the area is ensured based on a special "Crisis Situation" permit and media representatives are allowed after coordination with the management of "AZAL" CJSC.



Accommodation and meeting area

- In case an air accident occurs in the airport territory, a security-restricted area on 2nd floor of Terminal 2 "South" Zone is designated for accommodation of uninjured persons and for their meetings with relatives.



Area for Medical Staff

- For air operator staff and experts providing medical and psychological assistance a specially designated room within security restricted area on 2nd floor of Terminal 2 “South” Zone is employed.



Uninjured persons treatment

- Appropriate living conditions on the 2nd floor of Terminal 2 "South" zone are created to accommodate uninjured passengers from affected aircraft and to allow their personal needs to be met



Accommodation of crew members of crashed aircraft

- In the event of an air accident within the airport area, the Polyclinic building of AZAL Medical Service is intended to accommodate survived crew members of the crashed aircraft.
- Medical personnel provide necessary examinations and first aid. In addition, psychological services are available for emotional support of crew members.



Training

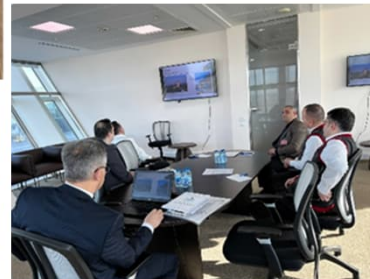


In order to improve management and practical skills of rescue units, staff and equipment are periodically engaged in exercises that aim to minimize possible consequences of aircraft emergency landings and to protect health of people on board.

Training

Trainings with airline representatives:

- Trainings as per the "Emergency Action Plan" are conducted to ensure proper coordination of actions between airport and airline operators in case of an air accident.
- Periodic trainings are conducted on how to inform families of possible accident victims, issue passenger info to other authorized persons engaged in family assistance, and to instruct airline representatives on the support and services that airport authority provides for timely and effective assistance to air accident victims and their families.



Training

- Trainings conducted with TABIB (medical) and the Ministry of Emergency Situations in order to ensure proper coordination and cooperation with relevant state agencies.
- During aircraft emergency landings the staff of relevant state agencies is directly involved in receiving and handling of the aircraft in distress.





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Thank you for your attention!