

Assisting accident victims and families - Airports' Role

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Emergency Response

Emergency Planning and Response

Aircraft Accident

Aircraft Security
Incident

Airport Security
Incident

External event
(natural disaster,
civil unrest)

Assistance to Victims

Assistance to Families

Coordination with airlines, handlers, government, third parties, law enforcement,
emergency services

Internal and External Communications

Components

Plan

- Responsibilities (including airline and airport coordination and information sharing)
- Procedures
- Facilities
- Communication (internal, external, for relatives, press, social media, web)

Train

- Staff Training
- Drills and Exercises
- Coordinate with airlines, handlers, government, third parties, law enforcement, emergency services

Implement (during normal operations)

- EOC
- Agree designated facilities (reception centre, medical area, press area)
- Stock with emergency items
- Engage third parties (such as call centre)
- Prepare communications (such as holding pages)
- Develop and produce forms (survivors, family members)

Components

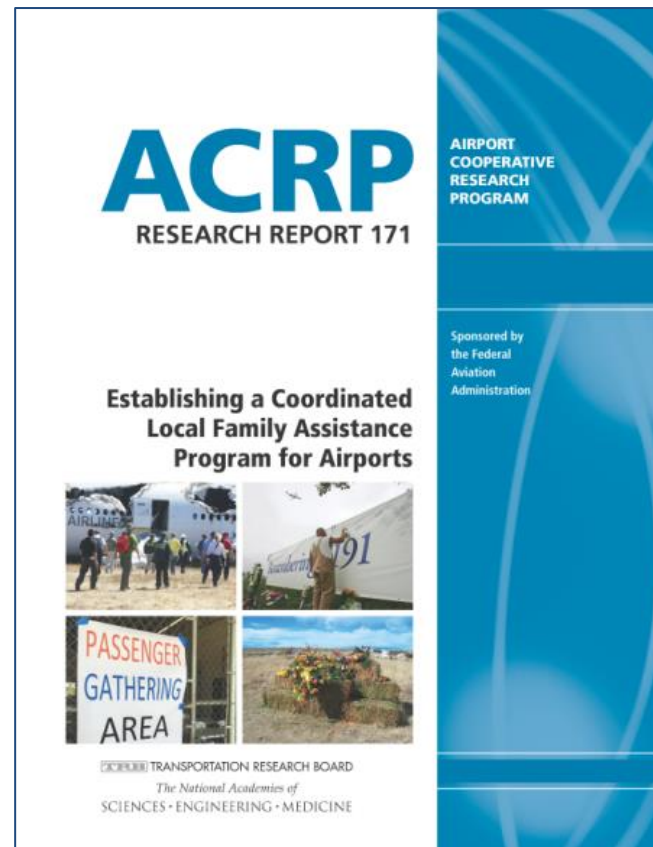
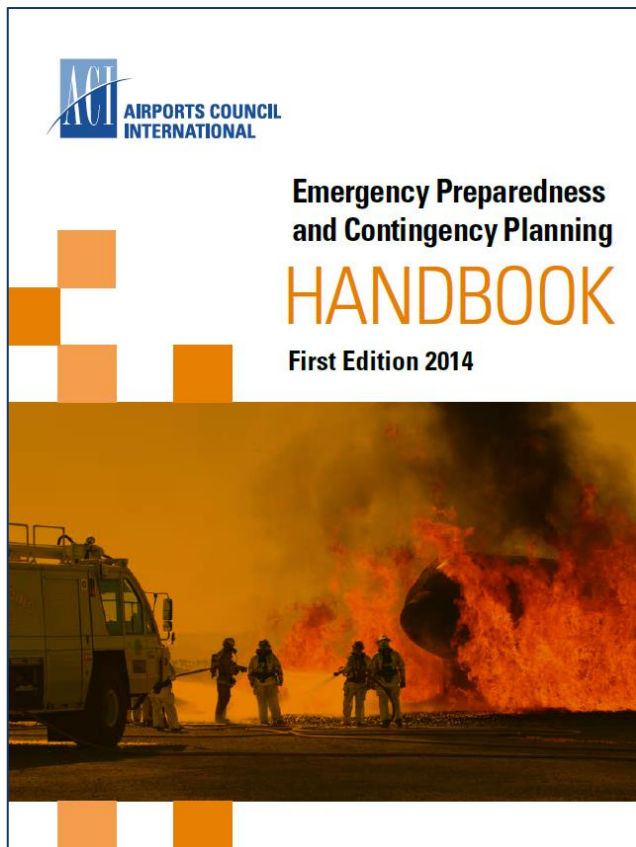
Respond

- Activate EOC
- Open facilities, stand up staff, call centre
- Implement procedures
- Coordinate with others (Airline, Emergency Services, Health authorities etc.)
- Communicate (internal, external, for relatives, press, social media, web – consistent, controlled messages from all)

Recover

- Close facilities, recovery of vehicles
- Aid investigation
- Communication – public and internal
- Counselling
- Memorial service

ACI and Airport Resources



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