

Emergency Response Plan

Organisation Name

1. Purpose

This plan provides simple guidance for responding to emergencies affecting operations, people, aircraft, or facilities.

2. General Rules (Apply to All Emergencies)

- Stay calm
- Ensure personal safety first
- Do not guess or assume
- Do not speak to media unless authorised
- Follow this plan step by step
- Start documenting the timeline for the emergency – this will become really important later when you are asked what happened, who was involved, who was spoken to and when.

3. Emergency Contacts

Emergency Services:

Police / Fire / Ambulance: _____

Internal Contacts:

Duty Manager: _____

Accountable Manager: _____

External Contacts:

Regulator: _____

Insurance: _____

4. Media and External Enquiries

Only the following person(s) may respond to external enquiries:

Name / Role: _____

All other staff should say:

"I am not authorised to comment."

5. Emergency Type: Overdue or Missing Aircraft

Immediate Actions

- Confirm flight details
- Attempt contact
- Check last known position
- Notifications
- Management
- Air traffic services (if applicable)

6. Emergency Type: Aircraft Accident / Serious Incident

Immediate Actions

- Ensure the safety of people
- Call emergency services if required
- Secure the area if safe to do so
- Information to Collect
 - Aircraft registration and type
 - Location
 - Number of people involved
 - Known injuries
 - Notifications
- Contact internal management
- Notify regulator as required – *this should be done by the CEO, Chief Pilot or the highest manager in charge.*

DO NOT

- Admit fault
- Speculate on the cause
- Release names or details

7. Emergency Type: Medical Emergency

Immediate Actions

- Call emergency services
- Provide first aid if trained
- Stay with the person

8. After the Emergency

- Record events and times
- Preserve relevant information
- Support staff involved
- Review and update the ERP if needed

Final Thought

A simple plan that people actually use is better than a perfect plan they ignore.