Lista de verificare a planului ERP (ERPP) al agentului aeronautic:

Nota: Lista dată a fost elaborată în limba engleză în calitatea ei de limbă oficială O.A.C.I. Descrierea aspectelor și materialul de îndrumare aferent se conține în ediția curentă a O.A.C.I. Doc 9859, AN/474. Lista dată va fi revizuită ori de câte ori va apărea o ediție nouă a documentului O.A.C.I.

		Aspect to be analysed or question to be answered	*Answer (Yes or No)*	*Remark*
		0. GENERAL		
	0.1 ERPP content			
1.	*0.1.1*	Are the following sections included in the plan:		
2.	0.1.1.1	Document control;		
3.	0.1.1.2	Definitions;		
4.	0.1.1.3	Governing policies;		
5.	0.1.1.4	Organization;		
6.	0.1.1.5	Notifications;		
7.	0.1.1.6	Initial response;		
8.	0.1.1.7	Additional assistance;		
9.	0.1.1.8	Emergency management centre (EMC);		
10.	0.1.1.9	ERPP records management;		
11.	0.1.1.10	Accident site;		
12.	0.1.1.11	News media;		
13.	0.1.1.12	Formal investigations;		
14.	0.1.1.13	Family assistance;		
15.	0.1.1.14	Post-occurrence review;		
16.	0.1.1.15	Checklists;		
17.	0.1.1.16	Training and exercises;		
		1. DOCUMENT CONTROL		
18.	1.1	Is it indicated how ERPP is kept (hard copy or controlled electronic media)?		
19.	1.2	Is Distribution and Control list present?		
20.	1.3	Is List of Effective Pages present?		
21.	1.4	Is Log of Changes present?		
22.	1.5	Is correlation between the ERPP manual and other existing manuals such as the SMS manual (SMSM), the operations manual, etc. properly described and acceptable?		
23.	1.6	Is process for periodic review of the ERPP and its related forms/documents to ensure their continuing suitability, adequacy and effectiveness properly described and acceptable?		
24.	1.7	Is ERPP's amendment process properly described and acceptable?		
25.	1.8	Is ERPP coordination process with the emergency response plans of those organizations it must interface with during the provision of its services properly described and acceptable?		
26.	1.9	Is ERPP's administration, approval and regulatory acceptance process properly described and acceptable?		
		2. DEFINITIONS		
27.	2.1	Are the following definitions included in ERPP:		
28.	2.1.1	Accident		
29.	2.1.2	Incident		
30.	2.1.3	Fatal injury		
31.	2.1.4	Serious injury		
		3. GOVERNING POLICIES		

		Aspect to be analysed or question to be answered	Answer (Yes or No)	Remark
32.	3.1	Are governing laws and regulations for investigations, agreements with local authorities, company policies and priorities spelled in the ERPP?		
33.	3.2	Is aim of the ERPP properly described and acceptable?		
34.	3.3	Are the following events triggering ERPP included:		
35.	3.3.1	Aviation accident/Serious incident		
36.	3.3.2	Disaster in the premises: Fire, explosion, pollution, flood		
37.	3.3.3	Loss of the working resource: workshop, offices, hangar, aircraft		
38.	3.3.4	Impacts of a disaster within the vicinity of the establishment		
39.	3.3.5	Climatic event: snow, storm, flood, lightning		
40.	3.3.6	Natural disaster: earthquake, volcanic eruption		
41.	3.3.7	Food poisoning, epidemic		
42.	3.3.8	Death, suicide at the workplace		
43.	3.3.9	Multiple victims connected to a disaster, illness or contagion		
44.	3.3.10	Accident to the public transportation of the personnel		
45.	3.3.11	Social movements: strike, blocking of the accesses		
46.	3.3.12	Internal or external threat: Attack, bomb alert, sabotage, terrorism,		
47.	3.3.13	Loss of energy: electricity, gas		
48.	3.3.14	Loss of communication means: internet, landlines or mobile telephones		
49.	3.3.15	Major media event		
50.	3.3.16	Accident during missions: business trip, abroad.		
		4. ORGANIZATION		
51.	4.1	Is single point of contact (e.g. the operations department) that any member of staff may alert in the case of an emergency defined? This should include a procedure for out of normal working hours.		
52.	4.2	Is an alerting procedure for out of normal working hours properly described and acceptable?		
53.	4.3	Are the following properly described and acceptable and does the nominated contact have immediate access to them:		
54.	4.3.1	Emergency checklists to cover the nature of the event.		
55.	4.3.2	An up to date list of managers to be contacted and their deputies in the case of absence. (a schedule of 'on-call' executives to be contacted should be created)		
56.	4.3.3	A list of emergency services and officials organisations to be contacted in the event of an emergency.		
57.	4.4	Is designation process dealing with will lead and who will be assigned to the response teams properly described and acceptable?		
58.	4.5	Are roles and responsibilities of personnel assigned to the response teams properly defined and acceptable?		
59.	4.6	Is setting up an emergency management centre (EMC) procedure properly defined and acceptable?		
60.	4.7	Are procedures for receiving a large number of requests for information, especially during the first few days after a major accident properly described and acceptable?		
61.	4.8	Is designating of the corporate spokesperson for dealing with the media procedure properly described and acceptable?		
62.	4.9	Is procedure of defining what resources will be available, including financial authorities for immediate activities properly described and acceptable?		
63.	4.10	Is designating of the company representative to any formal investigations undertaken by State officials procedure properly described and acceptable?		
64.	4.11	Is definition of the call-out plan for key personnel procedure properly described and acceptable?		
65.	4.12	Are organizational functions and communication relationships properly shown and acceptable?		
66.	4.13	Is process of maintaining of the normal activity of the organization properly		

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			described and acceptable?		
67.	4.14		Is procedure for assuring that personnel not involved in the management of the situation will not contact the Crisis Management Team or speak to the media properly described and acceptable?		
			5. NOTIFICATIONS		
68.	5.1		Does the ERPP specify who in the organization should be notified of an emergency and by what means?		
69.	5.2		Does in-house notification list at least include (as applicable):		
70.	5.2.1		Accountable Manager (CEO) (or deputy)		
71.	5.2.2		Safety Manager		
72.	5.2.3		Operations manager		
73.	5.2.4		Maintenance manager		
74.	5.2.5		Communication manager		
75.	5.2.6		Legal Manager		
76.	5.2.7		Human Resources manager		
77.	5.3		Does the ERPP specify who will make external notifications and by what means?		
78.	5.4		Does externally notification list at least include (as applicable):		
79.	5.4.1		State authorities (search and rescue, the regulatory authority, the accident investigation board, etc.);		
80.	5.4.2		The Air Traffic Control Centre		
81.	5.4.3		Emergency Medical Services		
82.	5.4.4		Fire and Rescue Service		
83.	5.4.5		Police		
84.	5.4.6		Relatives of victims		
85.	5.4.7		Media		
86.	5.4.8		Legal		
87.	5.4.9		Accounting		
88.	5.4.10		Insurers		
			6. INITIAL RESPONSE		
89.	6.1		Is reaction to an emergency call procedure properly described and acceptable?		
90.	6.2		Is it specified what information points the person or department receiving alert must endeavor to establish?		
91.	6.3		Does this points include:		
92.	6.3.1		Date and time of the call.		
93.	6.3.2		Name and contact details of the informant.		
94.	6.3.3		Authenticity of the call (where possible).		
95.	6.3.4		Conversation recording and background noise determination (in case when call is made anonymously).		
96.	6.3.5		Call location check.		
97.	6.3.6		Alert process initiation (both in-house and externally).		
98.	6.4		Is initial response team dispatching procedure properly described and acceptable?		
99.	6.5		Is it specified who should lead the initial response team?		
100.	6.6		Is it specified who should be included on the initial response team?		
101.	6.7		Is it specified who should speak for the organization at the accident site?		
102.	6.8		Is it specified what would be required by way of special equipment, clothing, documentation, transportation, accommodation, etc.?		
			7. ADDITIONAL ASSISTANCE		
103.	7.1		Are sources of additional assistance properly described and acceptable?		
104.	7.2		Is additional assistance sources vetting process properly described and		

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		acceptable?		
105.	7.3	Are tasks to be executed by additional assistance sources spelled?		
		8. EMERGENCY MANAGEMENT CENTRE (EMC)		
106.	9.1	Are EMC activation criteria spelled?		
107.	9.2	Are EMC activation levels spelled?		
108.	9.3	Is EMC members' designation procedure properly described and acceptable?		
109.	9.4	Are roles and responsibilities of the Members of the Crisis Management Centre properly described and acceptable?		
110.	9.5	Does roles and responsibilities of the Members of the Crisis Management Centre among others include:		
111.	8.5.1	Management of the internal operations		
112.	8.5.2	Releases to the media drawing-up		
113.	8.5.3	Ensuring that the activities of the organization are maintained if these activities are not affected by the event.		
114.	8.5.4	Being at the disposal of the relevant official organizations		
115.	8.5.5	Gathering of any information relative to the flight and the nature of the activity relative the accident		
116.	8.5.6	Compiling a list of all documents relating the flight and have them available fort the authorities including: - Copies of weather reports - Copies of pre-flight planning documents - Copies of Weight and Balance planning - Copies of fuel planning and fuel uplift receipts - Copy of the passenger manifest		
117.	8.5.7	Compiling a list of the administrative documents pertaining to the crewmembers involved including as a minimum: - Individual Training Files - Flight Time and Duty Records - Logbook (if available) - Copies of medical certificates - Copies of flight crew licences		
118.	8.5.8	Gathering of the technical documents relating to the aircraft involved in the accident.		
119.	8.5.9	Contacting the customer(s) affected by the accident in accordance with any contractual agreements in place.		
120.	8.5.10	Contacting any sub-contracted companies affected by the accident, where appropriate.		
121.	8.5.11	Providing the interface between the organisation and the press by ensuring that only relevant and accurate information is provided without prejudicing the investigation in any way.		
122.	8.5.12	Drawing-up conclusions from the Company SMS and safety database(s) regarding previous occurrences and risk assessments, mitigation and control (various risk controls in place) concerning the safety risk(s) revealed by the event at hand and provide these conclusions on previous occurrences and risk assessments to the Accountable Manager and Public Relations Officer to enable them to answer any questions correctly to support the protection of Company reputation.		
123.	8.5.13	Updating SMS information (after the crisis).		
124.	8.5.14	Carrying out a short briefing of personnel to advise them of the situation and of the actions to be taken		
125.	8.5.15	Assisting in establishing a list of casualties involved in the accident.		
126.	8.5.16	Compiling a list of all Human Resources documents relating to the staff members involved in the accident and have them available for the authorities.		
127.	8.5.17	Ensuring that any personnel assigned to carry out any duty at the accident location are provided with the necessary logistics and equipment.		
128.	8.5.18	Initiating the organisations plan for dealing with the emotional trauma of		

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		personnel and, if necessary, contact the medical professionals and/or the counseling teams designated.		
129.	8.5.19	Contacting employees who have volunteered to assist in dealing with the families of victims.		
130.	8.5.20	Examination and vetting of any statements drawn up by the Communications Department or senior management prior to them being issued.		
131.	8.5.21	Providing information as applicable on legal issues pertaining to the accident.		
132.	8.5.22	Compiling a list of the administrative documents relating to maintenance of the aircraft involved in the accident and its continuing airworthiness (C of R, C of A, ARC, equipment log, engine log, etc.) along with all records of maintenance carried out on the aircraft and its systems including: - airframe - engine(s) - MGB - Rotor and rotor head - Anti-torque rotor and have it available for the investigating authorities.		
133.	8.5.23	Compiling a list of information concerning the maintenance personnel and have it available for the investigating authorities including: - Copies of licenses - Training records		
134.	8.5.24	Providing technical support to the members of the Crisis Management Centre		
135.	8.5.25	Assisting the investigating authorities with technical expertise when requested.		
136.	8.5.26	Participating in organizing the protection of the accident scene and the recovery of the wreckage (airframe, engine(s) and other components) if so requested by the authorities in charge of the investigation.		
137.	8.5.27	Limiting access to the offices and headquarters of the organisation including surrounding areas. This should include any premises of offices dedicated to the investigation authorities.		
138.	8.5.28	Ensuring that the identity and baggage of all persons entering/leaving the organisation are checked. Where appropriate, provide escorts for non-organisational personnel.		
139.	8.5.29	Checking that other buildings and areas are secured (Hangars, Ramps, etc.)		
140.	8.5.30	Where members of the media have been authorized to enter the establishment, ensuring that they are escorted and controlled at all times.		
141.	8.5.31	Where required, establishing a security perimeter around the scene of the accident prior to the arrival of the investigating authorities.		
142.	8.5.32	Providing and maintaining of the appropriate scales of communications equipment: - Televisions - Video recorders - Computers/Internet connection - Printers - Fax - Landlines and mobile telephones		
143.	8.5.33	Ensuring that the company website, where appropriate, is updated.		
144.	8.5.34	Ensuring that all logistical requirements needed to support the operation are provided including: - Transport - Accommodation - Refreshments and catering - Personal protective equipment - Specialist equipment (lighting, lifting equipment, etc) - Mobile telephones		
145.	8.5.35	Ensuring that appropriate levels of financial support are available to the employees assigned to attend at the accident site.		
146.	8.5.36	Ensuring that an appropriate level of financial support is provided to cope with immediate needs of the victims and their families.		

		Aspect to be analysed or question to be answered	Answer (Yes or No)	Remark
147.	8.5.37	Setting up a specific account to handle financial dealings relating to the accident, and establish accurate estimates of the anticipated costs related to the accident.		
148.	8.5.38	Ensuring that appropriate facilities are provided within the organisation's offices or at a location close to the accident site to receive the families of victims.		
149.	8.5.39	Ensuring that appropriate communications links (telephone, etc.), tables and chairs, paper and pens, magazines, refreshments, etc. are made available for the families of the victims.		
150.	8.5.40	Ensuring that overnight accommodation is available for families.		
151.	8.5.41	Selecting volunteers from within the pool of employees who have indicated that they will provide assistance to the relatives and friends of the victims.		
152.	8.5.42	Identifying the receiving hospital(s) for both victims and casualties and when required provide transport for the families.		
153.	8.5.43	Maintaining contact with those relatives of the victims who are unable to attend at the site.		
154.	8.5.44	Providing secretarial services to the Crisis Management Team and senior management including: - Answering telephones - Internet communications - Updating the Crisis Log - Maintaining a list of persons contacted - Drafting of press releases or other communiqués.		
155.	9.6	Is EMC members alert system procedure properly described and acceptable?		
156.	9.7	Is EMS location spelled?		
157.	9.8	Is command post (CP) at or near the crisis site establishment procedure properly described and acceptable?		
158.	9.9	Is EMC/CP staffing, equipment, documents properly described and acceptable?		
159.	9.10	Is EMC/CP staff available for 24 hours a day, 7 days per week, during the initial response period?		
160.	9.11	Does communications equipment include at least fixed and mobile phones, fax and internet access?		
161.	9.12	Does equipment include computer(s), photo and video cameras?		
162.	9.13	Does equipment include an adequate supply of writing material such as notebooks, pencils, pens, etc.?		
163.	9.14	Is Crisis Log/Emergency activity log maintenance by EMC/CP procedure properly described and acceptable?		
164.	9.15	Does Crisis Log/Emergency activity log record the following information:		
165.	8.15.1	Description of the event		
166.	8.15.2	Date of the event		
167.	8.15.3	Time of the event		
168.	8.15.4	Location of the event		
169.	8.15.5	Activation date of the crisis management centre		
170.	8.15.6	Activation time of the crisis management centre		
171.	8.15.7	Composition of the Crisis Management Centre (Positions, Names, Contacts)		
172.	8.15.8	Person in charge of drawing up the log(Position, Name, Contact)		
173.	8.15.9	Date and time of events during crisis		
174.	8.15.10	Decisions and action taken during crisis		
175.	9.16	Do documents include crisis management file containing the Emergency Checklists to be followed and the actions to be carried out?		
176.	9.17	Do documents include company manuals, aerodrome emergency plans and telephone lists?		
177.	9.18	Do documents include list of useful contact details (Medical, Public Health, Dangerous Goods, Environmental, etc.)?		
178.	9.19	Do documents include list of logistical support services: - Travel (airline, maritime, rail, hire car, taxi, etc.)		

		Aspect to be analysed or question to be answered	Answer (Yes or No)	Remark
		- Accommodation (hotels, portable accommodation, etc.) - Catering - Clothing/Equipment supplies - Heavy lifting - Haulage - Photographic - Etc.		
		9. ERPP RECORDS MANAGEMENT		
179.	9.1	Does the records to be kept include:		
180.	9.1.1	all relevant records about the product or service concerned;		
181.	9.1.2	lists of points of contact and any personnel associated with the occurrence;		
182.	9.1.3	notes of any interviews (and statements) with anyone associated with the event;		
183.	9.1.4	any photographic or other evidence.		
184.	9.2	Is the records traceability and accessibility assurance procedure (s) properly described and acceptable?		
185.	9.3	Are control processes necessary to ensure appropriate protection, archiving, retention time and disposition of records properly described and acceptable?		
		10. ACCIDENT SITE		
186.	10.1	Is the nominating a senior company representative at the accident site if: — at home base; — away from home base; — offshore or in a foreign State; procedure properly described and acceptable?		
187.	10.2	Is management of surviving victims procedure properly described and acceptable?		
188.	10.3	Is management of the needs of the relatives of victims procedure properly described and acceptable?		
189.	10.4	Is security of the wreckage assurance procedure properly described and acceptable?		
190.	10.5	Is handling of human remains and personal property of the deceased procedure properly described and acceptable?		
191.	10.6	Is preservation of evidence procedure properly described and acceptable?		
192.	10.7	Is provision of assistance (as required) to the investigation authorities procedure properly described and acceptable?		
193.	10.8	Is removal and disposal of the wreckage procedure properly described and acceptable?		
		11. NEWS MEDIA		
194.	11.1	Is informing all personnel regarding the event procedure properly described and acceptable?		
195.	11.2	Is informing personnel of the steps to be taken procedure properly described and acceptable?		
196.	11.3	Is dealing with the media procedure for personnel properly described and acceptable?		
197.	11.4	Is prohibition placing procedure on personnel to prevent them attending at the accident/location or at the Crisis Management Centre unless required to do so within the scope of their duties properly described and acceptable?		
198.	11.5	Is procedure dealing with volunteers properly described and acceptable?		
199.	11.6	Is spelled what information is protected by statute?		
200.	11.7	Is person(s) who may speak on behalf of the parent organization at head office and at the accident site nomination procedure properly described and acceptable?		
201.	11.8	Is preparing statements for immediate response to media queries procedure properly described and acceptable?		
202.	11.9	Are lists of what information may be released and what should be avoided present in the ERPP?		

		Aspect to be analysed or question to be answered	Answer (Yes or No)	Remark
203.	11.10	Is timing of the organization's initial statement indicated?		
204.	11.11	Are provisions for regular updates to the media present in the ERPP?		
205.	11.12	Are templates of press releases present in the ERPP?		
12. FORMAL INVESTIGATIONS				
206.	12.1	Is guidance for company personnel dealing with State accident investigators and Police properly described and acceptable?		
207.	12.2	Is person(s) who will be focal point at head office and at the accident site nomination procedure properly described and acceptable?		
208.	12.3	Is empowering procedure to act on organization's behalf procedure properly described and acceptable?		
13. FAMILY ASSISTANCE				
209.	13.1	Are State requirements for the provision of assistance services spelled in the ERPP?		
210.	13.2	Are travel and accommodation arrangements to visit the crisis site properly described and acceptable?		
211.	13.3	Is person(s) who will be programme coordinator and point(s) of contact for victims/customers at head office and at the accident site nomination procedure properly described and acceptable?		
212.	13.4	Is provision of up-to-date information procedure properly described and acceptable?		
213.	13.5	Is temporary assistance to victims or customers procedure properly described and acceptable?		
14. POST-OCCURRENCE REVIEW				
214.	14.1	Is, following the emergency, full debrief procedure properly described and acceptable?		
215.	14.2	Is debrief results documenting procedure properly described and acceptable?		
216.	14.3	Are follow-up actions implementing procedure properly described and acceptable?		
15. CHECKLISTS				
217.	15.1	Is checklist development procedure properly described and acceptable?		
218.	15.2	Is spelled what part(s) of the emergency response process is covered/aided by the use of checklists?		
219.	15.3	Is checklists review and updating procedure properly described and acceptable?		
220.	15.4	Are checklists testing procedure properly described and acceptable?		
16. TRAINING AND EXERCISES				
221.	16.1	Are drills and exercises intervals spelled in the ERPP?		
222.	16.2	Are drills and exercises planning procedure properly described and acceptable?		
223.	16.3	Does drills and exercises schedule contain:		
224.	16.3.1	Desktop exercises		
225.	16.3.2	On-site exercises		
226.	16.3.3	Full-scale emergency exercises		
227.	16.4	Is, following the drills and exercises, full debrief procedure properly described and acceptable?		
228.	16.5	Are debrief results documenting procedure properly described and acceptable?		
229.	16.6	Are follow-up actions implementing procedure properly described and acceptable?		

Concluzie:			
Verificarea a fost efectuata de:	(functie, N.P.)	(semnatura)	Data:
Actiunile ulterioare:			