



Critical Incident and Crisis Management Policy

Accident/Incident Reporting

All accidents/incidents will be reported to the Operations Manager or his delegate. The Operations Manager will report all accidents or incidents to the Transportation Safety Board as required by regulation.

When in doubt as to the requirement to report an occurrence, the Operations Manager or his delegate will contact the Transportation Safety Board for clarification. Appropriate guidance material should be consulted regarding the reporting of civil aviation occurrences. AIP Canada

Procedures for Reporting Overdue Aircraft

Procedures for reporting of overdue aircraft are summarized in Annex "A" of this section.

Ground Emergency Co-ordination Procedures

Ground emergency coordination procedures are summarized in Annex "A" of this section.

Emergency procedures will be posted in a prominent location at all Company bases of operation.

Passenger Preparation for an Emergency Landing

The emergency briefing provided in the event of an emergency, where time and circumstances permit, shall consist of instructions pertaining to:

- a) safety belts or safety harnesses;
- i) lap belts must be fastened snug around the hips. If equipped shoulder harnesses must be used.



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- ii) if carried child/ restraint devices should be checked to ensure they are secured to the aircraft seat with a seat belt and do not restrict access to emergency exits.
- iii) seats belts must remain fastened until the aircraft comes to a complete stop.

- b) carry-on baggage;
 - i) all carry-on baggage including handbags or any other items of mass must be safely stowed in approved locations. Seat pockets may be used for smaller items.
- c) safety features card;
 - i) advise passengers to review the safety features card and to pay particular attention to exit locations and operation.
 - ii) ensure that passengers seated next to emergency exits are willing and able to open that exit. If not, request the assistance of an able bodied person.
 - iii) if possible assign an able bodied person to assist young or special needs passengers.
 - iv) advise passengers of the safest direction and least hazardous route to move away from the aircraft once outside.
- d) brace position (when to assume, how long to remain);
 - i) advise passengers that they will receive two verbal commands:
 - Prior to Landing. The command “Brace”, should be given prior to impact / landing, at which time the passengers will assume and maintain the brace position illustrated on the safety features card until the aircraft has stopped and;
 - After Impact / Landing. If required the command “Evacuate” will be given after the aircraft has stopped and the engines shut down. Passengers should then be instructed to immediately “release seat belts” and “get out” of the aircraft using the nearest useable exit. If an evacuation is not required the command “Remain Seated” will be given.
 - ii) If possible crewmembers should retrieve the first aid kit and emergency equipment prior to evacuating the aircraft.

First Aid Kit

Guidance: The contents of the first aid kit required by Canadian Aviation Regulation Operational and Emergency Equipment Requirements for Power Driven Aircraft are the supplies and equipment for a Type A Kit set out in Part X, Schedule II of the Aviation Occupational Safety and Health Regulations, and one pair of latex gloves.

Emergency/Survival Equipment



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Survival Equipment meeting the Canadian Aviation Regulation Operational and Emergency Equipment Requirements Survival Equipment-Flights Over Land shall be carried on board. A list of the basic equipment is contained in Section 5, Annex "B" of this manual. The Operations Manager will keep in the aircraft and a list of any equipment added to the basic kit. The survival pack will contain an up-to-date list of contents and directions for their use.

The Operations Manager (Mitchell Nosko) will keep both in the aircraft and an emergency equipment inspection form, recording dates and details. Equipment will be inspected at least once per year.

Specific equipment includes:

- survival equipment;
- first aid kit;
- fire extinguishers; and
- emergency locator transmitter.

All aircraft all also equipped with GPS tracking.

ELT Operating Procedures

ELTs are to be operated in accordance with the guidance material published in Canada Flight Supplement emergency section and operating instructions printed on the ELT.

Unlawful Interference

In the event of unlawful interference, the flight crew shall endeavour to notify the appropriate ATS unit of this fact, and convey any significant circumstances surrounding the event in order to allow ATS to give priority to the event and minimize any conflict with other aircraft.

If subject to unlawful interference, the flight crew shall endeavour to set the transponder to mode A, Code 7500, to give an indication of the situation unless circumstances warrant the use of Code 7700.

Unless circumstances dictate otherwise, the flight crew should attempt to maintain assigned track and altitude until able to notify ATS or until within Radar Coverage.

Flight crewmembers should make every attempt to transmit warnings to ATS.



ANNEX – A: Aircraft Accident/Incident/Overdue Emergency Checklists and Instructions

(See Page Two for Checklists)

These Instructions and Checklists will be used at all Company bases of operation and will be posted in clear view near a telephone, communications radio etc. that is likely to be used to report an emergency i.e. overdue aircraft, aircraft accident etc. The local phone numbers listed below must be filled in before posting.

1. **REPORT EMERGENCIES IMMEDIATELY AS PER THE APPROPRIATE CHECKLIST**
2. IF ALL INFORMATION IS NOT AVAILABLE **DO NOT** DELAY REPORTING WHILE INFORMATION IS BEING GATHERED.
3. UNLESS **ABSOLUTE** KNOWLEDGE TO THE CONTRARY EXISTS, ASSUME ALL PERSONS ON BOARD:
 - HAVE **SURVIVED**
 - ARE **INJURED**
4. REPORT BY THE FASTEST MEANS AVAILABLE.
5. **IF AT ALL POSSIBLE, REPORT BY THE MOST PRIVATE MEANS.** Think of the consequences to the victims and their families. If you have to use a radio, provide only as much specific information as is absolutely necessary to ensure a rapid response to the emergency, (i.e. do not give names etc.)
6. **DO NOT MAKE STATEMENTS TO THE MEDIA.** Once again consider the victims and their families. Media inquiries shall be directed to the Operations Manager.
7. **REMEMBER:**
 - Keep calm - **panic** or **undue haste** can cost lives.
 - Act in a responsible, professional manner.
8. KEEP COMMUNICATIONS LINES CLEAR FOR EMERGENCY PURPOSES ONLY



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9. KEEP NOTES ON ALL COMMUNICATIONS, OBSERVATIONS AND ACTIONS

TELEPHONE NUMBERS

POLICE:	(604) 859-5225	
HOSPITAL:	(604) 851-4700	
AMBULANCE:	(604) 853-8700	
FIRE HALL:	(604) 853-3566	
RESCUE COORDINATION CENTRE:		1-800-567-5111
TRANSPORTATION SAFETY BOARD:		1-604-666-5826
NEAREST FLIGHT SERVICE STATION:		1-866-992-7433
OPERATIONS MANAGER:		(604) 850-0290

ANNEX – B: Aircraft Accident/Incident/Overdue Emergency Checklist

(See Page One for Telephone Numbers and other Instructions)

OVERDUE AIRCRAFT

30 MINUTES AFTER ETA (Estimated Time of Arrival)

The **Responsible Person** shall:

- Review the Flight Itinerary
- Begin a communications search
- Contact Operations Manager - have flight itinerary available
- (if Operations Manager unavailable, contact the nearest FSS)

60 MINUTES AFTER ETA

The **Operations Manager** shall:

- Contact the appropriate air traffic service unit
- Continue the communications search
- Contact the Rescue Co-ordination Centre
- Carry out any other duties determined by the Company (ie. contact next-of-kin etc,)



AIRCRAFT ACCIDENT

The **Responsible Person** shall:

Organize on-site assistance as necessary by contacting:

- Medical Aid
- Ambulance services
- Fire Departments
- Police
- Contact the Operations Manager

The **Operations Manager** shall:

- Contact the Transportation Safety Board
- Contact the Rescue Co-ordination Centre to advise
- Contact the appropriate air traffic service unit.

BASIC SURVIVAL EQUIPMENT - FLIGHT OVER LAND

When carried on PRINCIPAL AIR LTD. aircraft, the Basic Survival Equipment will consist of:

1. Waterproof Matches;
2. Means of providing shelter, e.g.: Six-Man Dome Tent, survival tarpaulin, etc.
State what is in your survival kit;
3. Water Purification Tablets;
4. Signal Panel;
5. Signal Mirror;
6. Hand Axe (Hatchet);
7. Survival Knife;
8. Survival Manual, and;
9. Instructions For Use Of Equipment.

SURVIVAL EQUIPMENT - FLIGHTS OVER WATER



Guidance: Where life rafts are required to be carried, in accordance with the Life Rafts and Survival Equipment – Flights Over Water Section of the CARs, they shall be equipped with an attached survival kit containing at least the following:

- a) a pyrotechnic signalling device;
 - b) a radar reflector;
 - c) a life raft repair kit;
 - d) a bailing bucket and sponge;
 - e) a signalling mirror;
 - f) a whistle;
 - g) a raft knife;
 - h) an inflation pump;
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- i) a dye marker;
 - j) a waterproof flashlight;
 - k) a two day supply of water, calculated using the overload capacity of the raft, consisting of one pint of water per day for each person or a means of desalting or distilling salt water sufficient to provide an equivalent amount;
 - l) a fishing kit;
 - m) a book on sea survival; and
 - n) a first aid kit containing antiseptic swabs, burn dressing compresses, bandages and anti-motion sickness pills.

Additional Survival Equipment may be added at any time, and a list of such equipment will be located in the Survival Pack and in the Operation Manager's office.