

Training Topic:**Emergency Response Program (ERP) Drill– 04/08**

(Full drill scenario, previously announced, scheduled and approved by Management)

Why your ERP needs a Drill

Drills must be periodically conducted to provide training to staff, to verify the adequacy of emergency policies, procedures, and equipment, and to familiarize important external emergency organizations with your company.

Drills are intended to prepare staff to effectively respond to real emergencies. In addition, the lessons learned and corrective action stemming from drills will enhance accident prevention and response capabilities, and allow you to gauge the effectiveness of your ERP. Your Emergency Response Team will learn how to work in unison during a dynamic, high pressure situation. Your personnel need the confidence competency yields to successfully evaluate information, options, and make decisions based on the resources available.

**Preparing for the Drill**

Ensure each Team Member is notified when the drill will occur. Also brief any other employees that may be involved in some capacity. Tell everyone not to place an actual phone call related to ERP requirements during the drill. All simulated phone calls should be directed to you, the drill coordinator. Do not verify the preparation of the responders; this drill is designed to assess your program after you have fully implemented it and trained all appropriate personnel.

Your drill should include:

- An assigned drill observer to note progress and record actions.
- Simulation of the required phone calls with the correct, verified phone numbers.

- Assembling the Emergency Response Team.
- Coordination of support requirements.
- Completion of all actions items with as much realism as practical.
- A report detailing the effectiveness of the drill, with corrective actions addressing the deficiencies.
- Complete paperwork details of a fictitious flight, including information about the local area where the accident takes place.

The Drill

- Distribute details for a fictional (but realistic) flight event to the appropriate departments. Ensure a flight itinerary, detailed manifest with 3 passengers, training and maintenance records for the fictional crew/aircraft (empty folders are fine) and any other desired information are in the proper location. At the beginning of each phone call, remember to state "This is an emergency response drill. My name is _____. This is not an actual emergency. All events are simulated."
- **0 HOUR:** Place an incoming phone call at the designated time to a probable contact inside the company. "This is the airport manager from _____(any away airfield your aircraft may use). There has been an accident involving on of your aircraft on landing. I verified the call sign and tail number with the flight plan. The aircraft seems to have impacted the ground short of our active runway. Rescue crews are responding at this time." *Don't give your name and number, the receiving person should pull out the initial call sheet and ask for more information.* You have no further information at this time.
- Your ERP should be initiated immediately. The drill observer must carefully record the ongoing actions.
- **0+05 HOUR:** Place a call to someone in your company from the FAA with the following info only: "Your aircraft, tail number N____, impacted the ground short of runway yy at airfield xxx. The airport has activated an emergency response. No other info is known at this time." This information will be enough to prime the gathering members of your response team. The internal notification process should be in full swing, and assigned members must begin assembling to coordinate with the response director. Allow another 10 minutes for the response to form.
- **0+15 HOUR:** Place the next simulated incoming phone call. Acting as the airfield manager again, confirm that rescue is attempting to extract victims from the aircraft. Their status is unknown at this time. Observe the Response Team and processes. Actions and direction must begin to show coordination. Someone needs to assume positive control at this point.
- **0+30 HOUR:** All records and paperwork should be assembled. The aircraft is a total strike. Simulated outgoing phone calls to the NTSB should be accomplished

by this point. Your team must make other simulated phone calls to obtain as much info as possible. When someone does indicate an outgoing phone call to a specific number (have them look up anything required, like a local hospital), indicate all people on the aircraft were taken to a specific hospital, condition unknown.

- **0+35 HOUR:** Place a phone call simulating a call from a local TV station at the airport locale asking for information. Be persistent, a pain in the neck. Make several calls if you think it will add to the realism. Observe your team as they make decisions concerning the status of victims.
- Step back and ensure the drill is under control.
- **0+ 40 HOUR:** Introduce a media report with false or unverified info. Present the team with a realistic quandary they have to work through. They shouldn't become distracted, and remain focused on the ERP duties and assignments.
- A decision regarding dispatching someone to the site should be evaluated by now. The travel details need to be worked out (booking air travel, hotels, rental car, etc.)
- Evaluate how internal communication has progressed. Are all of the appropriate personnel in your company apprised of the events?
- Has the Next of Kin notification been addressed?
- **1+00 HOUR:** The response must be well coordinated by this point. Your ERP details should have been accomplished or are assigned. Compiling a synopsis of the events, and gathering all required records pertaining to the upcoming investigation will be underway. Insurance company involvement must be considered, and a simulated phone call placed to the actual number. This may be an excellent opportunity to incorporate your insurance company into the drill. It might be interesting to discover how that part of the notification process works.
- **1+30 HOUR:** Wrap-up. Ensure the drill has worked through the point you have designed. Adequate observation notes from the drill observer are essential. Hold a briefing with involved employees after the drill to prompt analysis of the effectiveness of all aspects of the emergency action plan, and your company's response. Solicit recommendations to improve the emergency action plan and update it accordingly. Collect all the notes and forms utilized during the drill; there is something to be learned from them.