



Regional Seminar 12 October 2018

Crisis Management plans in aviation

Training on designing and testing emergency and contingency response plans





Eric Schoonderwoerd

Business Developer & Strategist

JAA Training Organisation

- Originated from the Joint Aviation Authorities (JAA)
- JAA eventually transferred all its regulatory tasks to EASA
- JAA TO is an associated body of the European Civil Aviation Conference
- JAA TO serves as a platform for the international aviation community to learn and exchange views on the latest developments and topical issues
- By enhancing the understanding of European aviation safety rules and regulations, JAA TO aims to contribute to aviation safety as a whole
- Through high-standard training courses, JAA TO focuses on the highest level of professionals and quality
- JAA TO carefully guards the skills and quality of its trainers through its Trainer Qualification Programme. They are experts in their area

Main Accreditations / Recognitions

As an Associated Body of the European Civil Aviation Conference (ECAC):

- ICAO Regional Training Center of Excellence (RTCE); first in Europe
- Leading member of EASA Virtual Academy (EVA)
- Member of the ICAO TRAINAIR PLUS Steering Committee (TPSC) since its inception
- EASA-approved RITO (Ramp Inspection Training Organisation) - full practical and recurrent courses



200+ courses on European and international safety rules and regulations

- Aerodromes, Ground Operations (AGO)
- Air Crew (AC)
- Auditing, Inspection, Investigation (AII)
- Aviation Security & Facilitation (AVSEC)
- Certification (CERT)
- Drones (RPAS)
- Environment (ENV)
- Maintenance (MAINT)
- Management, Personal Performance (MPP)
- Operations (OPS)
- Regulations General (RG)
- Soft Skills (SK)



Training Locations



- The headquarters of the JAA TO are located in Hoofddorp, near Amsterdam Schiphol Airport in The Netherlands
- Training courses are also provided at our various locations worldwide
- JAA TO offers also customised courses on location



Emergency Response Planning

- An ERP is a framework to initiate and guide actions
- It provides the basis for a systematic approach to managing the organisations' affairs during and in the aftermath of a significant unplanned event — in the worst case, a major accident.
- It outlines in writing what should be done after an accident and who is responsible for each action.
- The objective is to reduce the effects of an emergency wherever possible.



Emergency Response Planning

- An immediate and correct response after an emergency is critical. Failure to do so can lead to confusion, panic, loss of lives, financial or business losses, property damage and long-term consequences.
- In a major event different agencies are involved in an emergency management process. Procedures for coordinating responses of the different agencies must be carefully planned.

Emergency Response Planning

- Management of an adverse event will require flexibility, innovation and the ability to make rapid decisions.
- An ERP is a form of ‘insurance’: we should all have it; it costs money; we hope that we never have to use it.
- The ERP is usually integrated into the SMS and reflects the size, nature and complexity of the activities performed by the organisation.

Purpose of an ERP

- The purpose of an ERP is to ensure that there is:
 - Orderly and efficient transition from normal to emergency operations
 - Delegation of emergency authority
 - Assignment of emergency responsibilities
 - Authorization by key personnel for actions contained in the plan
 - Coordination of efforts to cope with the emergency
 - Safe continuation of operations and return to normal operations as soon as possible



Training on ERP

- Adequate training is critical to act immediately and correct after an emergency
- Training to develop an ERP
- Training on how to use an ERP

Training on ERP

- Training to develop an ERP
 1. Set planning objectives
 2. Design and apply a management structure
 3. Determine roles and responsibilities
 4. Analyze resources
 5. Develop emergency management arrangements and systems
 6. Document the plan
- Training on how to use an ERP
 7. Test the plan - Table top exercises / Simulations
 8. Review the plan
 9. Training of staff

ERP Workshop JAA TO

- 2-day workshop
- Available in our public schedule
- Also for delivery at clients' location

ERP Workshop JAA TO

The Aims of the workshop are:

- To introduce delegates to the scope of crisis management planning
- To review the specific requirements of agency response planning
- To develop an understanding of training for emergency response
- To examine accident prevention and risk mitigation in the context of crisis management planning
- To introduce the skills needed of command center staff

ERP Workshop JAA TO

- After completion of the workshop participants will be able to:
 - Describe your company responsibilities within the regulatory framework governing crisis management
 - Complete a crisis risk analysis
 - Describe the stages in the planning required for effective crisis management and recovery
 - Develop and Implement an Emergency Response Plan
 - Identify the skills required in a crisis management team

JAA TO instructors

- Training on Aviation Regulations is not just explaining the regulation, certification and qualification
- The added value of a training organisation is to learn also how to apply the regulation in practice and inspire the participants
- This requires an experienced and skilled instructor with qualification on instructional techniques
- However, this also requires understanding the challenges NAA's and the industry are facing and offer solutions that solve it and gain organisational performance

JAA TO instructors

- To transfer knowledge into practice JAA TO develops all courses within its Course Development Unit (CDU) all courses taking into account the required KSAs (Knowledge + Skills + Attitudes)
- Only with this Competency-Based-Training approach is an aviation professional deemed competent to perform his job and remain recurrent according to the programme's requirements

Because of this JAA TO only works with experienced instructors who have successfully completed the Instructor Qualification Programme

Questions or for more information

Eric Schoonderwoerd

- E-mail: eschoonderwoerd@jaato.com
- Telephone: +31 23 56 797 90
- Mobile: +31 6 28 91 70 48
- LinkedIn: [linkedin.com/in/ericschoonderwoerd](https://www.linkedin.com/in/ericschoonderwoerd)

See www.jaato.com for all courses and course outlines