

West Atlantic Sweden Emergency Response Planning



West Atlantic Sweden – Who?

One of the two AOC holders within the West Atlantic Group.
Sister company in the UK, Atlantic Airlines.

One of the largest air operators in Sweden.

Operating cargo and mail flights within ICAO region EUR on a B2B platform.



West Atlantic Sweden – Who?



BAE ATP-F



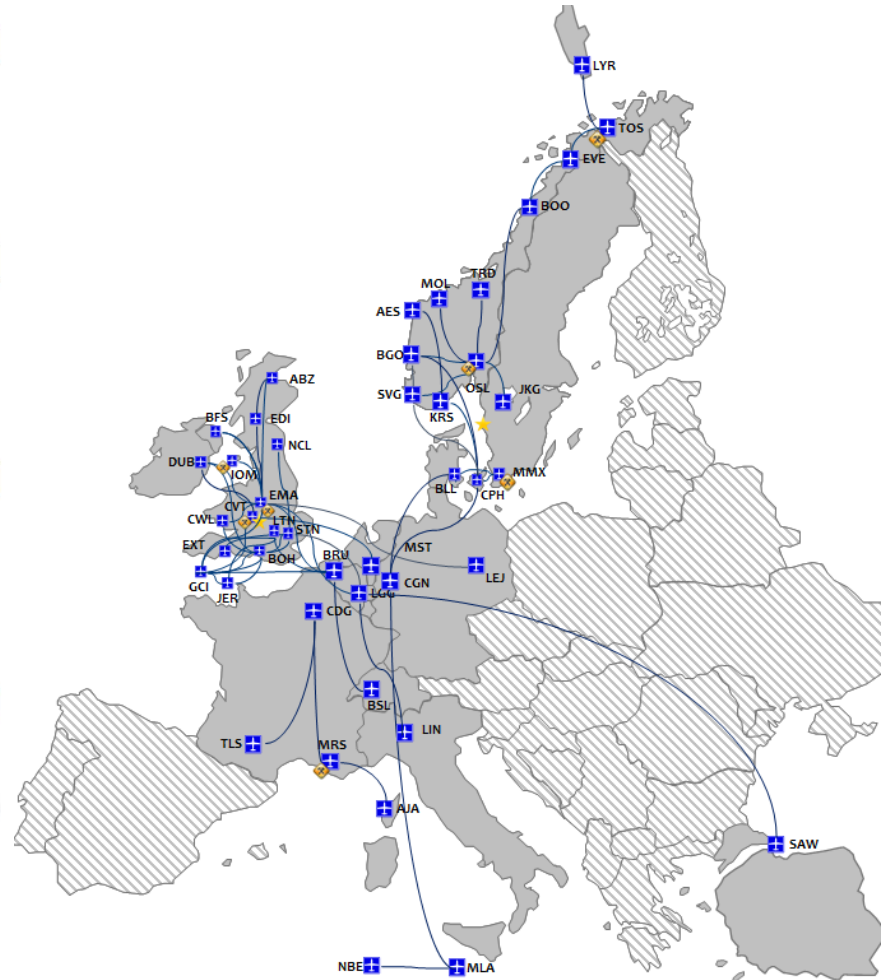
CRJ200PF



B737-300/400



B767-200/300



West Atlantic Sweden - ERP

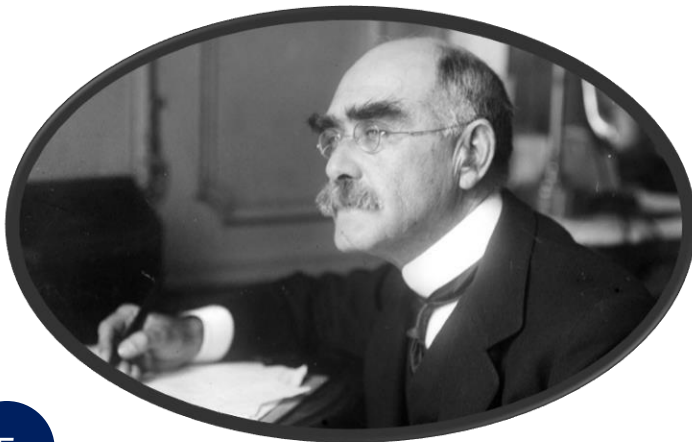
During previous regulations the demand of having an Emergency Response Plan was mainly customer driven, rather than regulatory.

With Regulation 965/2012, ORO.GEN.200, AMC 1, it was further described and divided only between complex and non-complex.

This combined with added knowledge within the company created a good foundation implementing something stable.

West Atlantic Sweden – ERP – Define the basis

....Their names
are What and
Why and When
And How and
Where and Who.



Are our needs and wishes
corresponding to the needs and wishes
of the regulatory demands?
Do we understand them?

YES



Start working

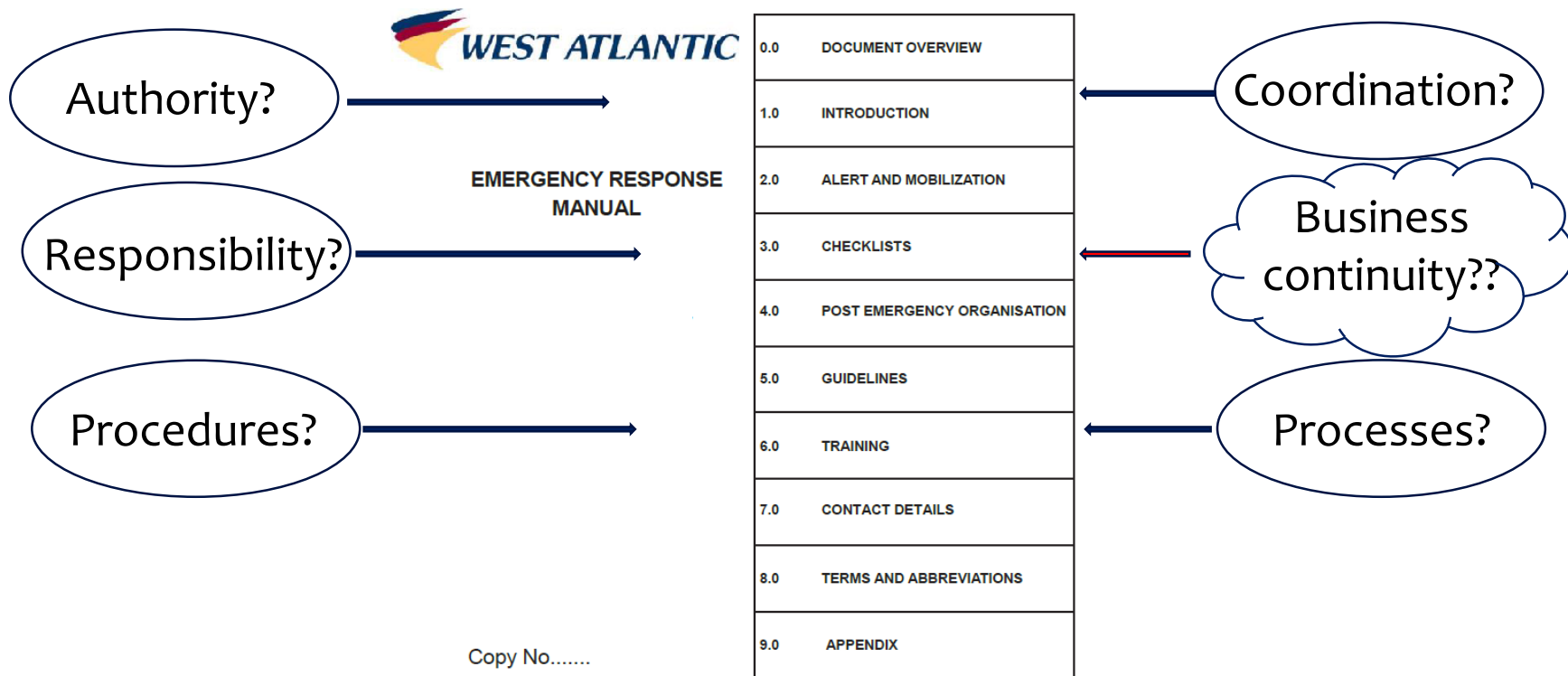
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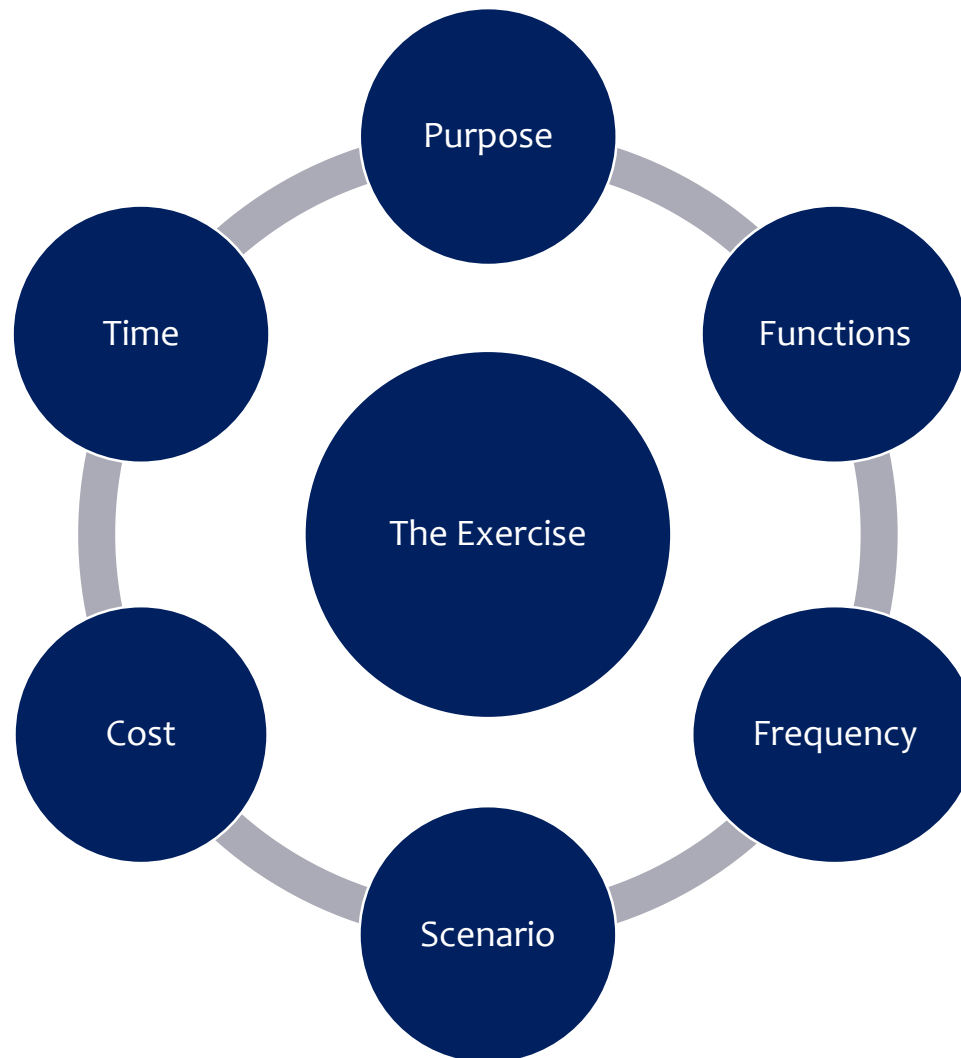
Define what is missing or
not understood



West Atlantic Sweden – ERP – Create the basis



West Atlantic Sweden – ERP – Test the basis



West Atlantic Sweden – ERP – Reality

- At 00:19:50 (LT), the 8th of January, ATC in BOO received:
“Mayday, Mayday, Mayday, Air Sweden 294”
- At ATC contacts our OCC who initiates the internal alarm flow (at 00:31 LT).
- Soon after, the first person arrives at the Emergency Centre at the HQ. Within one hour after the alarm, the majority of the ER team, including ED are gathered and the work according to checklists has started.



West Atlantic Sweden – ERP – Reality

- At 03:07 a crash site is located.
- At 03:34 the first internal information of the accident was announced, followed by a continued internal information flow.
- Press conference is held.
- West Atlantic Field Team arrives GEV.
- West Atlantic represents on site OSL and TOS.
- The focus is very much in planning the care of personnel and relatives.
- The ER team is on duty for approximately 20h.



West Atlantic Sweden – ERP – Reality

- The first relatives arrives at GEV.
- The ER team is continuing the planning of and the actual care of personnel and family.
- The BC is being discussed.
- The ER team is on duty for approximately 15h.



West Atlantic Sweden – ERP – Reality

- The second group of relatives arrives at GEV.
- A visit to the crash site is organized with the members of the Field Team and the relatives.
- The ED decides to transfer from the Emergency Organisation to the Post Emergency Organisation. The ED nominates a PED.
- The ER team is on duty for approximately 15h.



West Atlantic Sweden – ERP – Reality

”I en av Sveriges vackraste nationalparker, ett stort svart hål, brevrester och vrakdelar utspridda, polis och militär letar efter kvarlevor med hjälp av hundar. Det luktar flygbränsle.
En tystnad som blandas med de anhörigas gråt.”

Part of the written information from the Field Team at crash site.

West Atlantic Sweden – ERP – Reality

- A travel from GVE to TOS is planned for all relatives and Field Team. NP FO meeting up in TOS.
- De-briefing with the ER team at home base is held
- Individual de-briefing with professional psychologist is being planned for all involved.
- The SM takes over all direct contact with SHK.



West Atlantic Sweden – ERP – Reality

- When the ER becomes secondary and the operation becomes primary.
- Who continues and with what?
- Responsibilities: Human Support, Crash site recovery, Assist in the investigation(s)



West Atlantic Sweden – ERP – Reality

- Identification done and communicated.
- One of the funerals held.
- Memorial placed at crash site
- S-AIB summarize the investigation results to the public.
- Sampling tests of the contaminated area and cleaning of crash sites continues.
- Continued communication with “Jokkmokks kommun” and the Sami village.



West Atlantic Sweden – ERP – Reality

- The second funeral held
- The next of kin has returned to the crash site for a memorial
- Both family and West Atlantic has received a verbal draft of the investigation
- A written draft of the final report from SAIB has been given.



West Atlantic Sweden – ERP – Lessons Learned

- Extremely committed team.
- The training done was very valuable.
- The management of the ED was accepted by CEO and AM. This is vital for the process.
- Human support. Not only for crew.
- Local support function is crucial
- Communication can always be improved....
- Plans for long term schedule.

Now you will fly forever in the skies of the Northern lights

