

A Note to Communication Managers during

Aviation occurrence

If an air carrier experiences a major accident, it will be the time for crisis management. The company's spokesperson or Communication Manager will be confronted with pressure and challenges from the general public and media.

This document has been prepared by the Aviation Safety Council to help the air carrier's Communication Manager familiar with ASC standard procedures and practice during aviation occurrence, and hopefully could provide the airlines with proper guidelines when dealing with the media.

Aviation Safety Council (ASC) was founded on May 25, 1998 for the purpose of investigation and preventing the re-occurrence of civil aircraft accidents. ASC is an independent investigation agency with manners of justice and impartiality. The sole objective of the accident investigation is to improve Taiwan's aviation safety, not to apportion blames or responsibilities.

When an air carrier has been involved in an aviation occurrence, we encourage your spokesperson to contact ASC's public affair personnel for more information, guidance and coordination.

The key message is that no information regarding the investigation of the occurrence should be released to anyone or party except the ASC's designated spokesperson, Managing Director or Investigator-In-Charge. Any party member in the investigation team who release investigation related information may grounds for immediate dismissal from the investigation.

ASC recognize operator's pressures from the media and victim's family, therefore, air carrier could freely disseminate information, provided that such information does not interfere with the principle of disclose our investigation information

The following is an example list of what an airline may say following an

aviation occurrence, the list should provide guideline to the air carrier's spokesperson or Communication Manager during a press conference.

What can be said

The airplane

- Registration and serial numbers
- Dates of manufacture and acquisition
- Cabin configuration and cargo capacity
- Systems aboard the airplane (however, statement regarding how these systems could have been used should be prevented)
- When it last underwent a major inspection and its general inspection schedule
- How many of these airplane are in the airline's fleet
- Passenger & cargo manifest

The crew

All following information should be given to ASC first before released under any circumstances

- Personal information
- How long they've been employed by the carrier
- What aircraft they're type-rated for
- Where they were on their trip
- What previous legs they flew that day and how long they'd been on duty

The occurrence

- When the airlines was notified of the accident and how it responded, both with family matters and in providing support and cooperation to the ASC in its investigation

The company

- Factual information about corporate philosophy and structure, and practices on training, maintenance and operations
- Company size, number of employees

- History
- Business alliances
- Size and makeup of airplane fleet

What shouldn't be said

The airplane

- Characterizations of what is in the maintenance records or any other characterization that calls for a judgment or implies involvement or non-involvement in the occurrence
- Any speculation about the possible role the plane's components might have played
- Any discussion of wreckage patterns or airplane breakup

The crew

- Actions of the crew leading up to the occurrence
- Any relationship between crew training and the occurrence
- Any speculation about what the crew might have done or not done during the accident sequence or to prevent the occurrence
- The statement that suggests the unlikelihood of the crew doing something wrong, or that implicitly or explicitly point fingers at others.

The occurrence

- Descriptions of the planes "final moments"
- What the investigation will focus on or how it will be structured
- Descriptions about wreckage path or supposition about break-up sequence (if applicable)
- Announcements about finding flight recorders and how they will be handled
- Descriptions of airport equipment and capabilities
- Speculation on the role elements like the weather or air traffic control might have played in the accident
- Judgments about what the issues in the investigation are going to be and implicitly or explicitly points the finger at other party

- The search and recovery process (Recovered of the victims not included)

Appendix

Terminology and investigation standard operation procedures outline

In accordance with R.O.C. Civil Aviation Law, Aviation Safety Council (ASC) was founded under the Executive Yuan as an independent investigation agency for the purpose of identification, investigation and determination of the probable causal factors of civil aviation accidents. & Serious incidents.

It is not the purpose of these activities to apportion blame or liability.

1. Occurrence notification

In the event of occurrence of aviation accidents or serious incidents, all related organizations should notify the ASC ASAP. Upon being notified of the information, ASC Managing Director and Chief of Accident Investigation Division shall dispatch a “Go Team” to conducts an on-site investigation. The “Go Team” leader will be the on-site commander.

2. Occurrence outside the territory of the Republic of China

In the event of occurrence of an aviation accidents which involve an aircraft of, operated by an operator of, designed by, or manufactured by the Republic of China, where it occurs outside the territory of the republic of China, the ASC shall contact the place of occurrence investigation agency, sending its accredited representative to participate in the investigation after receiving notification, Only the investigating nation may release investigation information under such circumstances.

3. Joint Investigation

The investigation of aviation accidents and serious incidents, when they involve the airfield, air traffic controller or operation of any Republic of China military authority or the aviation operation of any public airplane, to the extent of civil involvement, is the responsibility of the ASC in cooperation with the respective authority to conduct a joint investigation.

4. Preliminary meeting, Go Team, On-Site Team

Initial notification of the occurrence will usually be received by the ASC's On-duty officer, who will inform the Managing Director and Chief of the Investigation Division, will decide whether to launch a Go Team.

The On-Scene commander will then lead the Go-Team to the scene and transmit back initial information relevant to the occurrence.

Following a decision to dispatch the Go-Team, the Managing Director or Chief of the Investigation Division, will

1. Call for an internal meeting
2. Decide the level of occurrence & the size of investigation
3. Appoint Investigator-In-Charge (IIC)

IIC will organize the investigation team members and launch the on site team for site survey, on -site factual data collection, interview, mapping and remove the data recorders

5. Categorize of the occurrence

There are 6 levels of the occurrence according to the nature of occurrence and the size of operation.

CAT1- means an occurrence associated with the operation of a fix wing airplane suffers death injury, or substantial damage to the airplane.

CAT2 means an occurrence associated with the operation of a fix wing airplane, with personal death or injury, but the airplane is not damaged.

CAT3 means an occurrence associated with the operation of a fix wing airplane, with no injury or death but the airplane suffers substantial damage.

CAT4 means an occurrence associated with the operation of a rooter wing or general aviation aircraft with personal injury or death, or the airplane has substantial damage or missing.

CAT5 means serious incidents of all types

CAT6 means occurrence of ultra-light airplane.

6. Investigation teams

The investigation team members include the accredited representatives from the foreign government authority and support team members, and supporting personnel from the airlines, CAA and other associates.

7. Investigation team member

The investigation team is a group of specialists who are appointed by their party to participate in the investigation. ASC's investigators will be assigned by IIC to be group chairman. The group chairmen can assist IIC with duty assignment, schedule arrangement, draft the preliminary report, and provide update information & investigation status to IIC.

A full investigation team may consist of the following group; flight operations, air traffic control, systems, human performance, site survey, recorder, survival factor, airport, weather, maintenance record, power plant and structure

8. Accredited Representative, Party system

International standard (Annex 13 to the Convention on International Aviation) ICAO provides for the participation of Accredited Representatives & their advisors

In the event of occurrence happened in the territory of the Republic of China; or which involve an aircraft of the Republic of China, the ASC should forward a notification to the accident investigation authorities of the state of registry, the state of the operator, the state of design, and the state of manufacture; and the state of any victim(s). Personnel from ROC's Civil Aviation Authority, operator, Pilot Association, Air Traffic Control Association is the party members assist in the investigation.

9. Communication Center

The Communication Center was established at ASC to provide a centralized operation to support initial information, communication, information exchange & media handling. The ASC's senior investigator will be responsible for the operation with the assistance from the Public Relation..

10.Command Post

The command post is established near the accident scene. The command post provides the place to hold organization meeting, progress meeting and daily briefing for the investigation team members

11.On -Scene phase

Once the Go- Team arrives on scene, the on- scene commander will assess site survey, remove recorders, and conduct initial interview and site survey.

After the Go -Team transmit back initial information concerning the facts & circumstances of the occurrence. ASC's Managing Director or Chief of the Investigation Division will decide the category of occurrence & the size of investigation, decided the needs to establish a command post. After the investigation teams' arrival, an organizational meeting will be held. Daily group meetings and progress meetings will also be conducted.

The command post will also be closed after the investigation groups wrap up the on-site activities.

12. Investigation authority

- The news release of all the investigation related information is the responsibility of the ASC.
- Whenever ASC identified of an aircraft occurrence after receiving the initial information from the on-scene team, ASC shall decide the category of occurrence.
- Approval from the IIC is mandatory prior to clear the site
- In an underwater occurrence, the ASC may, upon consideration of the investigation requirement and feasibility of underwater recovery, request the owner or the operator to provide assistance to identified & recover the recorders, wreckage and wreckage transportation.
- The aircraft owner, the aircraft operator should comply with the ASC investigation team's request to provide all relevant data and assistance.
- ASC's investigation team should coordinate with the public prosecutor' office to test the airmen's level of anesthetics and alcohol, to perform the autopsy if required.

13. Press Briefing

- Other than the initial occurrence press briefing and on site press briefing, press briefing is conducted as needed.
- The ASC's Managing Director & IIC are the principal spokesperson for the investigation, the on- site commander could act as temporary spokesperson before the principal spokesperson take over his or her responsibility.
- The ASC does not speculate or give out un-verified information.
- The ASC has no objection if the air carrier meets the press and disseminates information regarding their emergency response, their concern for the victims and family assistance plan.
- The ASC will disseminate to the public all information regarding the occurrence during the investigation process, preliminary, factual and final report.
- On site photos, readout data from the recorders, animation, recovery plan, test & research, wreckage transport, display, reconstruction will be included during the press briefing.

- All information released during the press briefing will be post on the ASC's web site.

14. Investigation Report

Upon conclusion of the factual collection phase, all group chairmen should complete the preliminary group report and verified. The factual report contain factual data collected by all the groups, recorders read out, on site survey, test & simulation, wreckage reconstruction etc. Press briefing will be conducted on occurrence .The factual report will be posted on the web site.

Upon completion of a group's factual report, analysis based on the information contained in the factual report will begin. The ASC investigation teams alone will perform the analysis without the participation of other members; however, members could submit their comments to the team. The ASC may invite consultants to assist during the analysis phase when deemed necessary.

The ASC shall prepare an aircraft occurrence investigation preliminary report, a copy of this draft report shall send to all authorities and organizations, which participated in the investigation. All comments on the report shall be returned within 60 days and reviewed by the council. A press briefing will be held when report is released, the investigation teams will then be dismissed accordingly.

(The ASC shall re-open the investigation when new factual data that surfaced would affect the outcome of the report)

All investigation reports will be published on the ASC's web site.

Please refer to ASC web site for more information-www.asc.gov.tw

Our 24 hours on duty call:0800-004-066

Our Public Relation contact number:2547-5200-167 or 25468139