



VIETNAM AIRLINES

Emergency Response Organization



Mission of VNA Emergency Response Organization over 16 years

- Vietnam Airlines will establish and maintain an emergency response management capability that is designed to respond, to contain and to manage to conclusion any aircraft serious incident or accident.
- The prompt delivery of family assistance to passengers, crewmembers, staff, and family members is a critical part of the planning and response.
- In case of activation of its emergency response organization, VNA:
 - Cooperates closely within VNA stations/authorities/stakeholders
 - Coordinates own activities with those stakeholders and internal units
 - Cares for person affected with compassion and sense of responsibility
 - Communicates honestly in a timely manner
 - Collaborates with designated or contract providers
 - Continues normal operations and business activities



Legal of VNA Emergency Response

ICAO

CIRCULAR 285-AN/166

GUIDANCE ON ASSISTANCE TO AIRCRAFT ACCIDENT VICTIMS AND THEIR FAMILIES

“Approved by the Secretary General and published under his authority

INTERNATIONAL CIVIL AVIATION ORGANIZATION MONTREAL•CANADA”

SMS

ICAO Annex 19 Safety Management System

IATA

IATA Emergency Response Planning and Response Management

IOSA

IOSA Standards Manual

ORG 4.1 Emergency Response Plan

CAA

Own Civil Aviation Authorities legal provisions

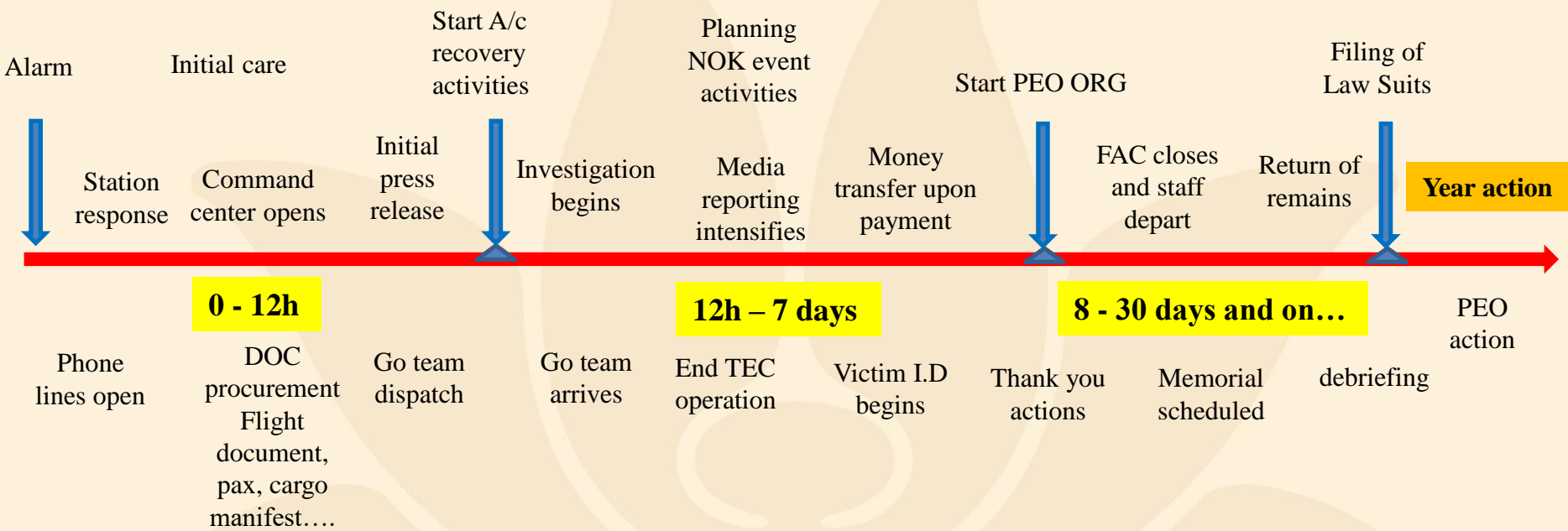


Activation & Notification Process



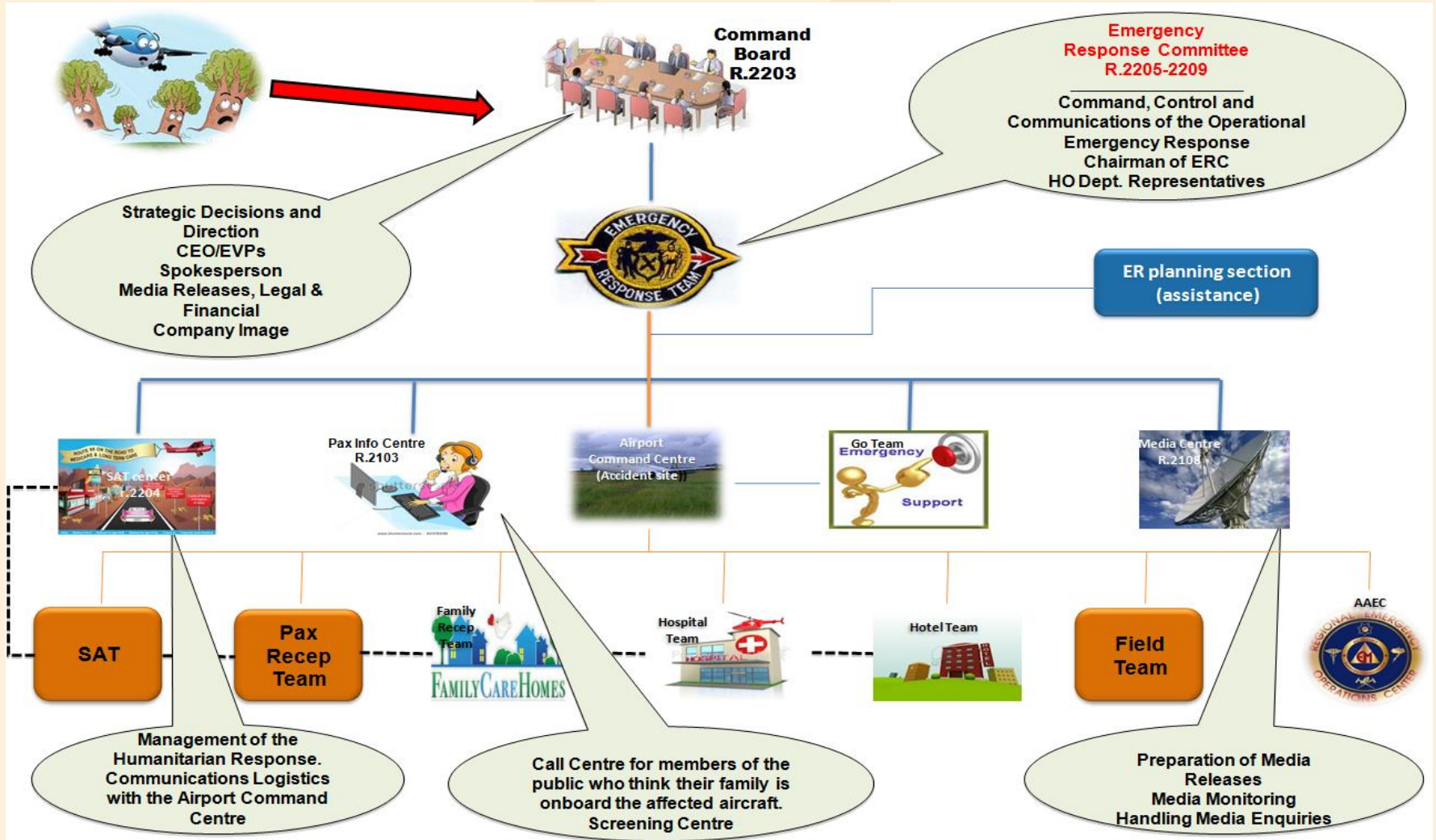


Accident response timeline





VIETNAM AIRLINES Emergency Response Organization





VNA Emergency Response Committee

- The ERC oversees and leads the entire Emergency Response. The role is to ensure a timely, efficient and effective corporate response to the emergency. The ERC Chairman has the overall responsibility to manage the operation emergency response.
- Members:
 - Chairman: EVP of Service
 - 16 Departmental head of: OCC, Crew, Cabin crew, Tech, Com, PR, Cargo, It, Admin, Sec, Legal, HR, Passenger service, Finance, Safety.
 - PIC: 50 volunteers
 - SAT: 25 volunteers, Care team: 150 volunteers
 - MIC: 5 volunteers
 - CESC: 15 volunteers
 - Stations: 20 international, 14 domestic
 - Go-Team: depends (50 – 100)
 - Investigation team: 5 volunteers



VNA Emergency Response Committee facilities

- Meeting room zone:
 - VNA ERC committee
 - PIC
 - SAT
 - MIC
 - CESC
 - Go – Team and PEO
 - Investigation support team
- Training: 800 – 1000 staffs training yearly for 3 topic: ER system, guest speaker, humanitarian support
- Drill and exercise full scale or table - top: yearly for HDQ, Departmental, Stations
- Equipment:
 - Emergency Management System – EMS
 - 1800 free phone setup especially for US family care.
 - IT, phone line, photocopy....







VNA Emergency Response Committee Zone





VNA Emergency Response Committee





VNA Passenger Information Center





VNA Special Assistance Center





VNA Crew and Staff Support Center





VNA Media Information Center





VNA Go Team





VNA Post Emergency Office, Investigation Support Team

