

Crisis Advisors

Expert Emergency Response Team

For Airlines, Regional Airlines, Charter Fleet Operators, Corporate Flight Departments, Air Medical, Helicopter Operators, Cargo, Tour Operators, Flight Schools, and Aircraft Manufacturers

BREAKING NEWS . . .

Is your company prepared?



Expert Emergency Response Team

Expert Emergency Response Team

Crisis Advisors offers an Expert Emergency Response Team, responding onsite with you, during a serious aviation incident or aviation accident. An Aviation accident is one of the most challenging crises a company can face. Don't go it alone during an Emergency Response, let Crisis Advisors' experts be onsite with you, conducting Family Assistance Operations for family members of passengers and crew, and advising your Safety Investigation Team.

- Always on call
 - 24/7, 365 days a year
- Deployment of Expert Emergency Response Team
 - Worldwide response capability
 - Clients in 18 countries, on 5 continents
 - Onsite, side by side with your company's Go Team



Annual Retainer Fee, Contract, & Insurance coverage

Crisis Advisors offers the Expert Emergency Response Team service through an annual retainer fee and contract.

- Annual retainer fee
 - Paid by airline
 - Based on the airline's existing number of aircraft and seat capacity.
- Contract
 - Signed between airline and Crisis Advisors
- Insurance coverage
 - Crisis Advisors will work with the airline and its insurance broker to understand the current Family Assistance endorsement and coverage amounts in the airline's Hull Loss insurance policy
 - Addition of a "Crisis Management services" clause to airline's Hull Loss insurance policy.

Expert Emergency Response Team

Call Center

The high volume of telephone calls from concerned family members after an accident can easily overwhelm your company's Call Center. Crisis Advisors offers additional inbound telephone capacity through a third party Call Center with Call Center agents on standby.

- Toll free telephone numbers (in affected countries)
- Agents to handle inbound telephone calls



Family Assistance Operations

One of the most challenging parts of an Emergency Response is providing assistance to uninjured surviving passengers and crew, injured passengers and crew, and family members of severely injured or fatalities. Crisis Advisors Expert Emergency Response Team members provide the following on behalf of your company:

- Assistance for survivors
 - Coordination with injuries and hospitals
- Family notification
- Arrangement of family travel
- Family Assistance Center hotel
 - Check-in of families
 - Coordination of meal service for families
 - Daily family briefings
 - Updates on accident investigation and family assistance
 - Status of recovery operations
 - Onsite coordination with
 - Government agencies
 - Hull insurer
 - Arrangement of Counseling Services
 - Memorial Service and religious ceremonies
 - Close down of Family Assistance Center



Expert Emergency Response Team

Public Relations

Pre-written crisis communications plan with a comprehensive media strategy. Onsite assistance with all aspects of the media.

- Press Releases
- Press Conferences
- Website updates
- Social media
- Employee updates and social media policies



Accident Investigation

The Accident Investigation is one of the most important processes the operator can participate in. It is crucial to understand investigative processes, methods, and politics. Crisis Advisors provides an experienced Accident Investigation Expert to provide onsite consulting.

- Onsite expert consulting advice on
 - Accident investigation processes
 - Working Groups
 - Wreckage examination
 - Witness interviews
 - Field Notes



Personal Effects

Recovery of Personal Effects of passengers and crew members is a very important process for family members of fatalities.

- Recovery of personal items from accident site
- Cataloging of personal items recovered
- Cleaning of personal items
- Return of personal items to families



Human Remains / Funeral Services

Coordination with the Medical Authority involved in the recovery and identification.

- Coordination of Human Remains (HR) recovery
- Assistance with HR identification process
- Repatriation of HR after release by Medical Team
- Coordination of memorials and funeral services



Team Member Biographies

Jason Kelly – President of Crisis Advisors

Jason served as Director of Emergency Management for Continental Airlines for 5 years, with worldwide responsibility for the Emergency Response program. Jason worked at Continental Airlines for 11 years.

- Accident experience:
 - Continental Airlines Flight 1404 accident
 - Continental Connection / ColganAir Flight 3407 accident
 - Continental Airlines Flight 128 turbulence incident
- Consulting experience
 - 41 clients in 18 countries
 - Over 5 years of experience training clients

Continental Airlines flight 1404 accident

- December 20, 2008
- Denver, Colorado
- Boeing 737-500
- 115 passengers & crew onboard

The airplane crashed on takeoff and was destroyed by fire. 28 injured passengers and crew members were taken to 4 Denver area hospitals, over 50 care team members deployed to Denver. Jason was the Director of Emergency Management and Go Team Leader and was on-scene for 10 days working with surviving passengers and family members.

Continental Connection flight 3407 accident

- February 12, 2009
- Clarence Center, New York
- Bombardier Q400 operated by ColganAir
- 49 passengers & crew onboard

The airplane crashed into a house, killing all 49 on board, as well as 1 person in the house, with 2 other family members in the house surviving. Over 250 care team members deployed to BUF. Jason was the Director of Emergency Management and the Go Team Leader and was on-scene for 14 days working with family members of the passengers, crew, and ground fatality.



Team Member Biographies



Toby Carroll – Expert Safety Investigation Consultant

Toby is a former helicopter pilot, and was an Air Safety Investigator for the National Transportation Safety Board (NTSB) for 3 years. Toby was Director of Flight Safety at Continental Airlines for 28 years. Toby is currently President of the United States chapter of the International Society of Air Safety Investigators (ISASI).

- Accident experience:
 - Continental Airlines Flight 1713 accident
 - Continental Airlines Flight 1404 accident
 - Continental Airlines Flight 128 turbulence incident



Ryan Carter – Expert Emergency Response Consultant

Ryan was Manager of Emergency Planning at Emirates Airlines in Dubai for 7 years and has an expert understanding of Emergency Response. At Emirates, Ryan had responsibility for strategic and tactical planning/implementation across 142 airports in 78 countries to ensure operational preparedness to respond to any adverse condition or crisis to ensure humanitarian, brand and continuity protection. Ryan is currently Professor of Aviation Operations and Safety at Seneca College in Toronto, Canada.



Frank Ciaccio – Expert Family Assistance Consultant

Frank has responded to 123 accidents during his 25 year career. Frank served as Manager of Forensic Sciences, working for 17 years at the National Transportation Safety Board (NTSB). Frank has extensive accident experience in Morgue, Forensic, and Personal Effects recovery and accident operations.

- Accident experience:
 - Alaska Airlines Flight 261 accident
 - Egypt Air Flight 990 accident
 - John F. Kennedy Jr. accident
 - Singapore Airlines Flight 006 accident
 - TWA Airlines Flight 800 accident

Team Member Biographies



Bill Diring – Expert Family Assistance Consultant

Bill served as Manager of the CARE Team, working for 20 years at Delta Airlines.

- Accident experience
 - Swiss Air Flight 111 accident
 - Delta Connection / Comair Flight 5191 accident



Stephanie Lex – Expert Family Assistance Consultant

Stephanie Lex has worked at Continental Airlines and United Airlines for over 20 years, serving as an Inflight Supervisor. During her career Stephanie responded to the Continental Connection Flight 3407 accident (operated by ColganAir) as a Special Assistance Team Leader.

- Accident experience:
 - Continental Connection / ColganAir Flight 3407 accident



John Stelly – Expert Family Assistance Consultant

John served as Manager of Business Continuity, working for 26 years at Continental Airlines. John also served as Family Assistance Center Director on the Emergency Response Team.

- Accident experience
 - Continental Airlines Flight 1404 accident
 - Continental Connection / ColganAir Flight 3407 accident
 - Continental Airlines Flight 128 turbulence incident

Team Member Biographies



Salvador Velasco – Expert Family Assistance Consultant

Salvador served as Family Assistance Coordinator and Cabin Crew Instructor for TACA International Airlines. Salvador has extensive accident experience with Family Assistance and Personal Effects operations.

- Accident experience
 - Sansa Airlines Flight 1644 accident
 - Sansa Airlines Flight 1625 accident
 - AeroPerlas accident

Crisis Advisors

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