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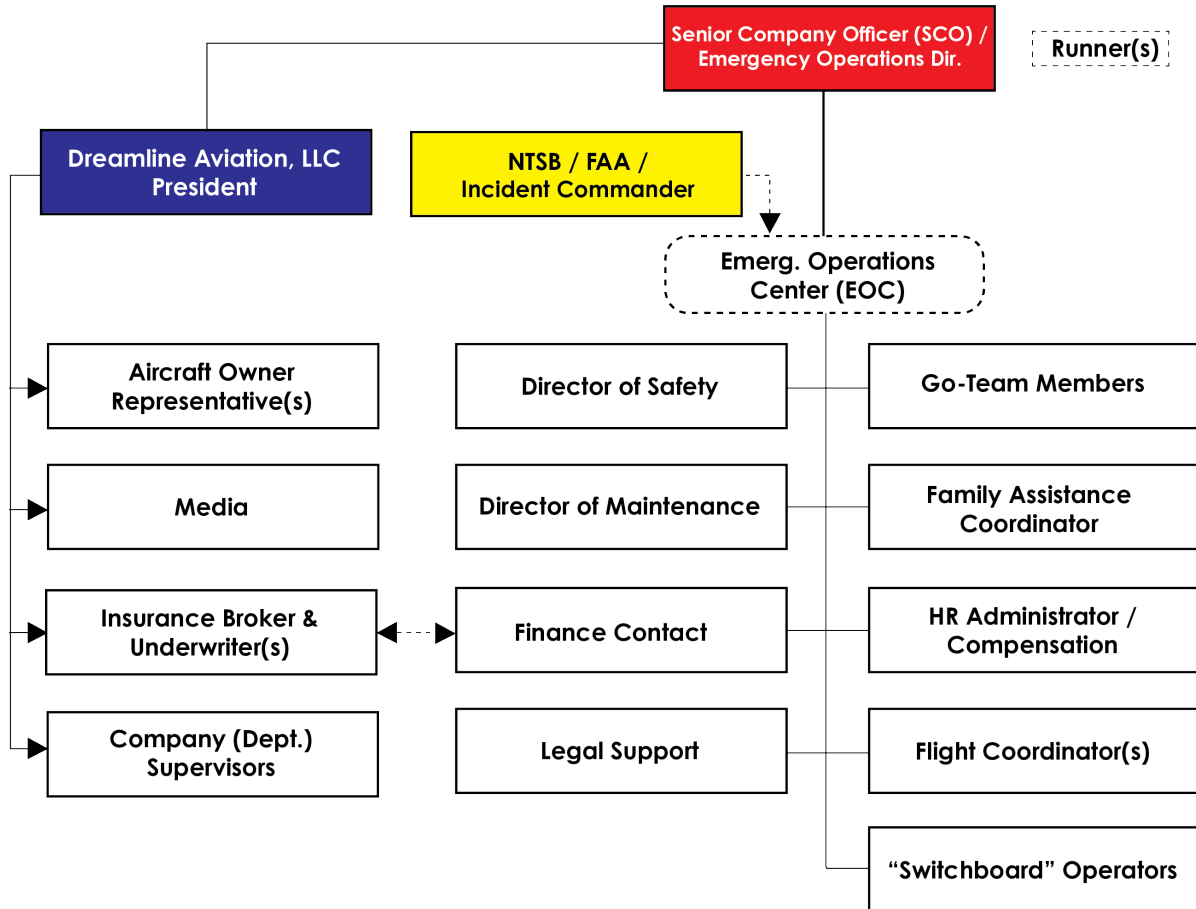
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**PERSONNEL – ROLES & RESPONSIBILITIES**

**2.1 ERP Roles and Responsibilities**

**2.1.1 ERP “Organization Chart”**



## 2.2 Senior Company Official (SCO) / Emergency Operations Director (EOD)

### 2.2.1 SCO and the Designated EOD

- A. **The SCO is the most senior Dreamline Official present at the time of an emergency.**
- B. **The EOD will be designated by the acting SCO. The EOD will supervise and direct the Company's Emergency Operations Center ("EOC") until relieved by a more Senior Company Official.**
- C. The SCO company officials who may act as EOD during an emergency can be found in the table below. **The individual on the top of the list is most senior and will most likely serve as the EOD.** In his absence or decline to serve as such, the next available person on the list will be considered the SCO and designated EOD. This list will also be used when trying to locate an official after business hours.
- D. **A detailed list of contact information can also be found in Appendix A: Key Groups, Employee Lists, and Outside Agencies.**

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**2.2.2 Scope of Responsibility – Emergency Operations Director (EOD)**

- A. The EOD is responsible to ensure that the Company responds to an emergency in accordance with the guidance of this Emergency Response Plan.
- B. **The EOD will coordinate and supervise all Company personnel activities during an emergency situation.**
- C. The EOD will relinquish his / her primary supervision and authority in the management of an emergency when relieved of these responsibilities by the designated Incident Commander ("IC") from an authorized Outside Agency. **The EOD will retain responsibility to manage Dreamline's Emergency Operations Center (EOC).**
- D. The EOD will personally meet with Outside Agency Emergency Responders, if at all practical; or will designate a **Runner** to meet them and direct these Responders to the site of the Emergency.
- E. The EOD will subsequently serve as the **liaison** between the Company and authorized IC and Outside Agencies responding to an emergency.
- F. The EOD will assemble with as many Company employees as practical and provide them with a briefing of the nature, scope, and severity of the Emergency. He / She will then instruct a Runner or Operator to relay the content of the briefing to those who were unable to receive the EOD's briefing. (See **2.5 Designated Runners** and **2.6 - Designated Phone Operators**)
- G. The EOD will be responsible for establishing an **Emergency Operations Center (EOC)** as soon as possible after an Emergency. The EOD will then be responsible for supervising all activities of the EOC. (**See 3.2 - Activating the Emergency Response Plan and the Emergency Operations Center**).
- H. The EOD will, during the entire duration of the emergency response, serve as the source of **all** Company communication to the media, regulatory agencies (FAA, NTSB, TSA), aircraft owners, charter operators or brokers, families, or friends of passengers and/or crew involved in an emergency, and any other individuals or entities.
- I. The EOD will maintain an **Event Log** throughout the entire duration of the Emergency Response. This Event Log will chronicle all decisions, delegated responsibilities, pertinent phone conversations, Outside Agency contact information, events, milestones, and any other information needed to describe the Emergency Response taken during the entire Emergency and Response.
- J. The EOD is responsible to obtain a full **Manifest** of the individuals affected by an Emergency including passengers, flight crew, cabin attendants, ground personnel, and any other. This must include their "land line" phone numbers and other contact information for their "next-of-kin" or work associate(s).
- K. The EOD will be responsible to ensure that "Next-of-Kin" are contacted. He/she may enlist the support of local pastors or grief counselors.

- L. The EOD will be responsible to communicate with the Media. Within the first several hours, the EOD should release a BRIEF FACTUAL STATEMENT to the Media. (See 3.3: Communication Policies)
- M. The EOD must obtain the latest version of the **NTSB Accident Notification Form 6120.1** and file this within ten days of an accident. (Also see **Appendix D** – NTSB Communications Guidelines)

## 2.3 Incident Commander (IC)

### 2.3.1 Definition - IC

- A. The Incident Commander (IC) is the senior-most **Outside Agency** official supervising the emergency response. (e.g., NTSB)
- B. Outside Agency officials present at the scene of the emergency will determine the designation of IC.
- C. See **1.4 Coordination with Outside Agencies** above for a list of Outside Agencies that are likely to be represented during an emergency.

### 2.3.2 Scope of Responsibility - IC

- A. **The IC, upon arrival at the scene of an emergency, will assume full supervision and authority from the EOD for Emergency Response Management.**
- B. The EOD will retain responsibility to manage Dreamline’s Emergency Operations Center (EOC).

## 2.4 Company Supervisors

### 2.4.1 Definition - Company Supervisor

- A. A Company Supervisor is one designated by the President to supervise at least one other person in the performance of duties for the Company.
- B. The PIC will be considered the Company Supervisor of the flight crew of a particular flight.
- C. **See Checklist-06 - Chief Pilot**

### 2.4.2 Scope of Responsibility - Company Supervisors

- A. The primary responsibility of a Company Supervisor (“Supervisor”) is the safety of each of his / her Company staff members and to ensure that each complies with this Emergency Response Plan during an emergency situation.
- B. Supervisors shall review with each employee upon initial assignment, those parts of the Emergency Evacuation Plan that the employee must know to protect them in the event of an emergency.
- C. When a Supervisor has become aware that an evacuation is taking place, he/she shall ensure that all of their subordinates are evacuating the facility and that they are accounted for.
- D. Supervisors shall take a “roll call” of all their employees immediately upon arriving at the EEAA. Upon completion of the roll call, he/she will advise the EOD as soon as possible of the results of the roll call. This

information must be relayed to the off-site emergency responders by the EOD as soon as possible.

- E. Each Supervisor shall maintain an employee roll-call sheet in a central location. The roll-call sheet shall be brought to the EAAA during an evacuation. The roll-call sheet shall be regularly updated.

## 2.5 Designated Runner(s) (DR)

### 2.5.1 Definition - DR

- A. One of the first tasks of the EOD during an emergency situation will be to designate **one or more "Runners"**, disseminating instructions to Company Supervisors and Employees, and performing other tasks as ordered by the EOD.
- B. Designated Runners should NOT be individuals likely to be selected to fill managerial roles in the Emergency Operations Center.

### 2.5.2 Scope of Responsibility - DR

- A. A DR's primary **responsibility will be to the EOD** during the duration of the emergency response or until relieved of this duty by the EOD.
- B. The DR is responsible to know and understand the policies and procedures of this Emergency Response Plan and at no time violate any of its policies and/or procedures.
- C. A DR must remain **available to receive instructions from the EOD either "in person" or via mobile phone**. Upon completing each task, a DR must report to the EOD to await further directives.

## 2.6 Designated Phone Operators and the "Switchboard"

### 2.6.1 Definition – Phone Operators (“Operators”)

- A. One of the first tasks of the EOD during an emergency situation will be to designate at least two Operators who will serve at a Company phone to manage all incoming phone calls.
- B. Operators will serve at the designated "Switchboard" phone station for all phone communications during the event of an emergency.

***Note:** Operators should serve no more than one (1) hour before being relieved for at least one hour by another Operator.*

### 2.6.2 Scope of Responsibility - Operators

- A. An Operator will quickly terminate all incoming phone calls as soon as possible. Callers will be advised that a **"situation exists"** and **"please feel free to call back later"**. If necessary, hang up on a caller.
- B. When speaking by phone with a dispatcher from the Police or Fire Department, the Operator may be instructed to "stay on the line". In this situation, the Operator must comply. A second Operator must then move to another phone that is able to receive phone calls.

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- C. **At no time will an Operator communicate to a non-Company individual on the status of an emergency or the response to that emergency. All such communication will be the responsibility of the EOD.**
- D. Any incoming phone calls that purport to be from an authorized Outside Agency or other legitimately related party are to be handled by the EOD. If the EOD is not available, the Operator will write down the person's name, title, and phone number. At the earliest convenience, this information should be delivered to the EOD.
- E. The **primary "switchboard" location will be the General Sales Area at 7155 Valjean Avenue, 2<sup>nd</sup> Floor** unless otherwise designated by the EOD.
- F. If the EOD designates that the "switchboard" be located at the Signature East (VNY) location, an Operator must ensure that the **GUEST TABLE PHONE AND the PILOT STATION PHONE** are capable of receiving phone calls to Dreamline's toll free or local "main" number. (See next page)

***NOTE:** The Guest "Chair" Phone does not have an "outside" phone number associated with it. If necessary, move Pilot Station phone into the Signature East guest lounge to ensure it can receive incoming calls.*

<b>2.6.3 Activating "Incoming Call" Status on Guest Lounge and/or Pilot Station Phones in Signature East Facility</b> <i>(Setting up phones to receive incoming calls)</i>	
<b>Log on:</b>	<b>www.nextiva.com</b>
<b>Sign in:</b>	Click <b>Company Login</b> (upper menu)
<b>Username:</b>	Enter <b>dla.224</b>
<b>Password:</b>	Enter <b>"VJPhoneSys818!"</b>
<b>Check box:</b>	<i>(Make sure to check box)</i>
<b>Go to:</b>	<b>"Advanced Routing"</b> menu
<b>Go to:</b>	<b>"Call Groups"</b> sub menu
<b>Add # to "Dreamline Charter" Group</b>	Click <b>Edit Symbol</b> to the right of the Dreamline Charter
<b>Select "Guest Chair, Table Guest" (or "Pilot Station 1") from Left Hand "Available Users"</b>	Verify these phones have <b>"Assigned"</b> status.
<b>SAVE</b>	Click the <b>"Save"</b> button at the bottom of the screen.



## 2.7 Go-Team

### 2.7.1 Definition - Go-Team

- A. The Go-Team is a team of Company Flight, Maintenance, Safety, Family Assistance, and other employees designated by the EOD to **travel to the site of an emergency** to represent the Company in the emergency response activities.
- B. The EOD will designate one member of the Go-Team ("Team") to serve as the primary coordinator of the Go-Team. This designated leader will also function as the communication point-person between the Go-Team and the EOD.
- C. DOM will assemble and maintain a **"Go Team Bag"** that contains a copy of this ERP as well as a list of items (tools, equipment, first aid kits, chargers, etc.) to be taken to the site of an emergency.  
**Note: Go-Team Bag is located in an "island" drawer in Pilot Station (VNY)**
- D. DOM and other Go-Team members should bring a laptop with capability to connect with the Company's computer (VPN) and Intranet (DLACrew.com)
- E. **Each member** of the Go-Team should be prepared to bring the following items when deployed:
  - 1) Change of clothing for three (3) days,
  - 2) Jacket, sweater, and/or rain gear for weather,
  - 3) Personal hygiene items
  - 4) Work and/or rain boots
  - 5) Smartphone, iPad with power cords and external battery pack(s)
  - 6) Clipboard, pens, and pencils

### 2.7.2 Scope of Responsibilities - Go-Team

- A. The Team will function as EOD's fully authorized authority at the site of an emergency that occurs away from the Company's facilities.
- B. In the case of an accident, the Go-Team will make every effort to cover the "Tail Number" of an aircraft.
- C. The Go-Team will comply with all policies and procedures found in this Emergency Response Plan.
- D. The Go-Team will exercise extreme caution when approaching the scene of the accident so as to avoid the risk of injury or death.
- E. The Go-Team and its leader will relinquish primary responsibility when relieved by an IC on the scene and will then assume the role of liaison between the Company and the IC.

- F. It is likely that the IC will require the Go-Team to stay clear of the immediate accident site. The Team is to fully comply with the IC.
- G. The Team must not communicate with the Media nor any other individuals apart from authorized Outside Agencies (**See 1.4.1 above**). Any requests for a "statement" must be referred to the EOD.
- H. See Checklist-03 – Director of Safety

## **2.8 Human Resources Administrator (HR)**

- A. The HR shall provide all the EOC and Company Managers with a current list of employees. This list shall serve as the roll call list. An up-to-date list shall be maintained in the Company Intranet (DLACrew.com) and in **Appendix A, Key Groups /Dreamline Aviation Employees** of this Manual.
- B. The HR shall maintain the “Request for Medical Treatment Authorization” forms. During any absence of the HR, the supervisor is authorized to sign for medical services. After normal business hours, the lead person on that shift may sign the Medical Treatment Authorization forms.
- C. For medical emergencies that require the transporting of the injured or sick to a hospital, the HR will make every effort to provide a Request for Medical Treatment Form to the patient prior to his / her departure to the hospital.

## **2.9 Director of Maintenance (DOM)**

- A. In the event of an accident involving an aircraft, the DOM is responsible to isolate and then secure all pertinent maintenance documents in a secure, locked location.
- B. The DOM, as Supervisor of the Maintenance Department, is responsible for the safety and supervision of all Maintenance personnel.
- C. The DOM is to report to the EOD as soon as possible and, as instructed by the EOD, to report to the EOC for further instructions.
- D. See Checklist-05 – Director of Maintenance

## **2.10 Flight Crew Responsibilities**

- A. See GOM, Vol. 1, Section 13.
- B. See Checklist-06 – Chief Pilot

### 2.11 Employees and Staff - General Responsibilities in Emergency

- A. All employees shall follow the procedures as outlined in this policy.
- B. All personnel shall remain at the Emergency Evacuation Assembly Area (“EEAA”) until released by the EOD (**See 3.1 for EEAA locations**).
- C. If deemed necessary, the EEAA may be relocated to a location found to be appropriate as dictated by the incident.
- D. Employees shall report all injuries, regardless of severity to their immediate supervisors as soon as possible. Injured employees shall follow the procedures as outlined under **Section 5.4 - Medical Emergency at Facility**.
- E. Upon becoming aware that an emergency evacuation is in progress, all employees shall ensure that all other personnel in the area are aware of the evacuation, and then immediately report to the EEAA.

### 2.12 Director of Safety

- A. The Director of Safety shall review this policy annually with senior management to ensure that it is current and meets the needs of the Company. **He/she shall conduct at least one (1) evacuation drill annually** and document his/her observations of that drill.
- B. The Director of Safety is likely to be designated by the EOD to participate in the Go-Team that is sent to an off-site accident.
- C. **See Checklist-03 – Director of Safety**

### 2.13 Family Assistance Coordinator (“FAC”)

- A. The FAC will report to the EOD or designated Incident Commander. Additionally, the FAC will coordinate his/her activities with the HR Coordinator. The FAC will coordinate all family assistance activities. The HRC will also be responsible for advising associates and their families of all company insurance and other survivor benefits that may be available as a result of the accident. The HRC should also work closely with Legal and HR in complying with any local, state, or Federal worker’s compensation, OSHA or other worker related regulatory issues arising from the injury or death of associates involved in the accident.
  
- B. If deemed necessary, Dreamline will contract with **Fireside Partners, LLC (302-613-0012)** to provide additional support services. These services would include:
  - 1) Family notifications
  - 2) Family assistance services
  - 3) Psychological counseling
  - 4) Personal effects recovery and return
  - 5) Media monitoring
  - 6) Crisis public relations
  - 7) International emergency response
  
- C. **Pastor Dudley Rutherford**, Senior Pastor of Shepherd Church (Porter Ranch) may be called to assist in grief counseling. He can be reached at **(818) 831-9333**.
  
- D. **See Checklist-08 – Family Assistance Coordinator**

### 2.14 Legal Support (“LS”)

- 1. Legal support should be made available to all EOC personnel as needed while response operations are ongoing. Legal support may be on-site in the EOC, or available via other means (phone, e-mail, etc.) as necessary.
  
- 2. Dreamline’s attorney is **Douglas Stuart** (Takehara & Stuart LLP) at **(310) 260-6970**.
  
- 3. **See Checklist-10 – Legal Support**

## **2.15 ERP Training Program**

### **2.15.1 General**

The purpose ERP training is to provide all personnel with the basic skills they would need in order to respond effectively and appropriately in the aftermath of a catastrophic event. Dreamline Aviation will utilize both in-house and third-party resources in this training.

By working together, Dreamline personnel can assist in saving lives and protecting property using the basic techniques in this program. In addition, succeeding modules are then tailored to build on this training to provide knowledge and awareness for the tasks required by specialized teams (e.g.: Management Team, Go Team, etc.) to function in separate areas during a Company or community crisis.

### **2.15.2 Basic Emergency Response Training – ALL EMPLOYEES**

This course is to be provided to all personnel, regardless of position or responsibility, within the company. Each new employee will receive such training in their Basic Indoctrination. Annual recurrent training in ERP will be required for all Dreamline Employees.

Upon completion the participants should be able to:

1. Describe the types of hazards that are most likely to affect their workplaces, and surrounding areas;
2. Take steps to prepare themselves and their team members for a disaster;
3. Identify and reduce potential fire hazards in the workplace and surrounding areas;
4. Work as a team to apply basic fire suppression strategies, resources, and safety measures to extinguish a pan fire;
5. Apply techniques for basic first aid and CPR;
6. Select and set up a treatment area;
7. Describe the most common techniques for searching a structure;
8. Work as a team to apply safe techniques for debris removal and survivor extrication from Company facilities;
9. Describe ways to protect rescuers during search and rescue operations;
10. Describe the post-disaster emotional environment and the steps that rescuers can take to relieve their own stressors and those of disaster survivors; and
11. Describe Dreamline emergency response procedures, organization, and documentation requirements.

### **2.15.3 Additional ERP Training Requirements for Management Team**

In addition to the ERP training described above, all Management Personnel identified in **Appendix A** will receive the following annual training.

#### **1. Personal and Organizational Preparedness**

- Tailor activities to engage all sectors of the Company;
- Identify and build on existing strengths;
- Increase collaboration between government and all affected organizations;
- Expand integration of resources into plans and protocols;
- Encourage personal and organizational preparedness through outreach, training, and exercises; and
- Promote opportunities for ongoing safety and team building activities.

#### **2. Emergency Operations Planning**

- Assign responsibility to organizations and individuals for carrying out specific actions at projected times and places in an emergency that exceeds the capability or routine responsibility of any one agency;
- Set forth lines of authority and organizational relationships and shows how all actions will be coordinated;
- Determine how people and property will be protected in emergencies and disasters; and
- Identify personnel, equipment, facilities, supplies, and other resources available — within the company or for use during response and recovery operations.

#### **3. External Communications:**

- Reporting safety-related incident updates;
- Maintaining Information Flow with all affected agencies;
- Emergency Management (FAA, NTSB, etc.);
- Law Enforcement;
- Fire and Rescue; and
- Emergency Medical Services.

#### **4. Intra Team Communications**

- Accountability – Team leaders keeping track of team members

**2.15.4 Additional Training Requirements for Go-Team Members**

All Company personnel who are likely to participate in a Go-Team must receive the following training during their Basic Indoctrination as well as annually.

- 1. Briefing on NTSB On-Sight Protocols**
  - NTSB Organizational Protocols;
  - Procedures for evidence collection and processing; and
  - Biological hazard procedures.
- 2. Roles and Responsibilities for Dreamline Go-Team Personnel in the Site Investigation Process**
- 3. Roles of NTSB and Aircraft Manufacturer Personnel**

**2.15.5 Additional Training Guidance Resources**

Website	Description
<a href="http://www.ready.gov/">www.ready.gov/</a>	FEMA's national web site for disaster preparedness. Excellent general advice and a good place to start.
<a href="https://www.ready.gov/publications">https://www.ready.gov/publications</a>	<i>Are You Ready?</i> is a 200-page FEMA publication that provides a step-by-step approach to disaster preparedness and specific information by disaster type.
<a href="http://www.redcross.org">www.redcross.org</a>	The American Red Cross has a web site full of excellent tips and information related to most of the natural disasters that occur, including a few topics not covered at FEMA's <a href="http://www.ready.gov">www.ready.gov</a> Web site.
<a href="http://www.nts.gov/investigations/process/pages/default.aspx">www.nts.gov/investigations/process/pages/default.aspx</a>	NTSB Investigative Process

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