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**LOGISTICS & COMMUNICATION**

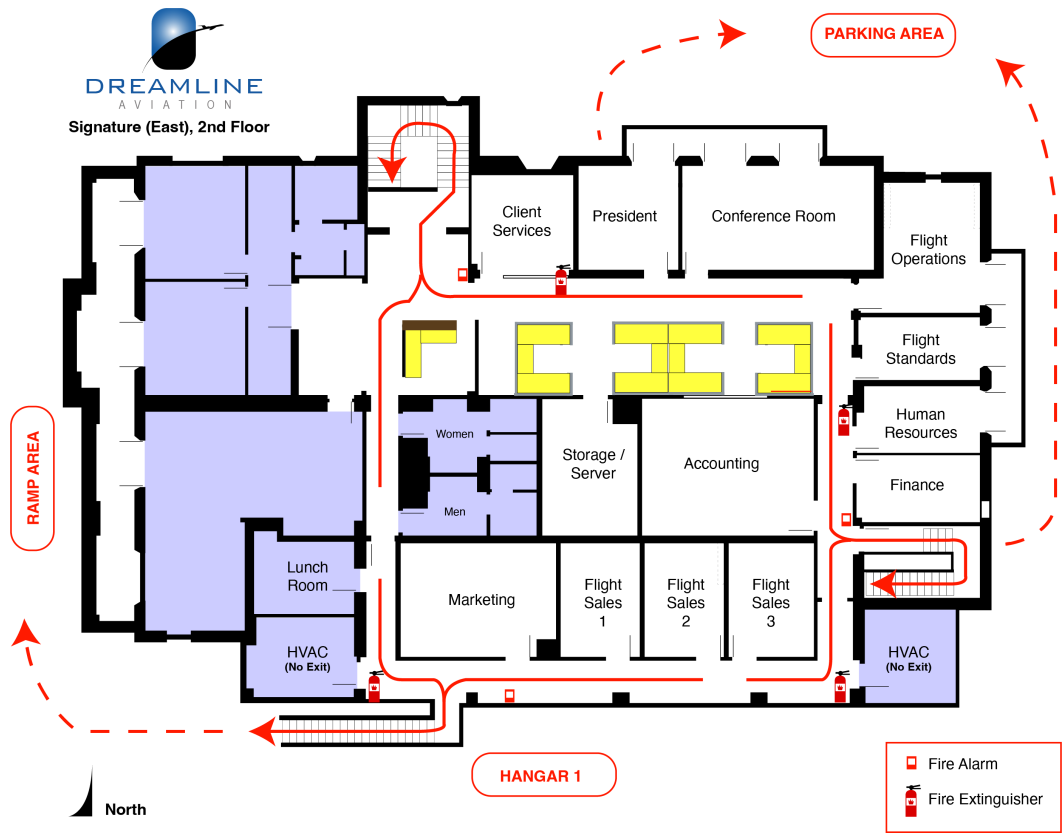
**3.1 Emergency Evacuation Assembly Area (EEAP)**

- A. To initiate an Emergency Evacuation, the EOD, his / her designated "Runner" or any other employee should contact the affected Company facility via phone or other means and declare:

**"Evacuate, Evacuate, Evacuate"**

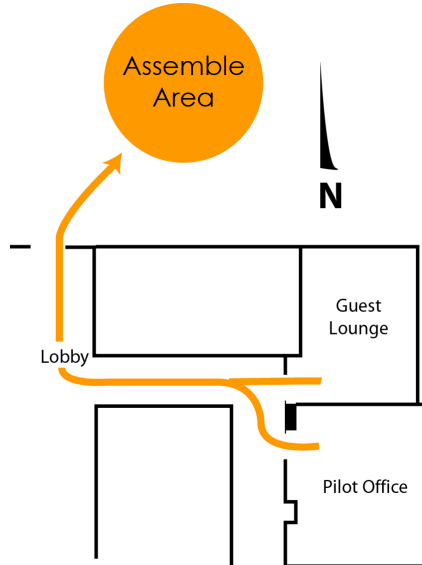
- B. The EEAA is the place where employees and other individuals will assemble upon the event of an evacuation of Dreamline facilities during an emergency.
- C. For occupants of the Executive Offices at 7155 Valjean Avenue, the EEAA will be the parking area located at the north of the building.

**Note:** If the Executive Offices and the Assemble Area is unsafe or unavailable, occupants will assemble on the ramp to the west of the Terminal.

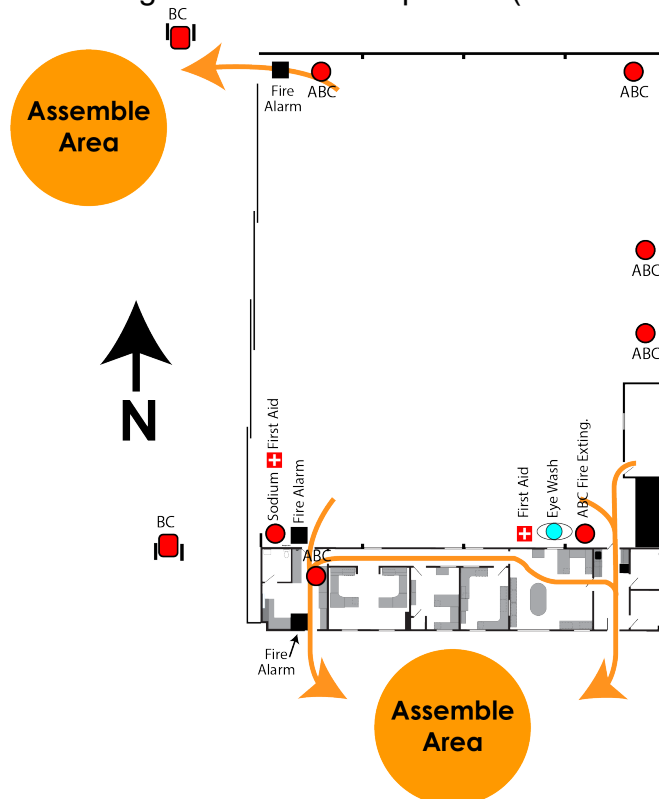


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- D. For occupants of either the **Guest Lounge or Pilot Room** at Signature East (VNY), the EEAA will be the parking lot / driveway located at the north of the building. (See below:)



- E. For occupants of the **Maintenance Office or Hangar ("Hangar 4")** at Signature East (VNY), the EEAA will be the parking area located at the south of the hangar and/or the ramp area. (See below:)



**3.2 Activating the Emergency Response Plan and the Emergency Operations Center**

- A. The Dreamline staff person receiving an initial notification of an incident or accident should use “**Emergency Response: Initial Report**” (short-form card).
- B. One or more Dreamline Managers should utilize the following “decision tree” to assess the reported incident and determine whether or not to initiate the Emergency Response Plan (“ERP”) and activate the Emergency Operations Center (“EOC”).

**3.2.1 FLIGHT INCIDENT DECISION TREE**

Scenario **NOTE: Facts must meet ALL three listed criteria.** All decision criteria are to be based on **POSITIVE VERIFICATION** of the facts. If any facts are in question, contact the reporter and verify.

<b>A</b>	Injuries to Crew and/or Passengers REQUIRE HOSPITALIZATION	<b>ACTIVATE EOC</b>	<b>Initiate Activation of the EOC</b>
	Damage to Aircraft is classified as SUBSTANTIAL or DESTROYED		
	Incident occurred AWAY from the airport of departure or arrival		
<b>B</b>	Injuries to Crew and/or Passengers require EMERGENCY ROOM TREATMENT ONLY. (NOT Major)	<b>EVALUATE before activation</b>	<b>Consult with other Senior Company Officers to Determine Next Steps</b>
	Damage to Aircraft is classified as MINOR or UNKNOWN		
	Incident occurred ON the airport of departure or arrival		
<b>C</b>	Injuries to Crew and/or Passengers treated on-site by EMS personnel	<b>Do NOT Activate</b>	<b>Go To DLA Policies and Procedures Manual (Part 5, Sect. F) for Next Steps</b>
	Damage to Aircraft is classified as MINOR		
	Incident occurred ON the airport or departure or arrival		

*Next Page: Ground Incident*

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**3.2.2 GROUND INCIDENT DECISION TREE**

**Scenario**

**NOTE: Facts must meet ALL listed criteria. All decision criteria are to be based on POSITIVE VERIFICATION of the facts. If any facts are in question, contact the reporter and verify.**

<b>A</b>	Injuries to DLA Personnel and/or Customer REQUIRE HOSPITALIZATION	<b>ACTIVATE EOC</b>	<b>Initiate Activation of the EOC</b>
	Damage to GSE / Vehicle or FACILITY is classified as SUBSTANTIAL or higher		
	Incident occurred away from local area (KVNY)		
	Incident involved Hazmat spill OR fire OR natural disaster affecting operations		
<b>B</b>	Injuries to DLA Personnel and/or Customers Necessitate Emergency Room Only (NOT Major)	<b>EVALUATE before activation</b>	<b>Consult with other Senior Company Officers to Determine Next Steps</b>
	Damage to GSE / Vehicle or Facility classified as MINOR or UNKNOWN		
	Incident occurred at/or near airport		
<b>C</b>	Injuries to DLA Personnel and/or Customers (if any) are treated on-site by EMS personnel as required	<b>Do NOT Activate</b>	<b>Go To DLA Policies and Procedures Manual (Part 5, Sect. F) for Next Steps</b>
	Damage to GSE / Vehicle or Facility classified as MINOR		
	Incident occurred at / or near airport		

### 3.3 Communication Policies and Procedures

#### 3.3.1 General Recommendations for Communicating with the Media.

- Only the EOD or his/her designee will communicate with the Media in an Emergency situation.
- Tell the truth. Be as open as possible.
- Follow-up on issues.
- Use visuals when possible.
- Discuss only the facts.
- Do not express personal opinions.

Additionally, except for the EOD and his or her designee, neither Dreamline, nor any employee or agent of Dreamline, shall post pictures of or post comments on any active or inactive emergency handled by Dreamline on any social media platform. Any posts or comments violating this policy will be reported to upper management and the social media platform administrator.

#### 3.3.2 Initial Brief Statement to the Media

1. The following guidelines are to be used when any Dreamline personnel are dealing with the media. The EOD will direct all actions as it relates to the release of information and any interactions with the media.
2. *No statements are to be made to the media beyond the one outlined in red (---) on this page by any Dreamline personnel without the express authorization of the EOD.*
3. *("We have received reports of an (incident / accident) involving a Dreamline Aviation aircraft. However, we have received no official communication to that effect at this time. We will continue to investigate these reports and will provide you with more information as soon as it becomes available.")*

**3.3.3 EOD's Follow-Up Statements to the Media****1. AFTER CONFIRMING AN ACCIDENT OF DREAMLINE AIRCRAFT:**

("A Dreamline Aviation, LLC aircraft, en route from (City) to (City) with ### crew (and passengers) on board, has been involved in an accident (near / at) (CITY, AIRPORT, or OTHER LOCATION). This occurred at approximately (TIME) today. Additional information concerning the accident and the welfare of the passengers and crew will be released as soon as information becomes available.")

**2. ADDITIONAL INFORMATION BECOMES AVAILABLE:**

("A Dreamline Aviation aircraft, en route from (City) to (City) with ### passengers and ## crew members on board, has been involved in an accident (near / at) (CITY, AIRPORT, or OTHER LOCATION). The accident occurred at approximately (TIME) today as the aircraft (WAS LANDING, SHORTLY AFTER TAKEOFF, ETC.). Additional information concerning injuries to passengers and crewmembers is preliminary at this time, but reports indicate that there were (NO INJURIES, NO SURVIVORS, NO FATALITIES, ETC.). Damage to the aircraft is (MINIMAL / EXTENSIVE).")

**3.3.4 EOD's Ongoing Communication with the Media**

1. If warranted by the scope and / or severity of the Emergency, the EOD may need to communicate with the Media on several occasions. The decision to communicate further should be made after consulting with Dreamline attorneys, other trusted advisors, and / or outside agency officials.

**3.3.5 NO OTHER EMPLOYEES SHOULD SPEAK WITH THE MEDIA.**

1. ALL inquiries from the Media must be directed to the EOD.
2. If the EOD is not present to respond to a phone inquiry by Media, an employee should take the name, company name, and phone contact information and pass these along to the EOD as soon as practical.



**3.3.6 EOD Communication with "Next-of-Kin"**

1. Immediately after EOC is initiated, the EOD must delegate Flight Sales personnel to generate a Manifest with all affected passengers and crew.
2. Within the first hour of an accident, the EOD or his/her delegate should notify Next-of-Kin by phone.
3. Next-of-Kin should be notified of a suitable, private lounge where they can receive further information. The Guest Lounge at Signature East (VNY) can be used for such occasions.
4. It is the EOD's responsibility to meet with the Next-of-Kin as soon as each arrives.
5. Depending on the severity of the Emergency, the EOD should consider enlisting the service of qualified pastor(s) and / or counselor(s) such as Fireside Partners. (See **Checklist 07– Family Assistance Coordinator**)
6. **Empathy and Factual Clarity** - It is of utmost importance to provide empathetic emotional support for the Next-of-Kin. If the EOD is unable to remain with the Next-of-Kin for an extended period of time, he / she must make sure a designated Family Assistance Coordinator, or a qualified Company Supervisor stays with them for as long as necessary.
7. Be mindful of the Next-of-Kin need for privacy, access to the Internet, phone services, beverages, and food.
8. EOD should coordinate with the Family Assistance Coordinator to ensure that the Next-of-Kin has support in obtaining hotel room(s) and ground transportation.

**3.3.7 Notification of Authorities, Charter Clients, and Owner(s)**

1. Immediately after the completion of the initial briefing by the EOD to EOC personnel and all available employees, the EOD will initiate communication with outside authorities, charter clients, aircraft owner(s) and other personnel.
2. EOD must have a full Manifest of affected passengers and crew, as well as a clear, albeit preliminary understanding of the scope and severity of the Emergency.
3. The following checklist should be considered:

**3.3.8 - Table of Authorities, Charter Clients, and Owners**

<b>Agency / Entity</b>	<b>Note</b>	<b>Reference</b>
FAA	(See 1.4.1 Above)	
NTSB	(See 1.4.1 Above)	
Aircraft Owner(s)	(See Table Below)	
Charter Broker	Flight Sales to provide contact information	
FBO at "Destination" of Flight	To notify any friends / relatives waiting for passengers to arrive.	

**3.3.9 Dreamline Aircraft Owners and Contact Information**

**See Appendix M: Aircraft Owners Contact Information**

### 3.4 Emergency Operations Center (EOC)

**3.4.1 General** - The EOC is central to the technical response to any accident involving Company aircraft, personnel, or clients. To activate the EOC, Dreamline Aviation personnel will follow the procedure as per **3.2** above.

**Note:** See Appendix B: Activating EOC for specific steps.

#### 3.4.2 Location of the EOC

- A. The EOC shall be located in the main sales room - 7155 Valjean Avenue, 2<sup>nd</sup> Floor). The EOD may choose to locate the EOC a different center if he / she deems it necessary.
- B. The EOD may decide to locate the EOC to the Dreamline "Guest Lounge" – 7155 Valjean Avenue, 1<sup>st</sup> Floor.

#### 3.4.3 Four Basic EOC Operations

- A. The four basic EOC operations are identified in the table below.
- B. Unless otherwise directed by the EOD, the EOC will serve as the "switchboard" for phone communications. For more information on the "switchboard" in **2.6** above.
- C. The EOD will assemble personnel from the Flight Sales, Maintenance, Switchboard Operators, and Runners as well as additional Administrative Support individuals to perform all duties associated with the EOC. (See "**Emergency Operations Org. Chart**" in **2.1** above)
- D. The EOC will be organized to accomplish the four functions (identified below) and to provide sufficient resources for responding to the many aspects of an accident or significant incident. It is the responsibility of the EOD to appoint personnel familiar with the types of activities required to fulfil these duties. Personnel will be scheduled in shifts to cover responses requiring a 24-hour presence.

**NOTE:** See Checklists for specific EOC roles and duties.

<b>Four Basic Emergency Operations Center Spheres of Operation</b>	
<p><b>1</b> <b>Emergency Operations Director (EOD)</b></p>	<ul style="list-style-type: none"> <li>• Once verification is received that an accident has occurred, gather personnel for an initial brief.</li> <li>• Activate the EOC and establish direction and control for the tactical level response from the entire Flight Department.</li> <li>• Authorize at least two Operators to operate "Switchboard" (see <b>2.6</b> above)</li> <li>• Ensure notifications are made to: All Company Management, Charter Client, Aircraft Owner, National Transportation Safety Board (NTSB), Insurance carrier, Department personnel, etc.</li> <li>• Once the flight manifest has been printed and verified, provide information to Management and emergency management officials.</li> <li>• Maintain EVENT LOG</li> <li>• Ensure notifications are made to crewmembers' Next-of-Kin (make notification to primary Next-of-Kin whenever possible).</li> <li>• Utilize all Corporate resources necessary to support response</li> <li>• Maintain the EOC until the pace of information flow no longer requires full-level response. Establish watch system to support On-Site personnel until the Company effort at the accident scene has ended</li> <li>• Ensure all inquiries after accident receive VERIFICATION and are responded with, "</li> <li>• Obtain latest version of NTSB accident notification Form 6120.1 to be filed within ten days of accident</li> </ul>
<p><b>2</b> <b>Scheduling Department</b></p>	<ul style="list-style-type: none"> <li>• Upon notification of an aircraft accident, print the passenger manifest.</li> <li>• Contact departure location FBO for information on servicing completed prior to departure, and complete Scheduling Checklist</li> <li>• Arrange for transportation and coordinate support for On-Site Support</li> <li>• Go-Team (See <b>2.7</b> above)</li> <li>• Provide emotional support for other EOC personnel, and monitor for signs of emotional stress</li> </ul>
<p><b>3</b> <b>Maintenance</b></p>	<ul style="list-style-type: none"> <li>• Notify affected maintenance personnel to segregate maintenance documentation and secure it in a locked location</li> </ul>
<p><b>4</b> <b>Admin. Support</b></p>	<ul style="list-style-type: none"> <li>• Set up a room as the EOC (e.g., Conference Room in Signature East)</li> <li>• Ensure support for personnel in the EOC (water, beverages, meals, light snacks, replacement administrative supplies)</li> </ul>

**3.5 Segregation and Securing of Documentation**

- A. The EOD, upon initiating will immediately direct Maintenance, Flight Sales, and Flight Operations that all pertinent documentation of the aircraft and / or flight be collected and locked away for safekeeping.
- B. The following is a list of documents to be secured:

<b>Segregation and Securing of Documentation Table</b>	
<b>Record</b>	<b>Reference</b>
<b><i>Maintenance Records</i></b>	
Aircraft Maintenance Log / Deferred Maintenance Log	Maintenance
Minimum Equipment List	Maintenance
Overhaul and Inspection Records of Airframe, Engines, and Equipment.	Maintenance
Applicable Manufacturer Maintenance Manuals	Maintenance
<b><i>Operational Records</i></b>	
Passenger Manifest and Cargo Trip Pack Info, in applicable	Flight Sales
General Operations Manual (Vol. 1, 2, and 3)	Various
Safety Manual (SMS)	Dir. Safety
Flight Crew Personnel Files	Chief Pilot
Flight Crew Training Records	Chief Pilot
Flight Crew Medical Records	Chief Pilot
Weight and Balance Data for the Flight	Chief Pilot
Flight Plan	Chief Pilot
Copies of Crewmembers' Duty for Preceding 30 Days	Chief Pilot
Any record of communication from Crew concerning the trip	CP / Flight Sales
Any noted problems during the trip	CP / Maint. / FS
Weather conditions at the time of the accident and forecasts for plus and minus one hour.	Chief Pilot
Fuel slip and other FBO services received	CP / Maint.

**3.5.1 Guidelines for Handling and Releasing Maintenance or Operations Information**

<b>Guidelines for Handling and Releasing Maintenance or Operations Information</b>
If at all possible, the original documents should be retained in a locked room or filing cabinet.
If the original document is requested by an aviation, government or police authority, photocopies are to be made prior to release. Copies are to be retained for the EOD.
All original documents must be transported by the most secured means available
A receipt listing all documents given to authorities must be obtained, with name, signature of the recipient, date, and time
A record of all documents and copies must be kept. This is to include a listing of all released documents and who received them. Use an EVENT LOG to record each released document. Additionally, an Aircraft Records Transmittal sheet should be used as a checklist to account for ALL (Maintenance and Operational) records gathered and transmitted.
Provide technical support during the investigation phase
Coordinate on-site insurance representation.
Coordinate environmental impact assessment and clean up. Anticipate Environmental Protection Agency involvement if there is a fuel spill.
Secure names and address of witnesses. Arrange for copying of any photographs or video taken by witnesses.
If there is any cargo on board, arrangements should be made for the storage of that cargo, including baggage