

AY 865, 3.12.2017



- Flight
- OPS Control
- Emergency Response Team
 - SAT Team
- Lessons Learned



AY 865 HEL-GOT

- After Take-off RH Engine bleed fluctuation (No alert)
- During system check noticed crew oxygen pressure unstable
- Decision to return to HEL (due tech)
- Smell of electrical smoke in cockpit -> oxygen masks
- MAYDAY
- SCCM Calls cockpit of smoke in after cabin, no visible fire
- Decision to divert to TKU
- PAX announcement by CDR in Finnish, Swedish and English.
- Immediately after landing cockpit called to cabin, as planned.
- More smoke in cabin, decision to evacuate
- Evacuation on taxiway E



TKU

- Passengers gathered after evacuation. Head count 4+100+pet
- Initiation of LERP procedures
- Passengers transported with bus to the terminal
- Hand baggage and hold baggage identification
- Separate room available for crew members
- Pax information by station manager, chief of rescue and CDR
 - No speculations regarding the cause of incident
 - Each organization informed of their area of responsibility
- TKU Mental Health and crisis services
 - Two members to the airport
 - Psychosocial support offered to passengers
- Pax transport arrangements



OCC EMERGENCY RESPONSE CHECKLIST

1. Confirm authenticity by calling back the original caller using OCC contact information
2. This checklist requires full priority from all OCC employees
3. Report accident or serious incident to:

Compliance and Emergency Response Manager	IRIIVI GREKULA	+358 45 679 7923
Security Manager	SEBASTIAN LINDSTRÖM	+358 90 376 0076
Managing Director	MAUNU VISURI	+358 40 578 8122
Head of Safety and Compliance	JUSSI LAAKSO-NIEN	+358 90 376 0051
Head of Flight Operations	MIKKO ARAJÄRÄ	+358 90 581 5915
Safety Office Manager	TUOMAS TUUSKU	+358 90 376 0026
4. Write FER report with initial information
5. Wait for confirmation to initiate emergency response from any of the persons listed above. (Grading of the incident: EME 2.2)



IF REQUESTED TO INITIATE EMERGENCY RESPONSE, CONTINUE BELOW

<p>1. CALL FINNAIR OCC +358 9 818 5851 / 5852</p> <p>Save and print all information from the passenger manifest.</p> <p>Close the flight and remove passenger manifest from database.</p> <p>Remove crew information from CMS & CE <input type="checkbox"/></p>	<p>2. CALL IN ER TEAM</p> <p>Contact details found in EME 0, page 8</p> <p>Short briefing of situation</p> <p>Inform where the ER Team personnel shall report for duty</p> <p>Inform what equipment is needed <input type="checkbox"/></p>	<p>3. INFORM COMMUNICATIONS</p> <p>Kalle Huittanen +358 40 946 142 0</p> <p>Fin Air Media desk +358 9 818 4020 (2000) <input type="checkbox"/></p>
<p>4. CALL AUTHORITIES AT DEP/ARR STATIONS</p> <p>Trafi / Veturiteiden pääkeskus +358 90 343 1200 <input type="checkbox"/></p>	<p>5. CONTACT SAT TEAM LEADER</p> <p>Johanna Rahtio +358 50 405 6 924</p> <p>Deputy: Sara Huittanen +358 40 942 9 545 <input type="checkbox"/></p>	<p>6. INFORM COMPANY AIRCRAFT</p> <p>ACARS with non-classified information</p> <p>Request acknowledgment of the information <input type="checkbox"/></p>



- _ Fill in incident log form and incident details form
- _ When the Incident Control Center is set up (4th floor meeting room, Tel: +358 50 389 2681 Tel: 0 383 2713), the ER Team take command and control of the situation. OCC reverts to normal operations.
- _ Inform all Company employees of the situation through email/CMS/Workplace
 - Request all employees inform they are ok to next of kin
 - Employees shall not discuss the matter with unknown persons or media or on the social media
- _ In case of an accident or a serious incident, the responsible emergency services shall be informed by Ops Control, if dangerous goods were carried as cargo.
- _ Forward all requests from employees to the ICC via email at: icc@finnair.com



N°RRA

Nordic Regional Airlines

INCIDENT LOG - FORM A.

ALL TIMES LOCAL* UTC* (*delete as appropriate)

DATE 3, 12, 2017

Time	Details of Event	Reported by	Actioned #	Initials
1645	AYOCC WITH ETIA UG ILM		<input type="checkbox"/>	Juto RB
	DU TO THU DUE STJ 405		<input type="checkbox"/>	
1652	THU GT INPOTU		<input type="checkbox"/>	
1653	THU TUR SOLATU		<input type="checkbox"/>	
	- EME ALARM / SMOKE / NORTH. GANONG EXC POSI.			
1700	AZOTU SOLTUO AME PASINUDERS		<input type="checkbox"/>	
1703	ARAPIN INPOTU		<input type="checkbox"/>	
1710	AYOCC SOLATU		<input type="checkbox"/>	
1721	SAT/GREKULT INPOTU		<input type="checkbox"/>	
1711	CP OJANPERA SOLTI		<input type="checkbox"/>	
	- EVACUATION W/ SLIDES		<input type="checkbox"/>	
	- DAX IN TERMINAL		<input type="checkbox"/>	
	- CREW OK		<input type="checkbox"/>	
1740	ARAPIN RER CONTACT TRAPT		<input type="checkbox"/>	
1753	AM MEDIA SOLTI INPOTU		<input type="checkbox"/>	
18	SANNA T PYMOSSY LISKUNIA		<input type="checkbox"/>	
1820	JING S. / JULI S. OAKUNG		<input type="checkbox"/>	
1830	CREW CTR SOLIUT CREWN	YANUSPA	<input type="checkbox"/>	
	KO DU SAMGOSTA		<input type="checkbox"/>	

1830 CONF. CTR AY/ACC/IRRE/MEDIA/UT

Notes:

An event may be receipt of a message, a report of an incident, response to an incident, change of duty personnel, etc.

All events, however minor, must be logged.

When an event is reported, enter time, details of event and identification of person reporting event.

Perla Rando

OPS Control

- Info through AY OCC about incident
- Initiated company Emergency Response checklist
- Contact with TKU GH
- TKU Closed, diversion of flight AY225 (OH-ATH) and OH-LKG with technical failure
- ER-Team key persons contacted
- Requested extra personnell to OCC
- Post on company intranet



Emergency Response Team

- Partial activation of ER-Team
 - Incident report sent to the whole team
- ICC not established
- Communication
 - Internal
 - External, Through AY comms.
 - Extra effort in involved passengers communication and care
 - No negative feedback through press or passengers
- Contact with crew



SAT

- Team contacted by WhatsApp
- Decision to activate 3 members
 - Activated members briefed of the situation and upcoming work
- SAT contacted Vantaan Sosiaali ja Kriisipäivystys
- Support offered to OPS-Control personnel on duty
- Meeting crew members upon arrival to the office at HEL
- Individual SAT support to crew members initiated



Lessons Learned

- Activation of ER-Team
- OPS-Control workload
- Network, contact information
- Theoretical knowledge turned into practice
- Good media response!

