NATIONAL CRISIS PLAN CIVIL AVIATION ACCIDENTS (NCP-L)

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**Introduction**

**Objective**

The National Crisis Plan Civil Aviation Accidents (further: NCP-L) describes the main outlines of the national principles and collaboration agreements for dealing jointly with civil aviation accidents within the borders of the Netherlands and with aviation accidents outside the Netherlands when Dutch victims are involved. This crisis plan honours the promise made by the Dutch Cabinet in its response of 8 December 2015 to the report issued by the Dutch Safety Board [Onderzoeksraad voor Veiligheid, OvV] into the passenger information on flight MH17. This crisis plan also fulfils the requirement of EU Regulation 996/2010 to have a national level emergency plan for civil aviation accidents available.

The NCP-L is intended for all the organisations that are active within the national and regional crisis management organisations and also for any other public and private partners involved. Many parties have specific tasks, responsibilities and jurisdiction in the event of an aviation accident. The NCP-L outlines the cohesion between the tasks, responsibilities and jurisdiction of those parties in the various situations with the aim of achieving a better and more coordinated approach. The NCP-L is an umbrella plan for the individual plans of the partners. It does not replace the existing plans of the individual organisations, nor the arrangements that already exist between them. Such plans must, however, be brought into line with the NCP-L.

Past experience has taught us that the process of drawing up a national crisis plan is an important achievement in itself, because one of the results is that it brings together the parties that have to work together in a crisis situation, and that proved to be the case once again.

**Parameters**

The NCP-L only concerns civil aviation. The NCP-L focuses primarily on accidents involving aircraft that depart from Dutch airports or have a Dutch airport as their destination. At a later stage, the NCP-L will be supplemented with content that will apply to accidents involving military aircraft. The scope of the plan is limited to the Netherlands; it does not apply to any accidents on the islands of Bonaire, Sint Eustatius and Saba (Netherlands Antilles), where other arrangements are in force.

The NCP-L has been compiled with a view to aviation accidents that have a major impact on the Netherlands, regardless of whether the accident takes place in the Netherlands, outside the Netherlands, or in territorial or international waters. Nonetheless, the NCP-L can also be used for other aviation accidents and for aviation accidents that only have a limited impact on the Netherlands.

**Reading guide**

Chapter 1 contains a description of the four scenarios that are distinguished within this NCP-L.  
Chapter 2 contains a description of the tasks, responsibilities and jurisdiction of the various actors involved.  
Chapter 3 describes the most important primary processes in the event of a civil aviation accident.  
Chapter 4 contains an overview of the governance dilemmas and key decisions, including details of the bodies and agencies competent to take those decisions.

Appendix A contains a description of the relevant international and domestic regulations. Appendices B and C are specifically included so as to fulfil the mandatory European requirement to have an emergency plan.
Appendices D and E contain a list of the abbreviations used and a list of plans and reports consulted. Appendix F contains an overview of provisions for the establishment, implementation, content administration, updating and evaluation of the NCP-L and for training and simulation exercises.
There are multiple conceivable scenarios for aviation accidents. Four such scenarios have been selected for this crisis plan; scenarios that provide insight into the principal differences in the allocation of roles among the various parties concerned. These differences depend partly on the location of the accident:

1. in the Netherlands at an airport;
2. in the Netherlands outside an airport;
3. in the North Sea;
4. in countries outside the Netherlands and in international waters.

The Netherlands has one major national airport and five airports of national significance in six ‘security regions’. The security regions have drawn up disaster control plans for these airports in accordance with statutory requirements (see the map below)

<table>
<thead>
<tr>
<th>Safety Region</th>
<th>Airport</th>
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<tbody>
<tr>
<td>1 Kennemerland</td>
<td>Amsterdam Airport Schiphol</td>
</tr>
<tr>
<td>2 South-east Brabant</td>
<td>Eindhoven Airbase/Eindhoven Airport</td>
</tr>
<tr>
<td>3 South Limburg</td>
<td>Maastricht Aachen Airport</td>
</tr>
<tr>
<td>4 Rotterdam-Rijnmond</td>
<td>Rotterdam The Hague Airport</td>
</tr>
<tr>
<td>5 Drenthe</td>
<td>Groningen Airport Eelde</td>
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<tr>
<td>6 Flevoland</td>
<td>Lelystad Airport</td>
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Determining factors in the scenarios

All four scenarios contain factors or characteristics that determine how an accident evolves. These factors can have such a great impact that they necessitate changes to the responsibilities and jurisdiction, and to the processes themselves.

- The freight of an aircraft has a bearing on how the incident and its aftermath is dealt with. After all, there may be hazardous substances on board.
- The number of Dutch passengers involved is a relevant factor in each scenario.
- It is quite likely that foreign (i.e. non-Dutch) passengers will be involved in an aviation accident in the Netherlands.
- The Ministry of Infrastructure & the Environment (I&M), as the Netherlands aviation authority, is always involved if Dutch aircraft is involved in an aviation accident.
- There may be passengers on board with a special status (government officials, heads of state, diplomats, members of the Royal Household and other VIPs). The Ministry of Infrastructure & the Environment (I&M) is always involved if a Dutch government aircraft is involved in an aviation accident. When foreign passengers with a special status are involved, the Ministry of Foreign Affairs (BZ) is always necessarily involved.
- In each scenario whereby the aircraft concerned departed from or was flying to a Dutch airport, the municipality, the security region and the airport will all experience an impact that calls for measures to be taken in terms of media attention, mobility, victims, reception and care of relatives, provision of psychosocial care and information, not to mention public order and safety issues. In most cases, Schiphol airport (and the Kennemerland Security Region) will be involved.
- The accident could involve a Dutch airline. Tour operators, freight transporters or freight owners from the Netherlands, insurance companies and/or the Dutch Association of Travel Agents and Tour Operators (ANVR) might be involved. These actors are all relevant and important partners in the aftermath of an accident.
- The national crisis organisation (the interdepartmental and ministerial crisis management committees and the associated support teams) can be put into operation in any of the scenarios.
- In the event of an actual or suspected terrorist attack, the Public Prosecution Service (PPS) and the National Coordinator for Counterterrorism and Security (NCTV) will always be involved.
- In the event of an aviation accident, investigations are always carried out from various perspectives, including the cause and possible criminal aspects. Investigations in the Netherlands can be carried out by the Public Prosecution Service (PPS) and the Human Environment & Transport Inspectorate (ILT) and also by other bodies such as the Inspectorate of Security & Justice, the Healthcare Inspectorate and the Dutch Safety Board. Emergency assistance and accident investigation must be carefully coordinated.

Scenario 1

Aviation accident in the Netherlands at an airport

This scenario can cover a collision between aircraft, an emergency landing, fire in or around the aircraft, a collision against another object or an off-runway landing.

In this scenario, all the national and airport emergency services act in accordance with the airport's own contingency plan and the government's disaster control or crisis plans. Incident control is a multidisciplinary activity, and the regional crisis organisation is adapted and scaled up on the basis of the individual circumstances. The airport's Action Centre (AC) focuses primarily on supporting the emergency services where necessary or desirable, on offsetting the impact on the continuity of airport processes and on restoring the airport's operational processes.

Within the airport perimeter, the Royal Netherlands Military Constabulary (KMar) is responsible for policing tasks, while the National Police Force (NP) is responsible outside the perimeter. The mayor of the municipality concerned, or the chairman of the security...
region concerned, will have overall control of the emergency services and will coordinate the incident response on site.

In this scenario, the security region will coordinate crisis communications via the Regional Communication Action Centre (RAC); if necessary, actions will be coordinated with the Communication Unit of the National Crisis Centre (NCC) or the National Core Team Crisis Communication (NKC). The security region organises information management between the various regional and national parties involved. At a national level, the NCC acts as a communications interchange for the provision of management information and for crisis communications. Information management between regional and national levels is primarily effected via the National Crisis Management System (LCMS).

In the case of an accident within the Netherlands, the local municipality or the security region in which the aviation accident occurs will be responsible for verification and publication of the passenger list. The municipality, or the security region as the case may be, is also responsible for providing care and shelter for the uninjured, for receiving and informing relatives, and for reuniting victims with their relatives. They do this in cooperation with the airline and/or the ground handlers. In the case of foreign victims, actions will be coordinated with the Ministry of Foreign Affairs who will deal with the aftermath of the accident in accordance with protocol.

The public prosecutor (OvJ) is in charge of the criminal investigation. In the case of an accident that occurs within the Netherlands, the National Forensic Investigation Team (LTFO) carries out an investigation at the site of the accident and is responsible for the identification of the deceased and wounded. The criminal investigation is carried out by the Aviation Department of the Central Unit of the NP, under the leadership of the Public Prosecution Service. The Dutch Safety Board is under a statutory obligation to investigate accidents and serious incidents involving civil aircraft on behalf of central government.

**Scenario 2**

**Aviation accident in the Netherlands - not at an airport**

This scenario can concern the crashing of an aircraft on open land, on buildings or into water. A large area covering multiple municipalities could be involved, and cumulative effects could arise. Relatives will seek contact with Dutch airports, mainly with the departure or destination airport. The security regions that do not have an airport within their boundaries do not have any specific knowledge and expertise about aviation accidents. Security regions that do have an airport within their boundaries can organise assistance and provide information, and make knowledge and expertise available. The Kennemerland Security Region and Schiphol Airport will offer support if necessary.

The outline of this scenario is largely similar to scenario 1. The government's emergency services act in accordance with the regional crisis plan and can be augmented - depending on the site of the accident - by the emergency services from the nearest airport. Incident control is a multidisciplinary activity, and the regional crisis organisation with additional action centres is adapted and scaled up on the basis of the alerts. If the aircraft that crashes has a Dutch airport as its destination or departure point, support from that airport's action centre will be put in hand. The mayor of the municipality concerned, or the chairman of the security region concerned, will have overall control of the emergency services and will coordinate the incident response on site.

If an aviation accident takes place over or in a body of water that is located within the boundaries of a municipality (such as the Wadden Sea or the Ijsselmeer), the chairman of the security region concerned will be in charge of the emergency services and will
coordinate the crisis response on site, as provided in interregional plans. In this context, the Coastguard [Kustwacht] forms part of the regional crisis organisation and is the lead agency for the Search and Rescue (SAR) operation. If necessary, Rijkswaterstaat (the Directorate-General for Public Works and Water Management) will provide facilities to alleviate the effects of any incident.

Scenario 3

Aviation accident in the North Sea

The North Sea Incident Response Plan (IBP NZ) governs the organisation and coordination of the response to an incident at sea. The Coastguard is in charge of SAR operations at sea, further than 1 kilometre from the coast, and in the Dutch area of the North Sea (the Exclusive Economic Zone, EEZ). The security regions are the lead agencies for incidents within 1 kilometre of the coast.

In the event of a major accident at sea, the Chief Engineer and Director of the RWS Directorate-General for Public Works and Water Management for Sea and Delta (RWS ZD) can decide to scale up the Regional Policy Team North Sea (RBN), within which framework decision-making takes place at a tactical-strategic level and communication is coordinated. If a decision is taken to scale up the national crisis structure (ICCb/MCCb), the Coastguard is also invited to take part so that the services of RBN and ICCb can be properly coordinated.

Factors that could be specific to this scenario are: a nationwide distribution of victims, relatives, emergency services, etc., beyond the boundaries of a particular security region, coordination with North Sea structure and national crisis structure.

This scenario can involve an accident site that might be difficult to locate because the aircraft is partly or entirely submerged, and perhaps difficult to access because of weather conditions.

In consultation with the security region concerned, or the coordinating security region, the Coastguard will determine where victims are to be landed and, depending on the nature and location of the incident, whether ambulance and trauma teams will be despatched to that site, etc.. The landing site could be a port, or a hospital or airport. Landing sites have already been mapped and incorporated into the incident plans for the North Sea, the Wadden Sea, etc.. At the landing site, the further care of the victims - including shelter, medical assistance, and providing relatives with information - will be taken over by the security region(s) concerned. The North Sea Incident Response Plan (IBP NZ) designates the North-Holland North Security Region as the coordinating body. In the event of a major incident, arrangements already exist for this security region to support the Coastguard with manpower and provide an information manager for the Operational Team (OT). The Coastguard is responsible for the release of the site of any incident in the North Sea. The coordinating security region is responsible for coordination between any other security regions that might be involved in the reception of and care for victims. If the aircraft departed from a Dutch airport, or had a Dutch airport as destination, the AC of that airport will also be put into operation and scaled up within the regional crisis organisation.
Scenario 4

Aviation accident outside the Netherlands or in international waters

In the case of an aviation accident outside the Netherlands or in international waters, the local competent authorities and the emergency response services under the control of the country concerned will bear prime responsibility for dealing with the incident.

If Dutch nationals are involved in an aviation accident outside the Netherlands, the Ministry of Foreign Affairs will deal with the ensuing consular and other formalities. The Ministry of Foreign Affairs, with its network of diplomatic missions, has a wellspring of relevant knowledge and expertise at its disposal about the international political context and the circumstances and customs of the country in which the accident takes place. One of the consular tasks is to verify the nationality and identity of any Dutch victims and subsequently, in consultation with the National Police Force, to provide relatives with information. Except when a low number of Dutch nationals makes it unnecessary, this verification process is carried out by a team. In situations in which the ICCb/MCCb is the lead agency, the verification team forms part of the national crisis organisation under the auspices of ICCb/MCCb.

Even in the case of an aviation accident outside the Netherlands, there can be Dutch nationals involved and/or a Dutch airport (as point of departure or destination), a Dutch airline, the Dutch air traffic control board, a Dutch-registered aircraft or some other link to the Netherlands.

If the airport of departure or destination is in the Netherlands, that airport will institute its own disaster procedures. The security region concerned will institute the regional crisis organisation. They will cooperate with the national crisis organisation. The National Crisis Centre (NCC) will be the central point of contact.

International SAR organisations will be involved if an aviation accident takes place in foreign or international waters. This has been arranged in international treaties. The Dutch Coastguard does not operate in foreign or international waters unless it has been officially asked to assist. The State in which the aircraft has crashed is responsible for investigating the accident. When an aircraft crashes in international waters, the country in which the aircraft is registered is responsible for investigating the accident. Other States can provide assistance. The Dutch authorities have access to all available information, including the country of departure, the country of origin of the passengers and the country in which the airline is registered.

When an aircraft crashes outside the Netherlands at a location where a conflict (armed or otherwise) is ongoing or where the political-strategic situation is such that international treaties cannot or are not being observed (as in Ukraine at the time of the crash of the MH17), the Ministry of Defence can be called upon to provide assistance and military support.
Chapter 2 General description of system

This chapter contains a general description of the tasks, responsibilities and jurisdiction of the most important actors involved. In addition, it provides an overview of the coordinating bodies in the region and an outline of the decision-making process at national level.

Overview of actors and bodies

**Actors**
- Air Traffic Control the Netherlands (LVNL)
- Airline or facilitator
- Airport
- Municipality/security region, including the fire service and the regional medical assistance organisaton (GHOR)
- National Police Force (NP)
- Royal Netherlands Military Constabulary (KMar)
- Public Prosecution Service (OM)
- Coastguard
- Ministries of Infrastructure & the Environment (I&M), Foreign Affairs (BZ), Defence, Security & Justice (V&J), Public Health, Welfare & Sport (VWS)
- General Intelligence and Security Service (AIVD)
- Dutch Safety Board (OvV)

**Coordinating and decision-making bodies**
- Coordinating and decision-making bodies in the region
- Coordination and decision-making at national level

Air Traffic Control the Netherlands (LVNL)

The primary task of LVNL is to control civil airspace and to provide air traffic management services. For civil aviation matters, LVNL forms the link between the government and all the other parties that are involved in air traffic control. The LVNL collaborates closely with the military air traffic control authorities. LVNL is usually the first party to become aware of any problem affecting an aircraft within Dutch airspace. LVNL then warns the airport and the civil authorities. A warning is also sent to the Ministry of I&M’s Departmental Crisis Management Coordination Centre (DCC I&M) as quickly as possible. LVNL can also send a warning to the nearest airport and the civil authorities in the case of unconfirmed messages about an aviation accident.

LVNL at Schiphol airport is a standard member of the Consultative Committee (CVO) in the event of an aviation incident that affects air traffic control's operational processes. LVNL ensures that it is safe for other air traffic to take off and land, and provides assistance to the emergency services if they want to make use of runways. If it is operationally involved, LVNL can also form part of the Action Centre (AC) at Maastricht Aachen Airport, Rotterdam-The Hague Airport or Groningen Airport Eelde. LVNL does not, however, take part in the disaster consultations at Eindhoven Airport; this airfield is used by aircraft flying in the military sector of Dutch airspace. Civilian flights from Eindhoven Airport also come under the authority of the military air traffic controllers. Flights from other Dutch airports only use the lower area of Dutch airspace which is not actively controlled. Pilots normally fly under the Visual Flight regime, and not under air traffic control. LVNL has no operational responsibility there, and is not involved in dealing with the aftermath of any calamity. The same applies to Lelystad Airport.

National Crisis Plan Civil Aviation Accidents
In the event of accidents outside the Netherlands, LVNL can gain access to information about the progress of the flight through Eurocontrol. LVNL can request this information from the Network Manager (Eurocontrol) and share it with airlines.

The Eurocontrol Network Manager works on the basis of Single European Sky regulations. Part of that procedure is that the Network Manager will activate the European Aviation Crisis Coordination Cell (EACCC) and other relevant parties to attend emergency consultations to make recommendations for mitigating measures. Depending on the actual situation, the EACCC consists of: Network Manager, European Commission, Air Navigation Service Providers (ANSPs), air traffic control service providers, airlines, airports and military organisations.

**Airline or ground handler**
The airline concerned (or the ground handler on behalf of the airline) has a Verified Passenger Manifest at its disposal. Within two hours of the accident occurring, the airline must have this list, including the best possible information about all persons on board, and provide it to the AC at the airport; the AC will pass the list on to the Regional Operational Team (ROT) in the security region concerned. The security region delivers the list to the government's National Crisis Centre (NCC). If requested, the airline or the facilitator will provide any relevant inspectorates with a validated crew manifest and a validated cargo manifest.

In collaboration with the airport, the security region, KMar/NP and the airline or the facilitator, the local municipality will make arrangements for the reception and reunification of uninjured victims with their family or relatives, and for the registration of uninjured victims who are not capable of acting for themselves. In exceptional cases, there is an agreement that the airline itself will be responsible for the registration of possible uninjured victims who are able to act on their own behalf. The airline or the facilitator will arrange accommodation and transport for family and relatives and will make a telephone information number available though its own call centre. The airline will also provide relatives with other relevant telephone numbers, such as that of the Front Office of the Victim Information System (SIS) if that office is put into operation for an accident within the Netherlands, and that of the Ministry of Foreign Affairs' 24/7 Contact Center for the relatives of victims of accidents that occur outside the Netherlands. The airline will further provide support for families and survivors on the basis of the assistance plan described in Appendix B. In consultation with the security region's own Regional Communication Action Centre (RAC) and the National Core Team, the airline will be responsible for statements to the press and for coordinating and communicating informative messages via the appropriate channels. The airline will offer support in regard to the investigation into the cause of the incident.

**Airport**
In the case of an accident at or near the airport, the airport will be responsible for alerting the internal emergency services; the airport will also notify the national emergency services and call in the airport's fire service if necessary. If such arrangements have been made in the regional disaster control plan, the airport can assist in the reception of emergency services in the vehicle assembly area. All these actions will be carried out in accordance with the prevailing plans of the airport and the security region. The airport will bring an Action Centre into operation so that the activities of the various parties at the airport who are involved in the response to the accident can be coordinated. If required, the airport is responsible for receiving and facilitating a Go Team sent by the airline concerned, or acting on behalf of the airline. A Go Team can be sent to the country where the accident has taken place to promote the interests of the airline, the passengers and their families and relatives. In collaboration with the airport's Action Centre, spaces will be selected, fitted out and made available for reception and reunification or, if desired, for the storage of the deceased.
National Police Force (NP)
The Central Unit's Aviation Department falls under the authority of the Public Prosecution Service in the Court district Noord-Holland, and is responsible for the criminal investigation at the site of the accident. Within the National Police Force, a Large-Scale Special Operations Unit (SGBO) will be instituted for coordination purposes. In the case of an accident within the Netherlands, the National Forensic Investigation Team (LTFO) is responsible for carrying out the investigation at the site of the accident and for the identification of the deceased and wounded. In doing so, LTFO works together with the other national and international partners involved. In the case of an accident outside the Netherlands, the country concerned can also call on the LTFO for purposes of identification at the site of the accident; in such cases, the LTFO works under instructions from the Ministry of Foreign Affairs. The country where the accident occurs can also apply to the Netherlands under a request for mutual legal assistance for the Dutch police to assist with the criminal investigation. In the case of an accident in or over water, the LTFO can be instructed by the National Police Force or the Ministry of Foreign Affairs (if the accident takes place outside Dutch territorial waters) to assist in the investigation at the site of the accident and to help identify victims.

Royal Netherlands Military Constabulary (KMar)
KMar carries out policing tasks at the airport such as surveillance, security, maintaining public order and detection. The National Police Force is responsible for such tasks outside the airport perimeter. In all the scenarios described, KMar provides participants to the airport’s Action Centre, the Command team Incident Scene (CoPI), the Operational Team (OT) and the Policy Team (BT), in accordance with the crisis plans of the airport and the security region concerned. Wherever necessary, KMar works closely with the National Police Force in the case of aviation accidents, both within the airport perimeter and outside it. Arrangements have been made for this purpose in the disaster control plan.

Public Prosecution Service (OM)
The Public Prosecution Service is responsible for investigating criminal offences and prosecuting suspects. A Public Prosecutor (OvJ) is in charge of the criminal investigation. Participation in the Policy Team is effected through the Chief Public Prosecutor (HovJ) in whose Court district the scale up takes place (normally, the area of the accident, can also be the area from which the aircraft departed). Criminal investigations into aviation accidents fall under the responsibility of the national public prosecutor for aviation matters at the District Court of Noord-Holland in Haarlem. This changes if the aviation accident is the result of, or if there are indications that suggest it is, a terrorist action. In such a case, the National Public Prosecutors' office takes over the investigation. The Chief Public Prosecutor at the National Public Prosecutors' office will then join the Policy team, together with the Chief Public Prosecutor of the region concerned. A case could also lead to the institution of a Large-Scale Special Operations Unit (SGBO). The Public Prosecution Service can then also become involved if there are any criminal aspects to the crash.

Municipality / Safety Region
In the event of a disaster or the threat of one, the mayor of the municipality concerned, or the chairman of the security region concerned, will have overall control of the organisations that participate in controlling the disaster and will coordinate the incident response on site. The security region is a collaborative alliance between municipalities, aimed at providing efficient fire services, disaster and crisis control within the meaning of the Security Regions Act [Wet Veiligheidsregio’s, Wvr] and in terms of public order, plus civic care in terms of welfare and physical health. Together with the regional municipalities and the National Police Force/KMar, the security regions are at the centre of the crisis organisation at regional level. The regional crisis organisation also includes the Public Prosecution Service and other partners such as Air Traffic Control Netherlands, the
National Coordinator for Counterterrorism and Security, the Directorate-General for Public Works and Water Management (RWS), the Coastguard, the Ministry of Defence or the airport authorities. The crisis partners coordinate any measures taken.

Security regions that have an airport within their boundaries make preparations for aviation accidents by means of regional risk analyses, procedural plans, training and simulation exercises, etc. The security region comes to agreements with all relevant partners about incident and aftermath control. All security regions that have an airport are obliged to have a disaster control plan.

In the event of an aviation accident, the principal tasks of the services operating within the security region are to rescue humans and animals, to respond to emergency medical requirements and secure public health, to control any hazard formed by the source and/or emissions on site, to facilitate crisis communications, to verify the passenger data and notify relatives (inter alia with the aid of the Victim Information System, SIS), to shelter and reunite relatives and victims, to escort Embassy and Consular delegations and organise the recovery and aftermath phase.

If multiple municipalities and/or regions have an involvement with the aviation accident, overall coordination can be put in the hands of one or more of the chairmen of the security regions. The mayor (or the chairman of the security region) invites relevant partners and organisations to take part in the meetings of the regional crisis organisation for the purposes of coordinating all their actions. In the case of aviation accidents that affect more than one security region, the coordinating security region will coordinate the actions of the other security regions and institute an interregional crisis structure. Security regions that have an airport within their boundaries can provide know-how and expertise.

In cases where the national crisis structure is scaled up, there is close collaboration between the local/regional and national levels about the procedures to be followed; if necessary this can take place under the auspices of ICCb/MCCb. The responsibility for putting these plans into action remains at the local/regional level.

**Ministry of Infrastructure and the Environment (I&M)**

The Ministry of I&M is responsible for policy and for regulations and legislation in the domain of aviation. The power to enforce the obligation for airlines to have an emergency plan, on the grounds of Article 21 of EU Regulation 996/2010, as set out in Appendix A (national and international legislation and regulations for aviation), is vested in the Minister for Infrastructure and the Environment by virtue of the Dutch Aviation Act [Wet Luchtvaart].

The Human Environment and Transport Inspectorate for Aviation (ILT-LV) is responsible for monitoring compliance with aviation regulations. The Inspectorate does so mainly on the basis of a mandate issued by the Minister for I&M. In doing so it has two instruments at its disposal: permits (advance checks) and enforcements (retrospective checks and inspections). When an incident is reported, ILT-LV can check whether any information on the aircraft and/or the airline is recorded in the European inspectorate's Safety Assessment of Foreign Aircraft (SAFA) database. This information is normally available after approximately one hour. If the aircraft concerned belongs to a Dutch airline, the ILT-LV will also have information available from the two-yearly audit results on the airline's compliance record. In addition, ILT-LV has a mandate with regard to closure of airspace or granting permission in the event of non-standard runway use. This has to be requested by LVNL.

At the request of the Dutch Safety Board, ILT-LV can also assess an aircraft's safety for flight operations after an incident. ILT-LV has a great deal of technical and general aviation-related know-how at its disposal. Further expertise for Operational Teams (OTs) and for Incident Scene Command (CoPI) can be requested via the Inspector-General.
The Ministry of I&M’s Departmental Crisis Management Coordination Centre (DCC-I&M) is responsible for the response to crisis situations within the ministry’s policy remit and coordinates the ministry’s contribution to interdepartmental crisis consultations. In addition, the DCC-I&M has a 24/7 portal for emergency requests for closure of airspace - to safeguard an incident site, for example - even if there has been no aviation accident. Municipal mayors can request such closure. The DCC-I&M passes the request through to ILT-LV and to other parties. If an aviation accident occurs, other I&M sectors can also be affected: rail and road, for example. The DCC-I&M will notify these parties and analyse the impact for the purpose of forming an impression. In consultation with the NCC, the Ministry of I&M can assign a liaison officer to the crisis consultations on site. In the event of an accident with the government aircraft, the DCC-I&M - in consultation with the Ministries of General Affairs and Foreign Affairs and the NCC - can send a liaison officer to the tactical/strategic level crisis consultations of Royal Dutch Airlines (KLM): the Corporate Emergency Command Center (CECC).

**Coastguard**

The Dutch Coastguard carries out tasks in the domain of maritime services (including search and rescue and maritime assistance) and enforcement (including detection and enforcement). The Coastguard ensures responsible and safe use of the sea and compliance with national and international legislation and mandatory obligations. The service operates under instructions from five ministries, i.e.: I&M, V&J, Finance, Economic Affairs and Defence, and comprises an alliance of supporting services: the Directorate-General for Public Works & Water Management for Sea and Delta, the National Police Force, Ministry of Defence (Navy and Airforce), KMar and the Dutch Food & Consumer Product Safety Authority (VWA).

The Coastguard is the lead agency and coordinator of incident control at sea (in the Exclusive Economic Zone), including search and rescue operations. During search and rescue operations at sea, the Coastguard acts as a Joint Rescue Coordination Centre (both aeronautical and maritime). The Coastguard can receive emergency signals and coordinate assistance at sea. In its operations at sea, the Coastguard works closely with the Royal Netherlands Sea Rescue Institution (KNRM) and the life-saving organisations, and uses ships operated by RWS and the National Police Force; it has its own aircraft and also a SAR helicopter. In addition, the Coastguard includes the Maritime Information Centre (MIK) which acts as back-office (formed by KMar, Customs, National Police Force, etc.) and collates all available information in support of the operation and can also support the crisis partners with information.

When the incident has repercussions for the landward side, the Coastguard will harmonise its assistance operations with the security region that is most affected by the incident. Matters such as the landing site will be determined in consultation with this security region. In this way, the security region can then take over the further land-based processes (such as emergency medical care, crisis communications, reception and reunification of relatives and victims who are not capable of acting for themselves).

When victims are transported directly from the North Sea to a country other than the Netherlands (e.g. Belgium, Germany or Britain), the Coastguard will coordinate the tasks related to arranging further emergency medical care and the reception and accommodation of victims with the relevant foreign authorities. The Ministry of Foreign Affairs will be involved in this process, as described below.

When a sea-related incident is scaled up (scenario 3), the Coastguard can assign a liaison officer to the Regional Policy Team North Sea. The same applies for the Regional Operational Team of the coordinating security region within the national crisis structure.
Ministry of Foreign Affairs (BZ)

Accident in the Netherlands
In the event of an aviation accident in the Netherlands which involves non-Dutch victims, the Ministry of Foreign Affairs is the primary liaison point for foreign authorities such as the Embassies and Consulates of those countries in the Netherlands. The Ministry of Foreign Affairs requests the necessary information from the Dutch crisis organisations concerned. In consultation with the NCC, the Ministry can also decide to assign a Foreign Affairs liaison to the crisis teams instituted by the security region. In collaboration and in consultation with the NCC, Foreign Affairs will alert and inform any foreign diplomatic missions involved. The Ministry of Foreign Affairs also serves as the central point for receiving and passing on queries from foreign diplomatic missions about, for example, the need for or offer of foreign assistance efforts, identification, repatriation and death certificates.

Accident outside the Netherlands
If necessary, in the event of an aviation accident outside the Netherlands whereby a number (large or small) of Dutch nationals are or could be involved, the decision will be taken to scale up the departmental response. On-site crisis response will be provided by the Dutch diplomatic representative in the country in question, if necessary with the support of a Consular Rapid Response Support Team (SCOT). At the request of the foreign authorities, the Ministries of Foreign Affairs and Defence and the National Police Force can carry out tasks. The Ministry of Foreign Affairs provides advice on the international political context and on the circumstances and customs in the country where the accident took place.

Determining nationality and names of Dutch nationals involved
In the event of an aviation accident outside the Netherlands, the Ministry of Foreign Affairs has the task of determining the nationality of victims, verifying the names of any Dutch nationals involved and linking this data to relatives. Except when a low number of Dutch nationals makes it unnecessary, this verification process is carried out by a team. Such a team consists at least of representatives of the Ministry of Foreign Affairs, the NCC and the National Police Force (National Forensic Investigation Team, LTFO). The verification team can be expanded to include representatives of other partners such as airline and/or the facilitator and/or the security region involved. In situations in which the ICCb/MCCb is the lead agency, the verification team forms part of the national crisis organisation under the auspices of ICCb/MCCb.

Composition of verification team outside the Netherlands

<table>
<thead>
<tr>
<th>Verification team</th>
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<tbody>
<tr>
<td>Ministry of Foreign Affairs</td>
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<tr>
<td>- Chairman</td>
</tr>
<tr>
<td>National Crisis Centre (NCC)</td>
</tr>
<tr>
<td>National Forensic Investigation Team (LTFO)</td>
</tr>
<tr>
<td>Representatives of other partners involved</td>
</tr>
</tbody>
</table>
The authorities of the country in which the accident has taken place are responsible for the identification of victims, by forensic or other methods. The Ministry of Foreign Affairs can offer assistance to the country concerned. In such cases, Foreign Affairs will coordinate the support offered and instruct the LTFO to provide assistance. If an accident occurs outside the Netherlands and the LTFO does not travel to the accident location to provide assistance, the LTFO will have the task of collecting details of missing persons (Dutch nationals and other persons normally resident in the Netherlands) for use in the identification process; this is done in consultation with the Ministry of Foreign Affairs.

Relatives can contact the Ministry of Foreign Affairs at any time via the ‘24/7 Contact Center’: + 31 247 247 247. Contact with next of kin in the Netherlands will be effected through the Ministry of Foreign Affairs or family liaison officers from the National Police Force. Family liaison officers will be deployed by and work under instructions from the LTFO. The Communications Unit of the NCC (or the National Core Team Crisis Communication, NKC) will also set up a website for next of kin and relatives (the Information and Referral Centre via Victim Support Netherlands) so that this channel can also be used to share information with next of kin and relatives.

In the event of an aviation accident outside the Netherlands, the Ministry of Foreign Affairs is responsible for all external communications and for providing relevant information. If the national crisis structure is scaled up, this is done in the National Core Team Crisis Communication in consultation with the other parties involved.

If necessary, the Ministry of Foreign Affairs also supports the repatriation of Dutch victims. Repatriation is primarily a matter for the parties involved with the emergency control room that organises the repatriation. The Ministry's support consists, for example, of mediation and the issue of laissez-passers.

Ministry of Public Health, Welfare & Sport (VWS)
Among other things, the Ministry of VWS is responsible for psychosocial assistance and health assessment, and it also has a role in the care and shelter of survivors in the Netherlands (providing advice and information). In cases where there is regional coordination of the aftermath of an incident, the GHOR (as part of the security region) takes over responsibility for the management, coordination and direction of these tasks. The Ministry of VWS can support the region with information and advice from the network of the National Institute for Public Health and the Environment [Rijksinstituut voor Volksgezondheid en Milieuhygiëne, RIVM]. In the event of an aviation accident over the North Sea, the security region of the municipality in which victims are brought on land will also carry out certain tasks. If necessary, tasks can be coordinated nationally.

Ministry of Defence
The Ministry of Defence already has a voluntary agreement with a number of security regions for support in the case of an aviation accident. Eindhoven Airport has an agreement with Eindhoven Military Airbase for shared use of the infrastructure. Their plans complement one another. In the event of an aviation accident, the Ministry of Defence will assist - on request - with source control and rescue, shielding/securing the incident site, facilitating identification, recovery, and the registration and repatriation of victims; where an accident occurs over or in a residential area, it will also provide emergency shelter. Depending on the impact of the incident, the Ministry of Defence can also be called upon in the context of assistance and military support, for instance to provide a secure storage facility for aircraft wreckage at Woensdrecht Airbase.

General Intelligence and Security Service (AIVD)
The AIVD plays only a modest role in the event of an aviation accident. The Service can ascertain whether there is any relevant information about the incident or possible further
threats about which other parties need to be informed. The AIVD can also contribute to the assessment of whether the incident might have consequences for civil aviation.

**Ministry of Security & Justice (V&J)**

As the coordinating minister for crisis control, the Minister for V&J is responsible for crisis control policy and the associated strategy, and for the national crisis organisation. The National Crisis Centre is the interdepartmental coordination centre, the designated point of contact for the crisis control partners and the interchange for administrative information and crisis communications. The Ministry of V&J (in this case: the NCC and/or the National Operational Coordination Centre, LOCC) can assign a liaison to the regional crisis organisation so as to ensure short communication lines between the national and regional levels. In the North Sea scenario (outside the 1 kilometre zone), V&J will assign a liaison to the Regional Policy Team North Sea (RBN). The Ministry of V&J will also assign a liaison officer to the municipality in which victims are brought on land; this liaison officer will take part in the crisis consultations.

The Ministry of V&J informs the municipal mayors about victims/next of kin and relatives in their municipalities.

In the Netherlands, the prerogative for taking measures in the event of aviation accidents lies with the security region or regions concerned. At the request of the region concerned, the LOCC can provide facilities and support in terms of an assistance coordination unit, information management and operational advice. If capacity is scarce, LOCC formulates an advice to the Ministers involved about how the scarce resources can best be allocated. In addition, LOCC can be responsible for the coordination of certain tasks, such as the reception of repatriated victims or the organisation of a meeting for relatives.

**Coordinating and decision-making bodies in the region**

Within the security regions, the coordinating bodies are the Policy Team, the Operational Team and the Incident Scene Command (CoPI). In the event of an aviation accident, the standard composition of these bodies - as set out in the region's crisis plan and the specific plan for the airport - will be augmented with representatives or liaison officers from the airport, the Public Prosecution Service, the airline, Air Traffic Control Netherlands, the Ministries of V&J (NCTV and/or the NCC), Foreign Affairs and Defence, RWS, the Coastguard, and other relevant organisations and experts. For further information please see the relevant regional disaster control plans.

For the composition of the airport's Action Centre, please refer to the contingency plan of the airport concerned. The standard composition of the various bodies can be augmented, as required, with a representative of the NCC and of any ministries involved.

**Coordination and decision-making at national level**

Coordination and decision-making takes place at national level in the Interdepartmental Crisis Management Committee (ICCb) and at political-administrative level in the Ministerial Crisis Management Committee (MCCb), in accordance with the National Handbook on Crisis Decision-Making. These consultative bodies can be supported by an Interdepartmental Coordination Committee. All ministries concerned are represented in such consultative bodies, and representatives of the airline, the airport, the security region and other relevant organisations and experts can be invited as required. The Interdepartmental Coordination Committee can decide that specific supporting processes, instituting a verification team for example, will be organised via a multidisciplinary team under the auspices of ICCb/MCCb. The decision can also be made to assign a liaison officer from the government to attend a coordination meeting in the region for example.
Chapter 3 Primary processes

The following primary processes can be distinguished in the context of the National Crisis Plan Civil Aviation Accidents (NCP-L):
1. Report and call out / up- and down-scaling
2. Leadership and coordination
3. Information Management
4. Communications
5. Validation and verification of passenger list, identification of victims
6. Notifying next of kin/relatives
7. Assistance for next of kin/relatives
8. Investigation
9. Aftermath

Table: coordination/management by primary processes per scenario

The following table indicates for each scenario who is responsible for coordinating and managing the primary processes listed above. That is not to say, however, that the other actors have no part to play. Where necessary, the various parties continue to carry out their own processes in accordance with the prevailing crisis plans.
<table>
<thead>
<tr>
<th>Scenarios □</th>
<th>Report and call out</th>
<th>Up- and down-scaling</th>
<th>Leadership and coordination</th>
<th>Information Management</th>
<th>Communications</th>
<th>Validation / verification</th>
<th>Info relatives</th>
<th>Care/shelter</th>
<th>Investigaton</th>
<th>Aftermath (recovery/aftercare)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario 1 in the Netherlands at an airport</td>
<td>Sec.Region</td>
<td>Sec.Region</td>
<td>Sec.Region</td>
<td>Sec.Region in collab. with Central govt. (NCC)</td>
<td>Sec.Region in collab. with Central govt. (NKC) and Airline</td>
<td>Sec.Region/Munic. in collab. with Airline</td>
<td>Sec.Region/Munic. and Airline</td>
<td>Sec.Region/Munic. and Airline</td>
<td>PPS/Safety Board/Inspect orates</td>
<td>Sec.Region/Munic.</td>
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<tr>
<td>Scenario 2 in the Netherlands outside an airport</td>
<td>Sec.Region</td>
<td>Sec.Region</td>
<td>Sec.Region</td>
<td>Sec.Region in collab. with Central govt. (NCC)</td>
<td>Sec.Region in collab. with Central govt. (NKC) and Airline</td>
<td>Sec.Region/Munic. in collab. with Airline</td>
<td>Sec.Region/Munic. and Airline</td>
<td>Sec.Region/Munic. and Airline</td>
<td>PPS/Safety Board/Inspect orates</td>
<td>Sec.Region/Munic.</td>
</tr>
<tr>
<td>Scenario 3 North Sea</td>
<td>Coastguard</td>
<td>I&amp;M, Central govt.</td>
<td>Coastguard (North Sea)</td>
<td>Sec.Region (on land)</td>
<td>I&amp;M/NCC in collab. with Sec.Region</td>
<td>I&amp;M/NKC in collab. with RAC and Airline</td>
<td>Sec.Region/Munic. in collab. with Airline</td>
<td>Sec.Region/Munic. and Airline</td>
<td>Sec.Region/Munic. and Airline</td>
<td>I&amp;M/Centr al govt. in collab. with Munic.</td>
</tr>
<tr>
<td>Scenario 4 Outside the Netherlands/international waters</td>
<td>Foreign Affairs</td>
<td>Central govt.</td>
<td>Foreign Aff./Central govt.</td>
<td>Foreign Aff. in collab. with Central govt. (NCC)</td>
<td>Foreign Aff. in collab. with NKC</td>
<td>Foreign Aff. in collab. with Airline</td>
<td>Foreign Aff. in collab. with Airline</td>
<td>Sec.Regio n/Munic. and Airline</td>
<td>PPS/Safety Board/Inspect orates</td>
<td>Central govt.</td>
</tr>
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</table>

NKC = National Core Team Crisis Communication [Nationaal Kernteam Crisiscommunicatie]
Central govt. = government-wide, for example in MCCb/ICCb
RAC = Regional Communication Action Centre [Regionaal Actiecentrum Communicatie]
1. Report and call out / up- and down-scaling

**General**
The report can originate from a civilian, a traveller, a company, organisation, crisis partner, emergency control room or a communication centre. Each crisis partner, company or organisation is responsible for the call out and immediate or phased scaling up of its own calamity or crisis organisation. Agreements about up- and down-scaling have been made in the disaster control and crisis plans of the various organisations involved. Thought must be given to the aftermath in a timely manner. All the organisations involved must coordinate their plans for immediate or phased up- and down-scaling with each other.

**Regional scenarios 1 and 2**
The executive of each security region will provide for a communication centre at regional level. The call out and up-scaling of the regional level chain of response (emergency services, regional crisis organisation) will be organised and implemented from that communications centre on the basis of the severity classification, deployment proposals, crisis plan, the specific disaster control plan for the airport and protocols.

On the basis of the classification, material and personnel can be assembled on site. The classification of an incident describes the severity of the incident and thus determines any up-scaling necessary. The emergency services of the government use the classifications for multidisciplinary and administrative up-scaling that are set out in the Coordinated Regional Incident Control Procedure (GRIP).

**Regional scenario 3**
The Coastguard provides a nation-wide communication centre for the Maritime territories (the EEZ, territorial waters, Wadden Sea, IJsselmeer, the chain of Flevopolder lakes, the delta area in the provinces of Zeeland and Zuid-Holland). After receiving an emergency message, the call-out of Coastguard units and the up-scaling to the partners in the chain and the security region is organised and implemented on the basis of the crisis plan, a disaster control plan, protocols, etc.

For the North Sea, what is known as a ‘Phase Qualification’ is issued in accordance with the North Sea Incident Response Plan (IBP NZ). With this phase qualification and its own image of the maritime incident, the Coastguard can advise the security region about the appropriate GRIP classification.

It is then determined, in consultation between the security region and the Coastguard, what material and what emergency services personnel are to be despatched to the landing points. This ensures that there is a seamless transition from the assistance processes on the water and those on dry land.

**National**
The report and call-out at national level proceeds via the National Crisis Centre (NCC). The national crisis organisation is scaled up if necessary. The various ministries, including General Affairs, Foreign Affairs, I&M and V&J, meet at DG level in the ICCb and at political-administrative level in the MCCb. The decision-making process can be prepared and supported by the Interdepartmental Coordination Committee (IAO). For further information, please refer to the National Handbook on Crisis Decision-Making.

In the event of an incident with the government aircraft, or an aircraft chartered for the use of the Royal Household or government officials, the reporting and up-scaling becomes a matter for the Ministry of I&M. Flights of members of the Royal Household or the government are coordinated by I&M’s flight coordinator. I&M’s Departmental Coordination Centre for Crisis Control acts as liaison between central government and the KLM, and decides - in consultation with the Ministries of General Affairs and
Foreign Affairs and the National Crisis Centre - which department(s) will participate in KLM’s tactical-strategic level consultations, the CECC.

In scenario 3, the up-scaling structure for the North Sea (in accordance with IBP NZ) also comes into play alongside the national up-scaling structure. In the context of the up-scaling structures, there is a reciprocal exchange of information between the Coastguard Upscaling Team and the Regional Operational Team of the coordinating security region and other parties. The Regional Policy Team (RBT) notifies the ICCb/MCCb. It is at this level that a strategic link is forged between the two up-scaling structures.

When a sea-related incident is scaled up (scenario 3), the Coastguard can assign a liaison officer to the Regional Policy Team North Sea. The same applies for the Regional Operational Team of the coordinating security region within the national crisis structure.

2. Leadership and coordination

Scenarios 1, 2 and 4
The GRIP classification governs the up-scaling for leadership and coordination at operational level at the site of the incident, and at the operational and administrative levels of the security region and municipality or municipalities. The leadership and coordination of the regional crisis organisation is organised and arranged by the security region and this is also where coordination is effected with other relevant partners and organisations. In the event of a disaster or the threat of one, the mayor of the municipality concerned, or the chairman of the security region concerned, will have overall control of the organisations that participate in controlling the disaster and will coordinate the incident response on site.
At central government level, the MCCb is charged with the coordination of and decision-making about the measures to be taken and facilities to be provided. The MCCb receives support and advice from ICCb, the Interdepartmental Coordination Committee (IAO) and others. The National Crisis Centre (NCC) ensures that a national consensus is created in support of the decisions taken.

Scenario 3
In the case of an incident in the North Sea, leadership and coordination at operational level lies with the Dutch Coastguard under the policy responsibility of the Ministry of I&M (North Sea Incident Response Plan (IBP NZ). There is close coordination with the Ministry of I&M’s Regional Policy Team North Sea, the Departmental Crisis Management Coordination Centre (DCC) and with the security region (or its Regional Operational Team and the communication centre) with regard to the impact of the incident.

When the incident has repercussions for the landward side, the Coastguard will harmonise its assistance operations with the security region that is most affected by the incident. Matters such as the landing site will be determined in consultation with this security region. In this way, the security region can then take over the further land-based processes (such as emergency medical care, crisis communications, reception and reunification of relatives and victims who are not capable of acting for themselves).

When victims are transported directly from the North Sea to a country other than the Netherlands (e.g. Belgium, Germany or Britain), the Coastguard will coordinate the tasks related to arranging further emergency medical care and the reception and accommodation of victims with the relevant foreign authorities. The Ministry of Foreign Affairs will be involved in this process, as already mentioned.
3. Information Management

**Regional**
The security region has the task of organising the flow of information between the various parties in the network. The information is primarily network-based and organised with the aid of the National Crisis Management System (LCMS), so that the various coordination teams that have access (such as CoPI, OT/ROT, Municipal and Regional Policy Teams, the Coastguard Centre, the Regional Communication Action Centre and the communication centre) can contribute their information and a shared overview can be achieved about the situation. The security region ensures that all parties are included in the regional overview, that the available information is processed and the results made available to all the partners concerned in a timely manner.

**Scenario 3**
The Coastguard provides information on source control and the effects to partners in the chain via the LCMS and situation reports or by telephone. The service is responsible for careful and appropriate image formation of the incident area and for assessing the potential consequences for the partners in the chain. The liaison from the Noord-Holland-Noord security region (Information Manager) assists the Coastguard's Operational Team with the information exchange between the Coastguard and the security region concerned.

**National**
Information management between national and regional level is effected mainly via the LCMS. The central government's internal information management is effected via the National Crisis Centre (NCC); information on secondary issues is channelled to the organisations directly concerned. The NCC acts as a communications interchange for the provision of management information and for crisis communications. Within the national crisis structure, representatives of the relevant partners participate in the various crisis bodies so as to facilitate the exchange of information, know-how and information requests between the national crisis structure and the partners. To support the demand for information, the Interdepartmental Coordination Committee (IAO) can decide that the information management process should be organised via a specific multidisciplinary team structure.

4. Communications

**Regional**
The security region plays a coordinating role in the context of crisis communications. Each security region has a Regional Communication Action Centre (RAC) to support the Operational Team and the Policy Team. The Regional Communication Action Centre (RAC) is responsible for the dissemination of information to the press and the public and ensures that relevant target groups are informed about the situation as quickly as possible. The RAC works closely with, and harmonises its crisis communications with other partners; of these partners, the airport and the airline or facilitator can have a seat in the RAC. The companies and organisations involved also have their own responsibility and interest in communications with their customers.

**Scenario 3**
The Coastguard's Operational Team includes an incident information officer. This person plays a supporting role for the other partners, which include the municipal and provincial authorities, the security region, etc.

**National**
If necessary, the National Crisis Centre’s Communications Unit provides support for the local or regional authorities and the departmental Communications directorates involved with advice, resources and access to a network of experiential experts. There is a possibility for an exchange of communication liaison officers between central government and the security region/municipality. Harmonisation between national and local/regional levels is effected through the liaison on site. As soon as the national crisis organisation is brought into operation, the National Core Team Crisis Communication (NKC) coordinates press and public information from central government. The NKC advises the government level crisis bodies about the communication strategy to be followed and the consequences - in terms of communications - of decisions taken or proposed. In the event of an incident or accident involving the government aircraft, the Government Information Service (RVD) takes over contacts with the press and can decide to set up a call centre. The RVD maintains independent contact with KLM. If the NKC has been brought in, crisis communication with press and public is coordinated by the NKC.

5. Validation and verification of passenger details, identification of victims

The first step in the process of who was on board an aircraft consists of validating the airline’s passenger manifest. The second step is to supplement that validated list with other information about the passenger, drawn from various sources, so that it is clear which persons were on the passenger list and which persons actually boarded the flight. The third step is to determine the status of the passengers who were actually on board the aircraft. The status of the passengers on the passenger manifest can be: 1) uninjured or slightly injured, 2) wounded and in hospital, 3) deceased, 4) missing, or 5) status unknown. In the case of fatalities, the National Forensic Investigation Team (LTFO) is the organisation responsible for identifying the victim(s). Once the status of passengers is known, relatives can be informed.

Validation of the passenger manifest

The airline/facilitator has the passenger manifest at its disposal and, under EU Regulation 996/2010, is obliged to produce a Verified Passenger Manifest (VPM) with the best possible information on all persons on board as quickly as possible, or at any rate within two hours¹. The airline sends the list to the Action Centre at the airport of departure or destination. This Action Centre sends the VPM to the Regional Operational Team of its own security region. If the accident took place in another security region, the Regional Operational Team sends the VPM on to the ROT of the security region concerned. In the case of an accident outside the Netherlands, it is possible that a passenger manifest will already have been made available to the authorities by the airport of destination. This can be checked with the authorities in question via the Ministry of Foreign Affairs. If the list is not available, the Verified Passenger Manifest that is held by the ROT at the airport in the Netherlands can be transmitted to the relevant authorities abroad if desired. In both these situations, the VPM will be made available to the National Crisis Centre as quickly as possible so that the information flow to municipal mayors can be initiated.

¹ The two-hour deadline applies to companies registered in EU member states; this can take longer for companies registered in other countries.
Verification of the passenger manifest provided by the airline

In the event of an accident in the Netherlands, the mayor of the municipality in which the accident occurs is responsible for verification of the passenger data in the context of the civic care process. The municipality carries out this duty within the security region and in collaboration with various other parties. The Coastguard is responsible for this aspect in the event of an accident over the North Sea; it then coordinates this duty with the Ministry of I&M’s Departmental Crisis Management Coordination Centre.

If, in the event of accidents within the Netherlands, the national crisis structure is activated, the verification process by the municipality, the security region or the Coastguard is always carried out in coordination with the ICCb/MCCb. If necessary, the verification process itself is carried out under the direction of the ICCb/MCCb.
The airline's passenger manifest contains only limited information such as the name of the passenger on the basis of the passport used. This information is not sufficient to be able to determine whether a person whose name is on the passenger manifest actually boarded the aircraft. An Enhanced Verified Passenger Manifest (EVPM) is compiled on the basis of the additional information that is acquired. Under the responsibility of the municipality, this information is supplemented by LTFO and other parties so that passenger information can be verified, partly on the basis of data from other sources and on the basis of data provided by relatives who report to any of the companies or organisations involved. The Travel Information Portal (TRIP) can also be used, if appropriate, to verify passenger data. For passengers who are not residents of the Netherlands, or do not originate from the Netherlands, the NCC can provide the passenger manifest to some Embassies/Consulates in the Netherlands if this proves necessary. It is essential that all the organisations involved in the verification process use all the information channels at their disposal and that the information so acquired is harmonised under the direction of the municipality or the security region so that all parties involved quickly have access to an overview of the available information. Relatives can be notified once sufficient verified passenger information is available. But this still does not mean that the passenger in question actually boarded the aircraft. The LTFO proceeds to identify fatally injured victims and produces an identification list. On the basis of that list, the relatives receive a definite notification.
In the case of the government aircraft, both the Ministry of I&M's flight coordinator and the KLM have a definitive passenger manifest. They supply this list to the Departmental Crisis Management Coordination Centre at I&M, and it is in turn supplied to the National Crisis Centre.

In the event of accidents outside the Netherlands, the verification team (which is chaired by the Ministry of Foreign Affairs) is responsible for the process of collecting and verifying the passenger information of any Dutch nationals on the manifest. Foreign Affairs uses a system similar to the Victim Information System (SIS) for this purpose. The 24/7 Contact Centre of the Ministry of Foreign Affairs is available from anywhere in the world on: +31 247 247 247. In situations in which the ICCb/MCCb are the lead agencies, the verification team forms part of the national crisis organisation.

The aim is to have the Enhanced Verified Passenger Manifest (EVPM) available as quickly as possible so that next of kin and relatives can be notified. The speed with which it can be conclusively determined which persons are listed on the passenger manifest depends on the information available from other sources, and this can vary from passenger to passenger. Whether it is desirable to provide information to the relatives of those passengers whose data have been verified, while there is still some uncertainty about the data of all passengers on the manifest, is something that must be decided after each individual aviation accident. The aim is to notify the relatives of verified passengers within 48 hours if at all possible.

**Victim Information System (SIS)**

The SIS is a national system that facilitates contacting or reuniting relatives and victims quickly after an incident. Municipalities, the regional medical assistance organisations and LTFO work together within the SIS framework. In the event of an incident, a relative can ring the Relatives Helpline on 088 269 0000 which connects them to the SIS Front Office. Information from hospitals about victims can be linked via SIS to information from relatives looking for family members. SIS can be brought into operation by the municipality. SIS is limited to casualties who are not in a position to act for themselves, but is not used for victims who are uninjured, missing or deceased.

**Privacy**

The sharing of personal and medical data between hospitals and the public authorities takes place on the basis of the 'Manual on agreements between the public authorities and hospitals on victim data in the event of disasters and crises' (2013). Personal data on injured or deceased passengers that is provided by the hospital may only be used for the purpose of providing relatives with information and aftercare. Such data never includes specific medical information about the medical condition(s) of individual patients. If there is no, or very little, personal data available, the hospital will provide the regional medical assistance organisation with information about the physical characteristics of the patient. If passengers with a nationality other than Dutch are involved in an accident in the Netherlands, victim information will be shared with the relevant Embassy/Consulate, if necessary through the agency of the Ministry of Foreign Affairs and/or the National Crisis Centre.

In the case of an accident outside the Netherlands, the Ministry of Foreign Affairs will process the relevant personal data in the context of Consular assistance on the basis of the requirements of the Personal Data Protection Act [Wet bescherming personengegevens, Wbp]. Although the Wbp does not apply to Dutch nationals who are deceased, Foreign Affairs will be very cautious about making information on deceased persons known to either private individuals or the media. The principles on which personal data is processed by the Ministry of Foreign Affairs in the context of Consular assistance derive from the Vienna Convention on Consular Relations. The
Dutch Ministry of Foreign Affairs has no control over the conditions that apply to the provision of medical or personal data by hospitals located outside the Netherlands. The laws and regulations of the country in question then apply.

**Identification of victims**
In the Netherlands, the identification of victims of disasters is a task for the National Police Force's National Forensic Investigation Team (LTFO). The LTFO works according to internationally established procedures. Victims are identified, as far as possible, on the basis of DNA, dental records and/or fingerprints. For this purpose, the bodies are examined and the necessary details on the possibly deceased passengers are obtained from relatives. In the case of an aviation accident outside the Netherlands, the country in which the accident occurs is responsible for the identification process. On request, the National Forensic Investigation Team will provide support on site. The collection of data from relatives in the Netherlands is carried out by family liaison officers; their work is coordinated by the LTFO.

The process of the validation and verification of data on the passenger manifest, the identification of deceased victims and the notification of relatives is shown schematically in a simplified form and at a more conceptual level in the diagram below.
6. Notifying next of kin and relatives

In the event of an aviation accident in the Netherlands, including the North Sea, the airline or facilitator has a statutory obligation to notify relatives. The reunification of next of kin and relatives with victims who are not capable of acting for themselves is the task of the security region and municipality in collaboration with the airline or facilitator. Even if an aviation accident does not take place at or near an airport, facilities are usually provided at the airport for the reception and care of relatives. The relatives are then reunited with the uninjured or slightly injured victims. Relatives who are not reunited with uninjured or slightly injured victims are kept appraised of the verification and identification process. When accidents occur in the Netherlands, the SIS is an important resource to reunite relatives with victims who are not capable of acting for themselves. The task of notifying the relatives of deceased victims falls to the National Police Force.

When the victims of an aviation accident that occurs in the Netherlands, including the North Sea, include non-Dutch nationals, the Ministry of Foreign Affairs acts as the liaison point for the authorities of other countries such as their Embassies and Consulates in the Netherlands; it does this in collaboration with the National Crisis Centre. The Ministry of Foreign Affairs requests the necessary information from the Dutch crisis organisations concerned. In collaboration and in consultation with the NCC, Foreign Affairs will alert and inform any foreign diplomatic missions involved. The Ministry of Foreign Affairs also serves as the central point for receiving queries from foreign diplomatic missions about, for example, identification, repatriation and
death certificates and passing them on to the relevant Dutch agencies such as the National Police Force and the municipalities.

The Ministry of Foreign Affairs never provides information about possible deceased or severely injured victims of aviation accidents to relatives of Dutch victims directly by telephone. In view of the care that must be devoted to such notifications, the customary procedure when a Dutch national dies abroad is to make personal contact through the family liaison officers of the National Police Force.

Individual relatives can, in principle, request information from any of the organisations involved. For accidents in the Netherlands, including the North Sea, the organisations involved agree explicitly - under the direction of the municipality or security region - on what information is available and who can best notify the relatives on that subject. In the case of accidents outside the Netherlands, this explicit agreement is made in the verification team under the direction of ICCb/MCCb.

7. Care and shelter

In the event of an aviation accident in the Netherlands, including the North Sea, the airline or facilitator has a statutory obligation to receive and take care of relatives. In the context of its duty of civic care, the municipality/security region is responsible for the initial reception of victims and the relatives of victims who are not capable of acting for themselves. If necessary, the regional medical assistance organisation (GHOR) will quickly arrange psychosocial care for victims and/or relatives at the airport or the reception site. This also applies after the landing of victims from accidents that occur over the North Sea.

In the case of an accident outside the Netherlands, the responsibility for receiving victims after their arrival in the Netherlands passes to the Ministry of V&J in collaboration with the municipality/security region and the Airline. In operational terms, the Ministry of Foreign Affairs works closely with other parties in the Netherlands such as the National Operational Coordination Centre (for the arrangement of reception facilities in the Netherlands, notification of municipal mayors, etc.).

8. Investigation

*Criminal investigation*

The Public Prosecution Service is responsible for investigating criminal offences and prosecuting suspects. Criminal investigations into aviation accidents fall under the responsibility of the national public prosecutor for aviation matters at the District Court of Noord-Holland in Haarlem. When the aviation accident is or appears to be the result of a terrorist attack, the National Public Prosecutor's Office takes charge. The criminal investigation into aviation accidents is carried out by the Aviation Department of the Central Unit of the National Police Force. The National Police Force works under instructions from the Public Prosecution Service and is responsible for the examination of evidence at the scene of the accident. In the case of an aviation accident, this work is carried out by the National Forensic Investigation Team (NTFO). In accordance with the instructions issued by the Board of Procurators General on coordination between the Dutch Safety Board and the Public Prosecution Service, agreements about the structure of both investigations are made between the Public Prosecutor assigned to the case and the responsible representative of the Dutch Safety Board.
Security investigation
The Dutch Safety Board is under a statutory obligation to investigate accidents and serious incidents involving civil aircraft on behalf of central government. That task consists of establishing the causes, or probable causes, and the extent of the consequences of those causes, and the submission of recommendations aimed at preventing such accidents or limiting their consequences. The Dutch Safety Board investigates accidents in Aruba, Curacao en Sint Maarten at the request of those countries; the obligations ensuing from the International Civil Aviation Organization’s annex 13 are then decisive.

When necessary, the Human Environment & Transport Inspectorate (ILT) provides expertise to the Dutch Safety Board and arrangements are then made about the investigations to be carried out by the Inspectorate. At the request of the minister(s), the Inspectorate carries out investigations which require its specific expertise. Such investigations are aimed at generating specific knowledge or information. If, in the course of such an investigation, the Inspectorate encounters possible transgressions or criminal offences, this can lead to supervisory or investigative measures. Other agencies, such as government inspectorates, can also carry out an investigation into the accident.

9. Aftermath (aftercare and recovery)

In the case of an aviation accident in the Netherlands, the site of the incident will be released in consultation with the municipal mayor or the chairman of the security region. KMar and/or the National Police Force are also consulted, in connection with possible 'crime scene' and other investigative actions. In the North Sea, the site is released by the Coastguard in consultation with the other services involved. The manner in which the aircraft is to be recovered from the North Sea will be determined in consultation with the Directorate-General for Public Works and Water Management for Sea and Delta (RWS ZD) and the Ministry of I&M. If necessary, various specialised companies will be engaged for the salvage, removal of hazardous substances, scrapping or repair work. The regional crisis organisation will be wound up, and any remaining active processes can be coordinated and dealt with by the parties concerned in an ad hoc project organisation.

The aftermath of an accident covers numerous recovery and aftercare activities; the throughput time of these activities can range for days or weeks to months or even years. Experience has shown that this can include: arranging a temporary or permanent memorial, commemorative gathering, information meeting for victims/relatives or local citizens and medical and social assistance providers, psychosocial assistance, accompanying visitors at the site of the accident, repatriation, health checks, societal debate, follow-up in press and media, providing and managing information, contact government - airline - victims, evaluations and investigations and their outcomes, settlement of claims for compensation or damage, liability, repairs, enclosure and release of the accident site, taking measurements and samples, environmental effects and decontamination of ground, salvage work, getting business processes back to normal, collecting wreckage and freight, dealing with, and coordinating, the effects and consequences of - or arising from - the aviation accident.

In the context of dealing with the aftermath of an accident in the Netherlands, the LOCC can offer assistance and support to a security region or to an individual municipality. When an aviation accident occurs outside the Netherlands, the LOCC can be given an operational coordinating role in a number of aspects during the aftermath, such as meetings for relatives, repatriation, etc. If necessary, a decision can be taken at national level for ICCb/MCCb to institute an aftermath project team.
The organisations and agencies involved must themselves bear the costs that ensue from extra assistance during a crisis in the aftermath period. Decisions about financial consequences are taken in the customary decision-making bodies.
### Chapter 4 Governance dilemmas and key decisions, including competent bodies

The table below sets out an overview of the major dilemmas and key decisions, which parties are involved and who makes the final decision (competent body). This overview is indicative only, so that it can be customised to suit any scenario and any situation.

<table>
<thead>
<tr>
<th>Dilemmas/key decisions</th>
<th>Which parties are involved</th>
<th>Who decides (competent body)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closure of airspace and/or airport and/or other infrastructure</td>
<td>LVNL/I&amp;M/munic. (mayor)/Sec.Region/I&amp;M partners/Coastguard</td>
<td>I&amp;M in consultation with ICCb/MCCb and airport</td>
</tr>
<tr>
<td>Temporarily downsize air traffic or not? Assess consequences</td>
<td>Airport/LVNL/Sec.Region/-Municipity</td>
<td>Munic.mayor/airport</td>
</tr>
<tr>
<td>Enforcing public order and safety</td>
<td>Airport, Sec.Region/-Municipality, Nat. Police Force, KMar, PPS, V&amp;J</td>
<td>Munic.mayor/Chief Public Prosecutor/V&amp;J</td>
</tr>
<tr>
<td>Assess terror threat or follow-up</td>
<td>AIVD/Nat. Police Force/KMar/NCTV</td>
<td>NCTV in consultation with ICCb/MCCb</td>
</tr>
<tr>
<td>Activate SIS</td>
<td>Municipality/Sec.region/-Coastguard</td>
<td>Municipality/Sec.Region</td>
</tr>
<tr>
<td>Establish verification process (in NL)</td>
<td>Sec.Region/Munic. in collab. with airline/V&amp;J</td>
<td>Sec. Region in collab. with ICCb/MCCb</td>
</tr>
<tr>
<td>Activate and establish verification team (outside NL)</td>
<td>Foreign Aff./Nat. Crisis Centre/Sec. Region</td>
<td>ICCb/MCCb</td>
</tr>
<tr>
<td>Validation and publication of passenger manifest (in NL)</td>
<td>Airline/Sec.Region/-Coastguard</td>
<td>Sec. Region/Munic. in collab. with ICCb/MCCb</td>
</tr>
<tr>
<td>Validation and publication of passenger manifest (outside NL)</td>
<td>Min. Foreign Affairs</td>
<td>Foreign Aff. in collab. with Airline, under direction of ICCb/MCCb</td>
</tr>
<tr>
<td>Validation and publication of list of victims (in NL)</td>
<td>LTFO</td>
<td>Sec.Region in collab. with Airline</td>
</tr>
<tr>
<td>Validation and publication of list of victims (outside NL)</td>
<td>LTFO</td>
<td>Foreign Aff. in collab. with Airline, under direction of ICCb/MCCb</td>
</tr>
<tr>
<td>Verification and publication of list of identified victims (in NL)</td>
<td>LTFO</td>
<td>Sec.Region/Munic. in collab. with Airline</td>
</tr>
<tr>
<td>Verification and publication of list of identified victims (outside NL)</td>
<td>LTFO under direction of ICCb/MCCb</td>
<td>Foreign Aff. in collab. with Airline, under direction of ICCb/MCCb</td>
</tr>
<tr>
<td>Notify relatives (in NL)</td>
<td>Munic./Sec.Region Nat. Police Force (in the case of deceased victims)</td>
<td>Sec.Region/Munic. in collab. with Airline</td>
</tr>
<tr>
<td>Notify relatives (outside NL)</td>
<td>Foreign Aff./National Crisis Centre</td>
<td>Foreign Aff. in collab. with Airline</td>
</tr>
<tr>
<td>Capacity scarcity</td>
<td>Sec.Region/LOCC</td>
<td>ICCb/MCCb</td>
</tr>
<tr>
<td>Assistance from abroad</td>
<td>Sec.Region/LOCC</td>
<td>ICCb/MCCb</td>
</tr>
<tr>
<td>Deploying Dutch capacity abroad</td>
<td>Sec.Region/LOCC/Foreign Aff./Nat. Police Force (LTFO)</td>
<td>Ministry concerned/ICCb/MCCb</td>
</tr>
<tr>
<td>Description</td>
<td>Responsible Entities</td>
<td>Responsible Entity or Group</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Liaison officers to the region, scenarios 1 and 2</td>
<td>Nat. Crisis Centre, Foreign Aff., I&amp;M, Coastguard, RWS, NCTV</td>
<td>Sec.Region</td>
</tr>
<tr>
<td>Leadership and coordination of scenarios 1 and 2 if region and central government are both scaled up</td>
<td>Nat. Crisis Centre, ICCb, MCCb, NKC</td>
<td>Sec.Region</td>
</tr>
<tr>
<td>Leadership and coordination of scenarios 3 and 4 if region and central government are both scaled up</td>
<td>Sec.Region, Nat. Crisis Centre, NKC, Coastguard</td>
<td>ICCb/MCCb</td>
</tr>
</tbody>
</table>
### Appendix A Legislation and regulations

This appendix contains an overview of the most important international and national legislation and regulations that apply to civil aviation accidents.

The table shows the most relevant documents that correlate to the responsibilities, tasks, jurisdiction, processes, etc., that play a role after an aviation accident has occurred. These documents also, of course, have an influence on the phase in which partners prepare themselves for their tasks in the 'warm' phase. The table shows legislation and regulations that is in force internationally and/or at a national level. In addition, various informative and advisory documents have been included; these may be binding or non-binding, and their scope may be international or solely national. The ICAO Annexes contain binding (the Standards) and non-binding regulations (the Recommendations).

A distinction is made in the table between documents that are more applicable to crisis management and documents that focus on aspects such as passenger information.

Subsequently, an explanation of the most important legislation and regulations is given, with a particular focus on the following matters:

- National and international aviation legislation and regulations
- Incident control and the government's planning process
- Consular assistance
- Search and Rescue at sea

The *Administrative Network Chart Crisis Management Civil Aviation* (Netherlands Institute for Safety, IFV, 2016) and the associated overview of jurisdictional authority provide succinct insight into the relevant legislation, including the jurisdiction and crisis partners.
### Legislation and regulations, International

- ICAO Annex 14 Aerodromes (2014)
- Vienna Convention (1968)

### Legislation and regulations, National

- Implementation decision Ministerial Crisis Management Committee 2016
- Regulation for the safe use of airports and other premises (2009)\(^2\)

### Binding documents, National / International

- National Handbook on Crisis Decision-making (2016)
- North Sea Incident Response Plan (2012)

### Non-binding but advisory and informative documents, National / International

- EASA Acceptable Means of Compliance (AMC) and Guidance Material (GM) to Authority, Organisation and Operations Requirements for Aerodromes (2014)
- Guidance on Crisis Management at Airports (2011)
- Administrative Network Chart Crisis Management Civil Aviation (2016)

### Crisis Management aviation accidents

- ICAO Annex 13 Aircraft Accident and Incident Investigation (2010)

### Passenger information aviation accidents and other

- ICAO Doc 9998 Policy on Assistance to Aircraft Accident Victims and their Families (2013)
- ICAO Circular 285-AN/166 Guidance on assistance to aircraft accident victims and their families (2001)

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\(^2\) Only applicable at airports without an EASA certificate.

### National and international aviation legislation and regulations

Nearly all aviation safety regulations come into force in an international context. Dutch regulations stem from European Aviation Safety Agency (EASA) and ICAO standards and recommendations. The Netherlands has undertaken to implement the standards set out in the Chicago Convention. This is largely being done via European Regulations, prepared by EASA. EU Regulations are mostly absorbed directly into the Dutch legal system. European recommendations are implemented through Dutch regulations. The regulations

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for aviation in the Netherlands, besides the directly acting EU Regulations, are set out in the Aviation Act (including the former Act on Aviation) and the underlying rules.

Annex 14 of the ICAO is applicable to airports. ICAO Annex 19 contains standards and recommendations for safety management which the government and aviation companies have to fulfil. Aviation companies in the following sectors have to implement a safety management system: airlines (Annex 6: Operations of Aircraft); air traffic control services, organisations that provide meteorological information or aviation information, emergency and rescue services (Annex 11: Air Traffic Services).

Each airline has a contingency plan.
Each airport has its own contingency plan, in accordance with either EASA or ICAO regulations, which sets out the tasks and responsibilities of the airport operator. The airport operator plays an important role in raising the alarm. In addition, the airport operator must ensure that the airport fire services are proficient and their training is consistent with the airport's fire risk classification. A civil airport and its fire service fall under the responsibility of the airport operator. Military airports and military airports that includes civil use (at present, only Eindhoven) fall under the responsibility of the Ministry of Defence.

In addition, guidelines have also been drawn up by international sector organisations such as International Air Transport Organisation (IATA) and Airports Council International (ACI). Sector parties that are also members of these organisations are expected to implement such guidelines, for example in the domain of Emergency Response, into their own planning process.

EU Regulation No 996/2010 sets criteria for assistance (Article 21) and sanctions (Article 23). Article 21 obliges each Member State to draw up a national emergency plan that relates to assistance for victims of civil aviation accidents and their families. Member States must also ensure that the airlines registered in their territory have an emergency assistance plan. This obligation is enforced by the Minister for Infrastructure & the Environment on the grounds of Article 11.15, subsection b.11. In this context, the Human Environment & Transport Inspectorate monitors compliance with the obligation for airlines to have an emergency plan. The criteria can be found in Appendix B. In particular, psychosocial assistance must be given attention.

In the event of an aviation accident which involves a large number of victims from any Member State, that State must designate a point of contact for the victims and their relatives, indicating where the airline is registered and who is charged with investigating the accident. Countries that have a special interest in the investigation and resolution of the accident may designate experts:
- to visit the site of the accident;
- to have access to information about the progress of the investigation;
- to receive a copy of the final report.

These experts may provide assistance with the identification of the victims and participate in meetings with the survivors from his or her own country.

**Incident control and the government's planning process**

On the basis of the Security Regions Act, the security region draws up a regional crisis plan which includes vital partners (Article 16, Security Regions Act). The crisis plan contains a description of the organisation, the responsibilities, the tasks and the jurisdictions with regard to the measures and facilities relating to disaster control and crisis management in the context of this Act, and also of the agreements that have been made with other parties that might be involved in disaster and crisis control. Article 17 of the Act provides that security regions can be required to draw up disaster control plans for specifically designated airports.
At a national level, the 2016 Decree establishing the Ministerial Committee for Crisis Control and the National Handbook for Crisis Decision-Making are applicable. Both the Decree and the Handbook contain the agreements with regard to the structure, the composition, tasks and methods of the national crisis organisation, including the coordination and collaboration with other public and private partners involved.

Consular assistance
The Vienna Convention on Consular Relations provides a state that sends a diplomatic mission to another state (the sending state) the opportunity to carry out consular functions for the benefit of nationals of the sending state in the state that receives the diplomatic mission from the other state (the receiving state). Consular functions include providing assistance to nationals of the sending state. The Convention entitles Embassies and Consulates of sending states to have unfettered contact with their nationals and to have free access to them. In the event of a crisis or disaster which involves foreign nationals, the Dutch government must notify the Embassies and Consulates of other states that are located in the Netherlands. There is already a procedure for incidents occurring at Schiphol Airport. This procedure describes how the Dutch government will notify the Embassies and Consulates of other countries about any crisis or calamity which involves nationals of those countries. It also describes the procedure for Embassies and Consulates to gain access to their nationals. The Ministry of Foreign Affairs, in collaboration with the National Crisis Centre, plays a central role in this procedure. This 'Schiphol' or 'Embassy procedure' serves as a template for comparable procedures at other locations.

Search and Rescue (SAR) at sea
A number of international Conventions are applicable in the event of an aviation accident in foreign or international waters; these include the internationally recognized United Nations Convention on the Law of the Sea (UNCLOS), the SAR Convention of the International Maritime Organisation (IMO) and the Convention on International Civil Aviation (ICAO). The International Convention on Maritime Search and Rescue, the SAR Convention, provides for a SAR service to be available all over the world. On the grounds of the SAR Convention, all countries have a Rescue Coordination Center (RCC). The Coastguard has been designated as RCC for both maritime and aeronautical operations in the Netherlands sector of the North Sea. The Dutch Coastguard does not operate in foreign or international waters unless it has been officially asked to assist by another RCC. Requests for assistance are processed via the RCC in Den Helder. On the grounds of Article 98 of UNCLOS, all flag states must oblige 'their' vessels to offer assistance to people or other vessels in distress. Coastal states must provide financial or other support to the assisting vessel.

Relevant websites
The legislation and regulations and the binding and non-binding documents mentioned above can be found via the following websites (not all material is available in English):

<table>
<thead>
<tr>
<th>Website</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.easa.eu">www.easa.eu</a></td>
<td>European Aviation Safety Agency</td>
</tr>
<tr>
<td><a href="http://www.icao.int">www.icao.int</a></td>
<td>International Civil Aviation Organization</td>
</tr>
<tr>
<td><a href="http://www.iata.org">www.iata.org</a></td>
<td>International Air Transport Association</td>
</tr>
<tr>
<td><a href="http://www.wetten.overheid.nl">www.wetten.overheid.nl</a></td>
<td>Dutch government website, with search function, for all Dutch legislation and regulations</td>
</tr>
</tbody>
</table>

3 In the context of the National Handbook, crisis control encompasses the coordination of and decision-making on the entirety of measures and provisions put in place by central government in a joint exercise with the public and private partners involved, aimed at creating a coherent approach to a situation whereby national security is or could be at stake or a situation which has or could have a major impact on society. This definition is broader than the definition given in the Security Regions Act. Crisis management, in this context, means upholding public order.

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<table>
<thead>
<tr>
<th>Website</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.rijksoverheid.nl">www.rijksoverheid.nl</a></td>
<td>Website of the central government of the Netherlands</td>
</tr>
<tr>
<td><a href="http://www.noordzeeloket.nl">www.noordzeeloket.nl</a></td>
<td>Website of the central government of the Netherlands with information relating to the North Sea</td>
</tr>
<tr>
<td><a href="http://www.ifv.nl">www.ifv.nl</a></td>
<td>Netherlands Institute for Safety [Instituut Fysieke Veiligheid]</td>
</tr>
</tbody>
</table>
Appendix B - Criteria for assistance plan for airlines in the context of the EU Regulation

The following criteria have been derived from international regulations, requirements or audit programmes. To indicate where the criteria originate from, each will be marked with one or more asterisks:
- ICAO Safety Management Manual: *
- EASA: **
- IOSA: ***

The Emergency Response Plan (ERP) must be relevant and useful to the people who are in service at the time of an accident. It must contain a checklist and quick reference contact details of relevant personnel. It must be reviewed regularly and amended in the event of any change.

An ERP must take account of the following matters.

- **Government policy**
  The ERP must provide for:
  - response to accidents, for example: legislation and regulations for investigations, agreements with local authorities and corporate policy and priorities (* ** **);
  - coordination with other crisis plans of external parties, where necessary (**).

- **Organisation**
  The ERP must outline the intentions of management with regard to responding organisations by:
  - indicating who is assigned to the response teams and specifying who the leaders are (*);
  - defining the roles and responsibilities of personnel assigned to the response teams (*);
  - providing instructions for the establishment of a Crisis Management Centre (CMC) (*);
  - setting up procedures for requests for large volumes of information, especially in the first few days after a civil aviation accident (*);
  - designating a spokesperson for the contacts with regular and social media (*);
  - defining what resources are available for immediate activities (*);
  - designating a manager with appropriate qualities and authority to manage and be responsible for the development, implementation and maintenance of the ERP (*);
  - designating a representative with a view to formal investigations by the Dutch Safety Board (*);
  - providing for sufficient capacity to cope with all incoming telephone conversations. External parties may be used for this purpose;
  - providing for a transition from normal operations to emergency operations (** **) (** **);
  - providing for a transition from emergency operations to normal operations (** **) (** **).

- **Notifications**
  The ERP must specify who in the organisation must be notified in the event of a civil aviation accident, and who is responsible for notifying external parties and with what resources (*).

- **Training and simulation exercises on the basis of the ERP (** **)**
  - Simulation exercises on the basis of the ERP must be held regularly (** **).

- **Crisis Management Centre (CMC)**
  A CMC must be set up at or near the offices of the airline as soon as the activation criteria for that purpose have been met (*). The ERP must indicate whether the following requirements are fulfilled:
  - Distribution of tasks among personnel (* **) (** **).
  - Communication equipment (*).
  - Maintenance of logbooks that are used in the event of accidents (*).

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4 A further explanation of the ERP can be found in:
- appendix 3 of Chapter 5 of the ICAO Safety Management Manual (SMM). See:
- Chapter 4 of th IOSA Standards Manual. See:

Note: these are static references and no allowance has been made for interim amendments.
- Office furniture and requisites (***)
- Relevant documents (emergency response checklists and procedures, manuals governing the activities of private companies operating at the airport, airport emergency plans, contact lists) (**).
- The CMC must be ready for use (**).

**Registration of data**
The ERP must make the following types of information available to investigators from the Dutch Safety Board:
- All relevant information with regard to the registration of the aircraft, personnel involved with the aircraft, the operation and any hazardous substances (***)
- A list of contacts and personnel associated with the civil aviation accident (**).

**Site of the accident**
The ERP must clarify the following matters with regard to the site of the accident:
- Designating a representative of the airline (**).
- Management of surviving victims (**).
- Response to the needs of the families (**).
- Precautions in connection with wreckage (**).
- Handling the mortal remains and personal possessions of the deceased (**).
- Securing of evidence in consultation with the Dutch Safety Board and the Public Prosecutor (**).
- Providing assistance to the Dutch Safety Board in consultation with the Public Prosecutor (**).
- Removal and clearance of wreckage in consultation with the Dutch Safety Board and the Public Prosecutor (**).

**News via regular and social media**
Clear instructions are needed for airline personnel with regard to:
- what information is protected by law (**);
- who is authorised to speak on behalf of the airline at the accident site (**);
- a prepared statement as an immediate reaction for the media (**);
- what information may and may not be released (**);
- the timing and content of the initial statement from the airline (**);
- provisions for regular updates for the media (**).

**Government investigation**
- Guidelines for airline personnel who are in contact with the Dutch Safety Board and the National Police Force (**).

**Psychosocial and other assistance for victims and their families**
The ERP must describe how the organisation will deal with the matter of assistance (psychological and other) for the families of victims. This organisation must cover the following components:
- Travel and accommodation arrangements for a visit to the site of the accident and the surviving victims (**).
- Designation of a programme coordinator who has responsibility for contact between the airline and the victims and their families and for the assistance provided to the victims and their families by or through the airline. The designation of one or more liaisons for each family is mandatory (**).
- Availability of up-to-date information (**).
- Grief resolution (**).
- Immediate financial support for the victims and their families (**).
- Psychological counselling for the victims and their families.
- Commemorative gatherings (**).

**Stress among personnel**
The ERP must provide for the counselling of employees who work in stressful situations (**).

**Evaluation**
The ERP must provide for an evaluation of the use of the ERP and for its amendment on that basis (**).
Where relevant, the ERP must describe the commitment and the size of the organisation and the various calamities to which it must respond; it must also describe what capacity is necessary to assure a reasonable level of assistance.

In summary, the criteria provide an overview of the requirements that must be fulfilled by the plans to provide assistance to the victims of civil aviation accidents and their family members that are drawn up by airlines that have a registered seat in and an operating permit for the Netherlands.

The main elements of these criteria are summarized in the checklist below; the plan drawn up by the airline must take the above points into account.

### Checklist of issues relating to assistance for victims of civil aviation accidents and their family members that must be included in an airline's Emergency Response Plan.

1. The ERP must be relevant and useful to the people who are in service at the time of an accident. It must contain a checklist and quick reference contact details of relevant personnel. It must be reviewed regularly and amended in the event of any change.

2. The ERP must make provisions for contacts with social and other media.

3. The ERP must make provisions for assistance to victims and their family members.

4. The ERP must provide for the setting up and implementation of a coordination centre from which the crisis can be coordinated.

5. The ERP must make provisions for the transition from normal operations to emergency operations and for a return to the normal situation.

6. The ERP must describe which persons are to be notified and what information is to be provided.

7. The ERP must provide clarification about the tasks of the airline at the site of the accident.

8. The ERP must make provisions for simulation exercises to be carried out with qualified personnel on the basis of the plan.

9. The ERP must make provisions for sufficient capacity to cope with all incoming telephone conversations.

The Human Environment & Transport Inspectorate (ILT) is charged with monitoring compliance with the requirement that an airline must have drawn up a plan for providing assistance to victims of a civil aviation accident and their family members, and it will appraise those plans at the moment that the tasks have been embedded in law (see chapter 4).

Airlines from third countries that are active in the Netherlands are also encouraged to draw up such a plan.

**Sanctions for non-compliance with EU Regulation 996/2010**

It is the intention that the law should establish sanctions so that compliance with Articles 21 and 22 of EU Regulation 996/2010 can be enforced. It is the intention that the implementation thereof should be included in the implementation of EU Regulations 390/2013 and 391/2013.

The sanctions will apply only for Articles 20 to 22 of EU Regulation 996/2010, because the other articles of the Regulation do not lend themselves or are already covered in the Safety Investigation Board Kingdom Act [Rijkswet Onderzoeksraad voor Veiligheid].

Non-compliance with Article 21 can consist, for example, of failing to meet the criteria described above. The ILT will be responsible for enforcement.
### Appendix C – Overview of liaison and information points for victims of civil aviation accidents and their family members in the context of the EU Regulation

<table>
<thead>
<tr>
<th>Job title</th>
<th>Task</th>
<th>Set out in</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Airline's liaison and contact point</strong></td>
<td>Notifying victims and relatives, providing support in the practical, emotional, physical and logistic domains</td>
<td>Airline protocols, EU996/2010</td>
</tr>
<tr>
<td><strong>Family liaison officer</strong></td>
<td>- Liaison, under LTFO coordination, for next of kin/relatives with regard to the identification process for deceased victims. &lt;br&gt; - In addition, from Public Prosecution Service, liaison for victims/relatives for any criminal or police investigation.</td>
<td>Victims of disasters are identified in accordance with internationally agreed standards. This can be downloaded from Interpol's website (<a href="http://www.Interpol.org">http://www.Interpol.org</a>)</td>
</tr>
<tr>
<td><strong>Back office clerk SIS</strong></td>
<td>Notify relatives (if known) about whereabouts of injured victims who are not capable of acting for themselves</td>
<td>Guidance to implementation of SIS</td>
</tr>
<tr>
<td><strong>Liaison and information point in municipality</strong></td>
<td>- Primary point of contact for any matters not listed above, such as practical queries, notifying and referring victims and their family members. &lt;br&gt; - In addition, if SIS is not activated, the municipal employee carries out the tasks of a family liaison officers (see above, except for information about deceased or missing family members). &lt;br&gt; - The municipal employee can already be deployed in the emergency phase and also in situations whereby the inter-municipal crisis organisation is not activated.</td>
<td>- Security Regions Act (Art. 18 and 36) within the meaning of the term 'civic care' in the context of disaster control and crisis management in the sense of this Act. &lt;br&gt; - An elaboration of this task will be included in municipal or regional crisis and disaster plans. &lt;br&gt; - The task lies with the municipality; the term ‘team leader relative information and civic care coordinator’ can also be found in some plans.</td>
</tr>
<tr>
<td><strong>Liaison between Min. Foreign Affairs and Embassies/Consulates</strong></td>
<td>Contact point for consular assistance for non-Dutch victims and their family members and the Embassies and Consulates of the countries concerned. The protocol applies to accidents that occur anywhere in the Netherlands.</td>
<td>Embassy Procedure in the event of an incident at Schiphol (2010)</td>
</tr>
<tr>
<td><strong>Case manager Victim Support (optional)</strong></td>
<td>Individual counselling and practical, legal and/or psychological assistance for victims and their family members.</td>
<td>This is set out in protocols drawn up by the municipal health service (GGD) and forms part of the health service.</td>
</tr>
</tbody>
</table>

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**Two standard telephone numbers for contact about victims:**
- **Accident in the Netherlands:** 088 26900000 (SIS relative information)  
- **Accident outside the Netherlands:** + 31 247 247 247 (Ministry of Foreign Affairs’ 24/7 Contact Center)

**Notes to the overview**

- **Airline's liaison and contact point**  
The members of the airline's Special Assistance Team provide victims and their relatives with support in the practical, emotional, physical and logistic domains. They offer referrals, where necessary, to professional healthcare practitioners; they arrange communications between victims and relatives; they arrange transport, accommodation, etc.; they make arrangements...
with regard to the replacement of lost possessions and documents. In carrying out these tasks they work closely with family liaison officers, with the liaison and information points at the municipalities concerned, with liaisons at the Ministry of Foreign Affairs/Embassies/Consulates and case managers from Victim Support Netherlands [Slachtofferhulp Nederland].

- **Family liaison officer**
  The family liaison officer is an executive police officer who, besides the professional skills that he or she has already acquired, has received training in the domain of psychosocial, legal and practical assistance aimed at this specific target group. From his post within the National Police Force, the family liaison officer serves as liaison for the current police investigation but he or she is not actually involved in the investigation itself. He or she receives information from the investigation team leader which he or she can then pass on to the family on behalf of the National Police Force.
  Conversely, information about the family can also be shared with the investigation team through the family liaison officer, but only insofar as it contributes to the investigation. Family liaison officers are also deployed by the National Forensic Investigation Team (LTFO) as liaison for the next of kin and relatives of deceased victims. He or she collects information from relatives that may be relevant and necessary for the identification process (dental records, DNA, fingerprints). In addition, he or she will keep the relatives informed about the progress of the identification process and will inform the relatives once a victim has been positively identified.

- **Victim Information System (SIS)**
  In the Netherlands, the municipalities, the health services and the National Police Force are working together in the context of the SIS project and on the instructions of the Security Regions Council [Veiligheidsraad] to improve the victim information system. Under the umbrella of the SIS project, these parties have made agreements about the notification of relatives about injured victims who are not capable of acting for themselves and about the associated distribution of tasks and communication processes during and after a disaster on Dutch soil.

- **Liaison and information point in municipality**
  This person is a professionally trained municipal employee who, besides the professional skills that he or she has already acquired, has also received training in the domain of psychosocial, legal and practical assistance aimed at this specific target group. This municipal employee is a confidential adviser who can support the people concerned in many ways by both word and deed.

- **Liaison Ministry of Foreign Affairs / Embassy / Consulate**
  This liaison ensures that non-Dutch victims and their family members can get in touch with their Embassies. What the Netherlands does for its own nationals as an EU Member State, the Embassy or the Consulate does for its citizens; this includes providing psychological assistance. A procedure setting out the collaboration between the Embassies and the Dutch government has been drawn up for the aftercare and assistance of non-Dutch victims. This procedure can be applied throughout the Netherlands.

- **Case manager Victim Support Netherlands**
  The case manager from Victim Support Netherlands [Slachtofferhulp Nederland] is a professional counsellor who has been specially trained for this task. Besides the professional skills that he or she has already acquired, he or she has also received training in the domain of psychosocial, legal and practical assistance. Victim Support Netherlands sees itself as an organisation that acts as ‘trusted partner’ in the event of any large-scale transport accident (whereby the Dutch victims often live all over the country or even abroad); as ‘trusted partner' it has access to details of the victims and in such cases can act as account organisation and maintain contacts with victims. Victim Support Netherlands is not an assistance provider that is regulated by law, but it does have the possibility to act as a liaison and information point that provides assistance to victims of civil aviation accidents and their family members.
### Appendix D - List of abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC</td>
<td>Action Centre</td>
</tr>
<tr>
<td>ACI</td>
<td>Airports Council International</td>
</tr>
<tr>
<td>AIVD</td>
<td>General Intelligence and Security Service [<em>Algemene Inlichtingen- en Veiligheidsdienst</em>]</td>
</tr>
<tr>
<td>ANSP</td>
<td>Air Navigation Service Provider</td>
</tr>
<tr>
<td>ANVR</td>
<td>Association of Netherlands Travel Agents [<em>Algemene Nederlandse Vereniging van Reisbureaus</em>]</td>
</tr>
<tr>
<td>AZ</td>
<td>Ministry of General Affairs [<em>Ministerie van Algemene Zaken</em>]</td>
</tr>
<tr>
<td>BT</td>
<td>Policy team [<em>Beleidsteam</em>]</td>
</tr>
<tr>
<td>BZ</td>
<td>Ministry of Foreign Affairs [<em>Ministerie van Buitenlandse Zaken</em>]</td>
</tr>
<tr>
<td>CECC</td>
<td>Corporate Emergency Command Center</td>
</tr>
<tr>
<td>CMC</td>
<td>Crisis Management Centre</td>
</tr>
<tr>
<td>CoPI</td>
<td>Command team Incident Scene [<em>Commando Plaats Incident</em>]</td>
</tr>
<tr>
<td>CTT</td>
<td>Crisis Telephone team (Ministry of Foreign Affairs)</td>
</tr>
<tr>
<td>CVO</td>
<td>Consultative Committee [<em>Commissie van Overleg</em>]</td>
</tr>
<tr>
<td>DCC</td>
<td>Departmental Crisis Management Coordination Centre [<em>Departementaal Coördinatiecentrum Crisisbeheersing</em>]</td>
</tr>
<tr>
<td>EACCC</td>
<td>European Aviation Crisis Coordination Cell</td>
</tr>
<tr>
<td>EASA</td>
<td>European Aviation Safety Agency</td>
</tr>
<tr>
<td>EEZ</td>
<td>Exclusive Economic Zone</td>
</tr>
<tr>
<td>ERP</td>
<td>Emergency Response Plan</td>
</tr>
<tr>
<td>EVPM</td>
<td>Enhanced Verified Passenger Manifest [<em>Geverifieerde pasagierslijst</em>]</td>
</tr>
<tr>
<td>GBT</td>
<td>Municipal Policy Team [<em>Gemeentelijk Beleidsteam</em>]</td>
</tr>
<tr>
<td>GHOR</td>
<td>Regional Medical Assistance Organisation [<em>Geneeskundige Hulpverleningsorganisatie in de Regio</em>]</td>
</tr>
<tr>
<td>GRIP</td>
<td>Coordinated Regional Incident Management Procedure [<em>Gecoördineerde Regionale Incidentbestrijdingsprocedure</em>]</td>
</tr>
<tr>
<td>HID</td>
<td>Chief Engineer and Director (at RWS)</td>
</tr>
<tr>
<td>HovJ</td>
<td>Chief Public Prosecutor [<em>Hoofdofficier van Justitie</em>]</td>
</tr>
<tr>
<td>IAO</td>
<td>Interdepartmental Coordination Committee [<em>Interdepartementaal Afstemningsoverleg</em>]</td>
</tr>
<tr>
<td>IATA</td>
<td>International Air Transport Association</td>
</tr>
<tr>
<td>IBP NZ</td>
<td>North Sea Incident Response Plan [<em>Incident Bestrijdingsplan Noordzee</em>]</td>
</tr>
<tr>
<td>ICAO</td>
<td>International Civil Aviation Organization</td>
</tr>
<tr>
<td>ICCb</td>
<td>Interdepartmental Crisis Management Committee [<em>Interdepartementale Commissie Crisisbeheersing</em>]</td>
</tr>
<tr>
<td>I&amp;M</td>
<td>Ministry of Infrastructure &amp; the Environment [<em>Ministerie van Infrastructuur en Milieu</em>]</td>
</tr>
<tr>
<td>IFV</td>
<td>Netherlands Institute for Safety [<em>Instituut Fysieke Veiligheid</em>]</td>
</tr>
<tr>
<td>IGZ</td>
<td>Healthcare Inspectorate [<em>Inspectie Gezondheidszorg</em>]</td>
</tr>
<tr>
<td>ILT</td>
<td>Human Environment and Transport Inspectorate [<em>Inspectie Leefomgeving en Transport</em>]</td>
</tr>
<tr>
<td>ILT-LV</td>
<td>Human Environment and Transport Inspectorate for Aviation [<em>Inspectie Leefomgeving en Transport-Luchtvaart</em>]</td>
</tr>
<tr>
<td>IMO</td>
<td>International Maritime Organization</td>
</tr>
<tr>
<td>IOCb</td>
<td>Interdepartmental Crisis Management Consultation Committee [<em>Interdepartementaal Overleg Crisisbeheersing</em>]</td>
</tr>
<tr>
<td>IV&amp;J</td>
<td>Inspectorate of Security &amp; Justice [<em>Inspectie Veiligheid en Justitie</em>]</td>
</tr>
<tr>
<td>JRCC</td>
<td>Joint Rescue Coordination Center</td>
</tr>
<tr>
<td>KLM</td>
<td>Royal Dutch Airlines [<em>Koninklijke Luchtvaartmaatschappij</em>]</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Full Name</td>
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<tr>
<td>--------------</td>
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</tr>
<tr>
<td>KMar</td>
<td>Royal Netherlands Military Constabulary [Koninklijke Marechaussee]</td>
</tr>
<tr>
<td>KNRM</td>
<td>Royal Netherlands Sea Rescue Institution [Koninklijke Nederlandse Redding Maatschappij]</td>
</tr>
<tr>
<td>LCMS</td>
<td>National Crisis Management System [Landelijk Crisis Management Systeem]</td>
</tr>
<tr>
<td>LOCC</td>
<td>National Operational Coordination Centre [Landelijk Operationeel Coördinatiecentrum]</td>
</tr>
<tr>
<td>LTFO</td>
<td>National Forensic Investigation Team [Landelijk Team Forensisch Opsporing]</td>
</tr>
<tr>
<td>LVNL</td>
<td>Air Traffic Control the Netherlands [Luchtverkeersleiding Nederland]</td>
</tr>
<tr>
<td>MCCb</td>
<td>Ministerial Crisis Management Committee [Ministeriële Commissie Crisisbeheersing]</td>
</tr>
<tr>
<td>MIK</td>
<td>Maritime Information Centre [Maritiem Informatie Knooppunt]</td>
</tr>
<tr>
<td>NCC</td>
<td>National Crisis Centre [Nationale Crisiscentrum]</td>
</tr>
<tr>
<td>NCP-L</td>
<td>National Crisis Plan Civil Aviation Accidents [Nationaal Crisisplan Luchtaarongevallen Burgerluchtvaart]</td>
</tr>
<tr>
<td>NCTV</td>
<td>National Coordinator for Counterterrorism and Security [Nationale Coördinator Terrorismebestrijding en Veiligheid]</td>
</tr>
<tr>
<td>NKC</td>
<td>National Core Team Crisis Communication [Nationale Kernteam Crisiscommunicatie]</td>
</tr>
<tr>
<td>NP</td>
<td>National Police Force [Nationale Politie]</td>
</tr>
<tr>
<td>OM</td>
<td>Public Prosecution Service [Openbaar Ministerie]</td>
</tr>
<tr>
<td>OT</td>
<td>Operational Team</td>
</tr>
<tr>
<td>OvJ</td>
<td>Public Prosecutor [Officier van Justitie]</td>
</tr>
<tr>
<td>OvV</td>
<td>Dutch Safety Board [Onderzoeksraad voor de Veiligheid]</td>
</tr>
<tr>
<td>PSH</td>
<td>Psychosocial care [Psycho Sociale Hulpverlening]</td>
</tr>
<tr>
<td>RAC</td>
<td>Regional Communication Action Centre [Regionaal Actiecentrum Communicatie]</td>
</tr>
<tr>
<td>RBN</td>
<td>Regional Policy Team North Sea [Regionaal Beleidsteam Noordzee]</td>
</tr>
<tr>
<td>RBT</td>
<td>Regional Policy Team [Regionaal Beleidsteam]</td>
</tr>
<tr>
<td>RCC</td>
<td>Rescue Coordination Center</td>
</tr>
<tr>
<td>RIVM</td>
<td>National Institute for Public Health and the Environment [Rijksinstituut voor Volksgezondheid en Milieuhygiëne]</td>
</tr>
<tr>
<td>ROT</td>
<td>Regional Operational Team</td>
</tr>
<tr>
<td>RVD</td>
<td>Government Information Service [Rijksvoorlichtingsdienst]</td>
</tr>
<tr>
<td>RWS</td>
<td>Directorate-General for Public Works and Water Management [Rijkswaterstaat]</td>
</tr>
<tr>
<td>RWS ZD</td>
<td>Directorate-General for Public Works and Water Management for Sea and Delta [Rijkswaterstaat Zee en Delta]</td>
</tr>
<tr>
<td>SAFA</td>
<td>Safety Assessment of Foreign Aircraft</td>
</tr>
<tr>
<td>SAR</td>
<td>Search And Rescue</td>
</tr>
<tr>
<td>SCOT</td>
<td>Consular Rapid Response Support Team [Snel inzetbaar Consulair Ondersteunend Team]</td>
</tr>
<tr>
<td>SGBO</td>
<td>Large-scale Special Operations Unit [Staf Grootschalig en Bijzonder Optreden]</td>
</tr>
<tr>
<td>SIS</td>
<td>Victim Information System [Slachtoffer Informatie Systematiek]</td>
</tr>
<tr>
<td>TRIP</td>
<td>Travel Information Portal</td>
</tr>
<tr>
<td>VenJ</td>
<td>Ministry of Security &amp; Justice [Ministerie van Veiligheid en Justitie]</td>
</tr>
<tr>
<td>VPM</td>
<td>Verified Passenger Manifest [gevalideerde passagierslijst]</td>
</tr>
<tr>
<td>VR</td>
<td>Security Region [Veiligheidsregio]</td>
</tr>
<tr>
<td>VWS</td>
<td>Ministry of Public Health, Welfare &amp; Sport [Ministerie van Volksgezondheid, Welzijn en Sport]</td>
</tr>
<tr>
<td>Wvr</td>
<td>Security Regions Act [Wet veiligheidsregio’s]</td>
</tr>
</tbody>
</table>
Appendix E - Bibliography

N.B.: All these documents are in Dutch; not all are available in the public domain.

Embassy protocol around Schiphol Airport (NCC, 2015).
Administrative Network Chart Crisis Management Civil Aviation. Chart 19 - Civil aviation (IFV, 2015).
Protocol for the release of names of victims of accidents abroad (NCC, 2012).
Evaluation of the National Crisis Management Organisation MH17 (Research and Documentation Centre WODC/Univ. of Twente, 9 December 2015).
North Sea Incident Response Plan (Directorate-General For Public Works And Water Management Sea and Delta, 2015).
Guidance Release of names of persons missing abroad (draft) (NCC, October 2015).
Investigation report Turkish Airlines (Dutch Safety Board, July 2010).
Appendix F - General provisions

Adoption procedure
The National Crisis Plan was drawn up by a core group of representatives on behalf of the airports, the Security Regions, the Ministries of Infrastructure & the Environment, Foreign Affairs and Security & Justice in collaboration with a consultative group which included representatives of all relevant parties. With the approval of the Cabinet, it was submitted to the Dutch House of Representatives by the Minister for Security & Justice.

Implementation procedure
This Crisis Plan can be used from the moment it is submitted to the House of Representatives. The parties are themselves responsible for ensuring that their working methods are compatible with the National Crisis Plan. The Cabinet assumes that the parties will adjust their plans, if necessary, within twelve months.

Content administration and updating
The NCP-L is administered by the Interdepartmental Crisis Management Consultation Committee (IOCB), The IOCB will determine when updating is necessary. Parties that are not represented in the IOCB can ask a member of the IOCB to initiate an update.

Training and simulation exercises
Organisations that have a role to play in aviation accidents will provide for their own training and simulation exercises. If possible, training and simulation exercises that multiple parties can participate in will also be organised.

Evaluation
Exercises and aviation accidents for which the National Crisis Plan is used can provide learning points and lead to adjustment of the agreements that are set out in this Crisis Plan.