



National Coordinator for Security and
Counterterrorism
Ministry of Justice and Security

National Air Accident Crisis Plan (NCP-L)



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Photography by: ANP (front), Dutch Coast Guard (Chapter 1), Air Traffic Control The Netherlands (Chapter 2), Dutch Government (Chapter 3) and ANP (Chapter 4).

Introduction

Objective

The National Air Accident Crisis Plan (hereinafter referred to as the 'NCP-L') broadly outlines the national principles and cooperation agreements for the joint approach to all civilian and military air accidents occurring in The Netherlands and civilian air accidents involving Dutch victims abroad. This crisis plan is an implementation of the government's commitment in the policy response of 8 December 2015 in response to the report from the Dutch Safety Board (OvV) on Passenger Information MH17. This crisis plan also satisfies EU Regulation 996/2010, which sets out the requirement to have an emergency plan for civilian air accidents at national level.

The NCP-L is intended for all organisations active within the national and regional crisis organisation and for other public and private partners that are involved. In the event of an air accident, multiple parties are assigned tasks, responsibilities and powers. The cohesion between these parties is outlined in the NCP-L in various situations, with the aim of creating a better joint and coordinated approach. The NCP-L is an overarching plan for the individual plans of partners. It does not supersede the existing plans of individual organisations or agreements between organisations, but those plans and agreements should be in line with the NCP-L.

Experience shows that the process of arriving at a national crisis plan itself is already a significant result, partly because it has brought those parties together who will ultimately need to work together in the event of an emergency. This has been the case again.

Scope

This NCP-L relates to civilian and military air traffic. It focuses primarily on accidents involving aircraft with an origin or destination airport in The Netherlands. The plan does not apply to accidents on the Islands of the Caribbean Netherlands, where other agreements are in place.

The NCP-L has been compiled with consideration for air accidents with a major impact for The Netherlands, irrespective of whether the accident occurs in The Netherlands, abroad or over (international) waters. The NCP-L can, however, also be used in the event of other air accidents, including accidents involving Unmanned Aerial Vehicles (UAVs).

Reading guide

- Section 1 contains a description of the four scenarios that are distinguished in the NCP-L.
- Section 2 contains a description of the tasks, responsibilities and powers of the actors involved.
- Section 3 describes the key main processes in the event of an air accident.
- Section 4 contains an overview of the administrative dilemmas and key decisions including the competent authority authorised to make decisions.
- Appendix A contains a description of the relevant international and national legislation.
- Appendices B and C have been added specifically to satisfy the European obligation to have an emergency plan in place.
- Appendices D and E contain a list of abbreviations and a list of references and plans.
- Appendix F contains stipulations on the determination and implementation procedure, management and updating, training exercises and evaluation.



1. Scenarios

A variety of different scenarios can be conceived for air accidents. In this crisis plan, we have opted for four air accident scenarios, which offer insight into the key differences in role distribution between actors. These are dependent on the location of the accident:

1. In The Netherlands, at an airport¹
2. In The Netherlands, outside of an airport
3. In the North Sea
4. Abroad or over international waters²

The Netherlands has one national airport and five airports with national significance in six security regions, in addition to seven military airbases in five security regions. The security regions have compiled a legally required emergency response plan for these airports and airbases. See the overview below.

- 1 We have opted to use the term 'airport' in this document to aid its readability. In a military scenario, the term 'airbase' is used. Wherever airbase is used explicitly, it should be understood to refer specifically to a military airport.
- 2 Scenario 4 does not apply to military air accidents.

Defining characteristics of scenarios

The scenarios have all four characteristics that define the course and development of the accident. These characteristics can, accordingly, have major effects that could lead to a change of (process) responsibilities or powers.

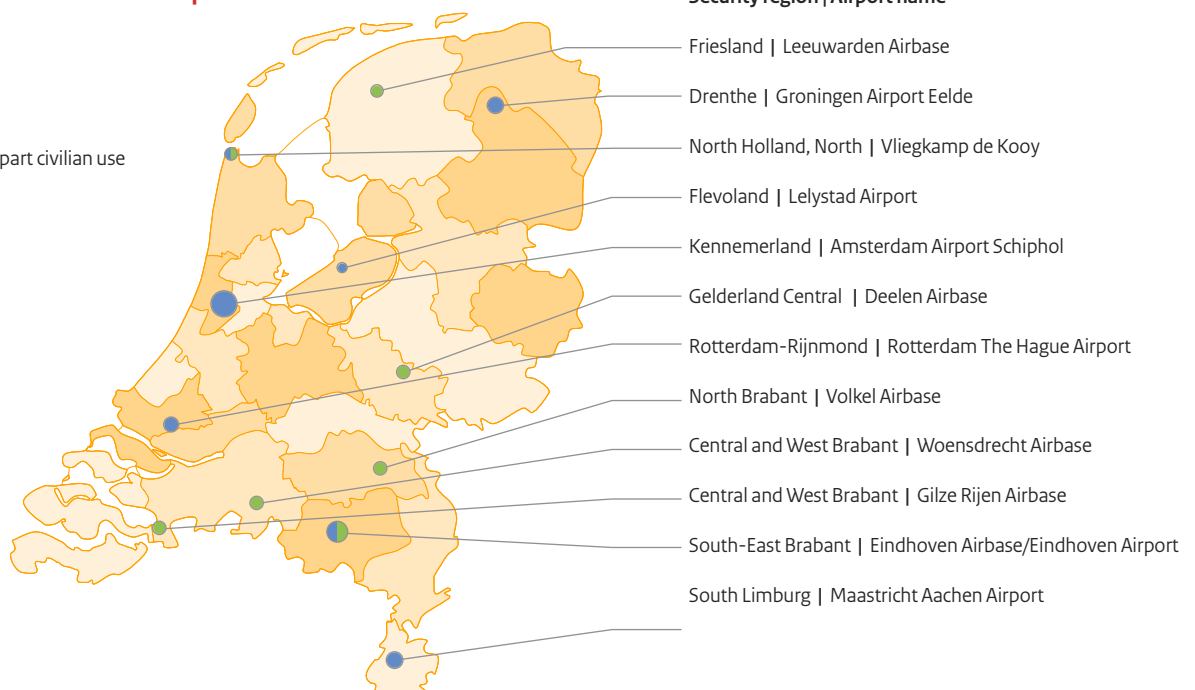
Passengers

- In each scenario, whether or not passengers are on board is relevant.
- In each scenario, the number of Dutch passengers involved is relevant.
- It is likely that foreign-national passengers will be involved in an air accident in The Netherlands.
- There may also be passengers with special status (government, heads of state, diplomats, Royal household and other VIPs). In the event of an accident involving a Dutch government aircraft, the Ministry of Infrastructure and Watermanagement (IenW) will always be involved.

NCP-L airports overview map

Type of airport

- Civilian
- Military
- Military with part civilian use



Cargo

- The cargo (freight) on an aircraft is relevant for the incident response or handling. There is always the possibility that the aircraft is transporting hazardous substances.

Organisations involved

- In the event of an accident involving a Dutch civilian aircraft, the Ministry of IenW, as the Dutch civilian air authority, will always be involved.
- In the event of an accident involving a military aircraft, the Ministry of Defence will always be involved.
- As military aircraft have a particular construction and equipment, these military emergency services have the knowledge, skills, procedures and equipment required and work in close cooperation with civilian emergency services in their response to an incident.
- In each scenario in which the aircraft has a Dutch origin or departure airport, both the airport and the municipality/security region will experience effects that require measures with regard to, inter alia, media attention, mobility, victims, refuge and the care of relatives, use of psychosocial assistance (PSA), provision of information and public order and safety. In the majority of civilian air accidents, Schiphol (and the Kennemerland security region) will also be involved.
- The accident may involve a Dutch airline. Tour operators, freight forwarders or freight owners from The Netherlands, insurance companies and/or the General Dutch Association of Travel Agencies (ANVR) may also be involved. In that case, they will be a relevant and important partner in handling the incident.
- In the event of a military accident, a foreign air force may also be involved. The respective country and its ministries and the Ministry of Defence will then be a relevant and important partner in handling the incident. Coordination with the foreign parties will be carried out through the Ministry of Defence.
- In each of the scenarios, the national crisis organisation (ICCb/MCCb including support) will be activated.
- In the event of a (suspected) terrorist attack, the Public Prosecutors Office (OM) and the National Coordinator for Security and Counterterrorism (NCTV) will always be involved.
- A number of investigations will take place in the event of an air accident, including into the cause and possible criminal aspects. In The Netherlands, the Public Prosecutors Office, the aviation division of the National Police, the Human Environment and Transport Inspectorate (ILT) and other inspectorates, such as the Inspectorate of Justice and Security (IJV), the Health and Youth Care Inspectorate, the Military Healthcare Inspectorate (IMG), the Dutch Safety Board (OvV) and a Committee of Investigation (CvO) of the Ministry of Defence can carry out investigations. Assistance and investigation must be closely coordinated.
- Aviation is divided into a civilian sector, civil aviation, and a non-civilian sector. The civilian sector comprises commercial

aviation and private aviation. Commercial aviation is understood to refer to scheduled and charter services for the transport of passengers and/or freight. Private aviation includes the use of private aircraft for the transport of people and/or freight. Military aviation is part of the non-civilian sector.

Scenario 1

Air accident in The Netherlands, at an airport

This scenario could include a collision between aircraft, an emergency landing, fire in or around the aircraft, a collision with another object or a landing off the runway. In this scenario, all airport and government emergency services will act in accordance with the airport's emergency plan and the government's emergency response and/or crisis plans.

Incident response takes place on a multidisciplinary basis and the regional crisis organisation is set up according to the alert and upscaling. The airport's Action Centre (AC) is intended to support the emergency assistance wherever needed or desired, the continuity of processes at the airport and the restoration of operational processes at the airport. Within the airport grounds, the Royal Netherlands Marechaussee (KMar) is responsible for policing, while the National Police (NP) is responsible for policing outside of the premises. The mayor of the respective municipality and/or the chairman of the respective security region has supreme command of the emergency services and will coordinate incident response on site.

In this scenario, the security region coordinates crisis communication via the Emergency Communication Task Organisation. If necessary, there will also be coordination with the Communication Unit of the National Crisis Centre (NCC) or the National Core Team Crisis Communication (NKC). The security region will organise information management between the different (regional) parties. At national level, the NCC acts as a node of and for the provision of crisis information and crisis communication. The management of information between regional and national level largely takes place via the National Crisis Management System (LCMS).

In the event of an accident in The Netherlands, the municipality and/or security region in which the air accident occurs will be responsible for verifying and publishing the passenger manifest. In addition, the municipality and/or security region will also be responsible for providing refuge to the uninjured, providing refuge to and informing relatives and reuniting victims with relatives. They will do this in collaboration with the airline and/or handler and with the Ministry of Defence if the accident is of a military nature. In the event that there are foreign-national victims, there will be coordination with the Ministry of Foreign Affairs (BZ) for further protocol handling.

The Public Prosecutor (OvJ) is the head of criminal investigation. In The Netherlands, the National Forensic Investigation Team (LTFO) will carry out an investigation at the site of the accident and will be responsible for identifying the victims. The criminal investigation will be carried out by the Aviation division of the National Unit of the National Police, led by the Public Prosecutors Office in Haarlem. In the event that the accident involves a military aircraft, the investigation will be carried out by the Royal Netherlands Marechaussee, whether or not in cooperation with the Aviation division of the National Unit of the National Police. Command of the investigation will then rest with the Public Prosecutors Office in Haarlem, which handles military criminal cases in The Netherlands. The OvV has a legal obligation to investigate, on behalf of the State of The Netherlands, accidents and serious incidents involving civilian aircraft.

Scenario 2

Air accident in The Netherlands, outside of an airport

This scenario could involve the crashing of an aircraft on land, water or buildings. The distribution area could be wide, covering more than one municipality, and there may be cumulative effects. Relatives will contact Dutch airports, in most cases the arrival or departure airport. In the event of an accident in or over a security region without an airport within its service area, it may be sensible to involve security regions that do have an airport for support in the crisis organisation (and principally those security regions in which the arrival or departure airport is located). Security regions with an airport in their service area can arrange assistance and information and provide knowledge and expertise. The Kennemerland security region, Schiphol and, in the event of a military accident, the Ministry of Defence will offer the requisite support.

This scenario is largely comparable with scenario 1. The government's emergency services will act in accordance with the regional crisis plan and, in some cases (largely depending on the location of the accident), supplemented by the airport's emergency services. Incident response will take place on a multidisciplinary basis and the regional crisis organisation will be set up, with additional action centres, according to the alert and upscaling. In the event that the aircraft used or was due to use a departure or arrival airport in The Netherlands, the airport will set up an AC for support.

The mayor of the respective municipality and/or the chairman of the respective security region has supreme command of the emergency services and will coordinate incident response on site. In the event of an air accident on municipal waters, such as the Wadden Sea or IJsselmeer, the chairman of the respective security region has supreme command of the emergency services and will coordinate incident response on site, as set out in the interregional plans. In this case, the Coast Guard will also form part of the regional crisis organisation and will lead the Search and Rescue

(SAR) operation. The Ministry of Infrastructure and Water Management will manage the effects of an incident as necessary. The OvV has a legal obligation to investigate, on behalf of the State of The Netherlands, accidents and serious incidents involving civilian aircraft.

Beyond the periphery of the military airbase, the location of an incident involving military equipment (e.g. a military aircraft) must be considered as a military object. The military aircraft will be guarded by the Ministry of Defence in liaison with the National Police and KMar.

Scenario 3

Air accident in the North Sea

The *North Sea Incident Response Plan* (IBP NZ) sets out the organisation and coordination of incident response at sea. The Coast Guard presides over SAR operations in the Dutch section of the North Sea (the Exclusive Economic Zone, EEZ), beyond one kilometre from the coastline. Within one kilometre of the coastline, the security region is in control. This is the area in which the third and fourth scenarios in the NCP-L may occur. For the purpose of imaging, this is desirable in view of the situation in the North Sea and that the Amsterdam FIR at sea overlaps with the EEZs of the UK, Belgium and Germany.

In the event of a major accident at sea, the Director (HID) of the RWS Sea and Delta (RWS ZD) may decide to upscale the North Sea Regional Policy Team (RBN). Within that, there will be interdepartmental decision-making at tactical/strategic level and coordination of communication. In the event of a decision to upscale the national crisis structure (ICCb/MCCb), the Coast Guard will be invited so that the use of the RBN and ICCb can be properly coordinated.

Potential specific characteristics for this scenario are: large national distribution of victims, relatives, emergency services, etc., cross-security region problems, coordination of North Sea structure and national crisis structure.

In this scenario, the accident location may be difficult to trace as the aircraft is partly or wholly underwater and partly due to the fact that weather conditions may make the aircraft inaccessible. The OvV has a legal obligation to investigate, on behalf of the State of The Netherlands, accidents and serious incidents involving civilian aircraft.

The Coast Guard will determine, in consultation with the (coordinating) security region, where on land, affected persons should be brought according to the nature and location of the incident, whether or not trauma teams should be on site, etc. A port could be a landing site, but also a hospital or airport. Incident plans for, inter alia, the North Sea and Wadden Sea, already include previously mapped landing sites. Designated landing site, further

care for victims such as refuge and medical assistance plus information to relatives will be carried out by the respective security regions. The North Holland North security region is designated as the coordinating security region in the Incident Management Plan North Sea (IPB NZ). Agreements have been made that this security region can support the Coast Guard in terms of capacity in the event of a major incident and can supply an information manager to the Operational Team (OT). The release of the site of the incident in the North Sea will be carried out by the Coast Guard. The coordinating security region will also undertake coordination between different security regions if they are involved in providing refuge to victims. If the aircraft departed an airport in The Netherlands or had a destination airport in The Netherlands, the AC of the respective airports will be activated and upscaled within the regional crisis organisation.

Scenario 4

Air accident abroad or in international waters

In the event of an air accident abroad or in international waters, the authorities and the delegated emergency services of the respective country will have primary responsibility for the approach.

In the event that Dutch citizens are affected by an air accident abroad, the Ministry of BZ will undertake the associated (consular) activities. Through its mission network, the Ministry of BZ has the relevant knowledge and expertise of the international political context, as well as the circumstances and customs in the country in which the accident occurred. One of the consular tasks is to quickly and carefully verify the nationality and identity of Dutch victims in order to inform relatives, which should be done in consultation with the NP. This verification process will be carried out as a team, unless a limited number of Dutch victims means that this is unnecessary. In situations in which the ICCb/MCCb is in charge, the verification team will be part of the national crisis organisation led by the ICCb/MCCb.

An air accident abroad may involve Dutch citizens, a Dutch airport (departure or arrival airport), a Dutch airline, Dutch air traffic control, an aircraft registered in The Netherlands or another relationship with The Netherlands.

In the event that the accident involves a departure or arrival airport in The Netherlands, the own emergency organisation will be activated. The security region in which the Dutch departure or arrival airport is located will activate the regional crisis organisation. Moreover, they will also lend assistance to the national crisis organisation. In that case, the NCC will be the central point of contact.

In the event of an air accident in foreign or international waters, international SAR organisations will be involved. This is governed by international conventions. The Dutch Coast Guard does not operate in foreign or international waters, unless its assistance is requested. The state in which the aircraft crashes is responsible for the investigation. If an aircraft crashes in international waters, the country in which the aircraft is registered is responsible. Other states can lend assistance. The Netherlands will receive access to all available information, including the country of departure, the countries of origin of passengers and the country of the respective airline.

If an aircraft crashes abroad in a country in which there is (armed) conflict or where the political/strategic situation is of such a nature that international conventions will not be or cannot be complied with (such as in Ukraine at the time of the MH17 crash), the ministries of BZ and Defence together with the National Police may carry out tasks at the request of the foreign authorities.

Searching for a missing aircraft

In a densely populated country such as The Netherlands it seems unlikely, but even in The Netherlands, there are areas and/or (weather) conditions in which a crashed aircraft may go unnoticed. An aircraft may disappear from the radar, be 'overdue' or fail to respond to calls from air traffic control. In these cases, the aircraft is considered missing. The Coast Guard is designated as the Aeronautical Rescue and Coordinating Centre. The search for a missing aircraft is a statutory responsibility of the Coast Guard. This includes on land as well as water. The search area is the Amsterdam FIR. The Amsterdam FIR extends over part of the North Sea and the territory of The Netherlands.

In the North Sea and large bodies of water, such as the Wadden Sea and IJsselmeer, the Dutch Coast Guard uses air and sea units. On land, only air units are used, including aeroplanes and helicopters. Other air units (incl. those of the police) that are used fall under the coordination of the Coast Guard during the search operation. In the case of a large-scale search operation involving multiple air units, the Coast Guard will appoint an Aircraft Coordinator (ACO).

If a missing aircraft is located in the North Sea or a large body of water, emergency assistance is also the responsibility of the Coast Guard. On land, this task is the responsibility of the respective security region, which will act in accordance with the four scenarios described.



2. General system description

This section contains a general description of the tasks, responsibilities and authorities of the most important actors involved. In addition, it also contains a general description of the coordinating committees in the region and the coordination and decision-making at national level.

Overview of actors and committees

Actors

- Dutch air traffic control
- Airline or handler
- Airport
- National Police (NP)
- Royal Netherlands Marechaussee (KMar)
- Public Prosecutors Office (OM)
- Municipality/security region, including the fire service, medical assistance organisation in the region (GHOR)
- Coast Guard
- Ministries of Infrastructure and Water Management (IenW), Foreign Affairs (BZ), Defence, Justice and Security (JenV), Health, Welfare and Sport (VWS)
- Intelligence and security services
- Dutch Safety Board (OVV)

Coordinating and decision-making committees

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

Dutch air traffic control

Air space in The Netherlands is divided into different civilian and military areas. Air Traffic Control The Netherlands (LVNL) is responsible for handling air traffic in civilian air space. Air traffic and combat leaders at the Air Operations Control Station Nieuw Milligen (AOCS NM) handle air traffic within military air space and civilian air space. This includes the air space over part of the North Sea. LVNL and AOCS NM work closely with the Maastricht Upper Area Control Centre (MUAC), which is staffed by Eurocontrol on behalf of four countries – Belgium, Germany, Luxembourg and The

Netherlands. MUAC handles air traffic for civilian and military aircraft in the ‘upper airspace’, i.e. altitudes above 24,500 feet or eight kilometres over the Benelux countries and north western Germany.

LVNL is the first to notice if a civilian aircraft encounters problems within Dutch air space. LVNL then alerts the airport and civilian authorities. LVNL also informs the Departmental Coordination Centre of the Ministry of IenW (DCC-IenW) promptly. In the event of unconfirmed reports of an air accident, LVNL can report this to the airport and civilian authorities. In the event of air incidents affecting the operational process of air traffic control or airport, a representative of air traffic control will usually participate in the airport’s AC. LVNL ensures that other air traffic can continue to depart and land safely and will provide support to the emergency services if they wish to make use of runways.

Problems involving military aircraft are usually first noticed by AOCS NM. Their air traffic controllers inform other air traffic control centres and, if applicable, the Coast Guard with a view to rescue operations being commenced. In the event of an accident involving a civilian aircraft abroad, LVNL can obtain information about the course of the flight through Eurocontrol. LVNL can request this information from the Network Manager (Eurocontrol) and share this with airlines. IenW can request this information itself in the event of an air accident, particularly if LVNL is involved.

In the event of an air accident affecting multiple European airports, Eurocontrol can initiate a European crisis consultation – the European Aviation Crisis Coordination Cell (the EACCC). Depending on the situation, the EACCC will comprise participants from states, the Network Manager, the European Commission, air traffic control service providers, airlines, airports and military organisations.

Airline or handler

The airline affected (or the handler on behalf of the airline) or the Ministry of Defence in the event of a military aircraft, will be in possession of a verified passenger manifest. The airline must have this list, containing the best possible information about all persons on board, available within two hours of the accident and present it to the airport's AC. The AC will then forward the list to the Regional Operational Team (ROT) of the security region. The security region will then present the list to the government (NCC). If required, the airline or handler will also present the verified crew manifest and verified cargo manifest to the relevant inspectorates.

In conjunction with the airport, security region, KMar/NP and the airline (or handler), the municipality will provide refuge and handle the reuniting of uninjured victims and family/relatives and take care of the registration of non-self-reliant uninjured victims. For some airports, an agreement is in place that the airline itself will register any self-reliant uninjured victims. The airline or handler will organise accommodation and transport for family and relatives and open a telephone information line from its own call centre. In addition, it will also provide relatives with other relevant telephone numbers such as that of the front office of the Victim Information System (SIS), if it has been activated, in the event of accidents within The Netherlands as well as that of the 24/7 Contact Centre of the Ministry of BZ for relatives of Dutch victims in the event of accidents abroad. Furthermore, it will also provide support to families and survivors based on the plan for assistance (see Appendix B) Working in liaison with the ToC of the security region and the NKC, the airline will also handle press releases and the coordination of information messages and communication via appropriate channels. The airline will lend support to the investigation into the cause and the circumstances.

Airport

The airline is responsible for alerting the internal emergency services in the event of accidents at or close to the airport, informing the government emergency services and activating the airport fire service. If it has been agreed in the emergency response plan, the airport can assist with providing refuge for the emergency services at the staging areas. All of these activities will take place in accordance with the applicable plans of the airport and security regions. The airport will activate the ACs, in which the activities of the various parties at the airport that are involved in the response to the accident are coordinated. The airport is responsible for accommodating and facilitating a 'go team' (in the case of the Ministry of Defence, this is known as a Committee of Investigation (CvO)) of or on behalf of the affected airline, if required. A go team may be sent to the country in which the accident occurred in order to represent the interests of the airline, passengers and family/relatives. In liaison with the airport's Action Centre, space will be chosen, set out and made available for refuge and reuniting or, if desired, as refuge for survivors.

National Police (NP)

Under the competent authority of the Public Prosecutors Office, the North Holland District Public Prosecutor's Office, the Aviation division of the National Unit of the NP is responsible for criminal investigations at the site of the accident. The NP will establish a Large-scale and Special Operations Unit (SGBU) responsible for coordination.

In The Netherlands, the LTFO of the NP will carry out forensic investigation at the site of the accident as part of the criminal investigation, and is responsible for identifying the victims. The LTFO will work with affected (inter) national partners.

In the event of an accident abroad, the LTFO, at the request of the respective country and on behalf of the Ministry of BZ, may be deployed to carry out identification at the site of the accident. In addition, the respective country may also submit a request for legal assistance to request support from the Dutch police in the criminal investigation.

In the event of an accident on water, the LTFO can, by order of the NP or the Ministry of BZ (outside of Dutch territorial waters), play a role in the investigation at the site of the accident and in identification of victims.

Royal Netherlands Marechaussee (KMar)

The KMar is responsible for the criminal investigation at the site of the accident involving a military aircraft. The Aviation division of the National Unit of the National Police will offer support in the event of an accident of this nature. The KMar undertakes policing at the airport, such as surveillance and security, monitoring public order and investigation. Outside of the airport, this is the responsibility of the NP. At the airport, the KMar provides participants to the airport's AC, the Command Place Incident (CoPI), the OT and the Policy Team (BT) in all scenarios in accordance with the crisis plans of the airport and the security region. Where necessary, the KMar will cooperate with the NP in the event of accidents within or outside of the airport premises. Agreements have been made to this effect in the emergency response plans.

Public Prosecutors Office (OM)

The Public Prosecutors Office is responsible for investigating criminal offences and the prosecution of suspects. The Public Prosecutor is in charge of the criminal investigation. Participation in the BT is by the Chief Public Prosecutor (HovJ) in whose district the upscaling takes place (usually the area of the accident, possibly also the area from which the aircraft departed). National leadership of criminal investigations into air accidents is provided by the National Aviation Officer of Justice of the North Holland District Public Prosecutor's Office in Haarlem. This is different if the air accident is a result of a terrorist act (or if there are indications that

it is a result of a terrorist act). In that case, the National Office of the Public Prosecutors Office will lead the investigation. In that case, the Chief Public Prosecutor of the National Office of the Public Prosecutors Office will also join the BT alongside the Chief Public Prosecutor of the respective area. In addition, a case can also lead to an SGBO. If there are criminal law components to the crash, the Public Prosecutors Office may also be involved.

In the event that the air accident involves a military aircraft, then the investigation will be led by the Public Prosecutors Office in Arnhem, where military criminal cases are handled.

Municipalities/security region

In the event of an emergency or a threat thereof, the mayor of the municipality and/or the chairman of the respective security region will have supreme command of the organisations participating in the response and will coordinate incident response on site.

The security region is a partnership between municipalities, focused on fire service response, incident response and crisis management within the sense of the Dutch Security Regions Act (Wvr), citizen care and medical assistance. Together with the regional municipalities and the NP/KMar, the security region forms the core of the crisis organisation at regional level. The Public Prosecutors Office and other partners such as LVNL, NCTV, RWS, the Coast Guard, Defence and airport authorities all form part of the regional crisis organisation. The crisis partners coordinate their measures.

Security regions with an airport prepare for air accidents, including regional risk analyses, plan formation, education and training and exercises. The security region will make agreements with all relevant partners on incident response and effects management. All security regions with an airport must have an emergency response plan.

The key tasks of the services cooperating within the security region in the event of an air accident are:

- Rescuing people and animals
- Acute medical and public health care
- Source and emission control
- Crisis communication
- Verification of passenger data and informing relatives, including using the Victim Information Service (SIS)
- Refuge for and reuniting relatives and victims
- Guiding embassies and consulates
- Organising the restoration and after-phase

In the event that multiple municipalities/regions are involved in the air accident, coordination may rest with the chairman of the security region(s). The mayor/chairman of the security region will invite relevant partners and organisations to participate in meetings of the regional crisis organisations for mutual coordination. In the event of cross-region air accidents, the coordinating security region will ensure coordination with other

security regions and establish an inter-regional crisis structure. Security regions with an airport in the region can provide knowledge and expertise.

In cases where the national crisis structure is upscaled, there will be close coordination on the approach between the local/regional and the national level, if necessary under the management of ICCb/MCCb. Responsibility for implementation of the approach remains at local/regional level.

Coast Guard

The Coast Guard has responsibilities in terms of maritime services (including SAR and maritime assistance) and enforcement (including investigation and enforcement). The Coast Guard will ensure responsible and safe use of the sea and compliance with (inter) national legislation and obligations. The Coast Guard works on behalf of five ministries –Infrastructure and Water Management, Justice and Security, Finance, Economic Affairs and Defence. The Coast Guard partnership comprises the services: RWS Sea & Delta (ZD), NP, Defence (Navy and Air Force), KMar and The Netherlands Food and Consumer Product Safety Authority.

The Coast Guard is in charge of and will coordinate incident response at sea (EEZ), including SAR operations.

For search and rescue at sea, the Coast Guard operates as a combined aeronautical and maritime rescue coordination centre (Joint Rescue Coordination Centre, JRCC). The Coast Guard can receive distress signals and coordinate emergency assistance at sea. During operations at sea, the Coast Guard works in partnership with the Royal Netherlands Sea Rescue Institution (KNRM), rescue brigades, vessels of the RWS and NP as well as Coast Guard aeroplanes and the SAR helicopter. In addition, the Coast Guard also maintains the Maritime Information Exchange (MIK), which acts as a back office (formed by KMar, customs, NP, etc.) to collect all available data in support of the operation and thereby support the crisis partners.

In the event that the incident has an impact on land, the Coast Guard will coordinate its emergency assistance operation with the security region that experiences the most significant effects of the incident. The landing site will be determined in consultation with this security region. This way, the security region can take over responsibility for further processes on land (such as acute medical care, crisis communication, refuge and reuniting relatives and non-self-reliant victims).

In the event that victims of the incident area in the North Sea are transferred directly abroad (including Belgium, Germany and the UK), the Coast Guard will coordinate tasks relating to the organisation of further acute medical care and refuge for victims with the overseas authorities. The Ministry of BZ will be involved in this process as outlined below.

In the event of an upscaling for maritime-related incidents (scenario 3), the Coast Guard may delegate a liaison to the RBN. This also applies to the ROT of the coordinating security region in the national crisis structure.

Ministry of Infrastructure and Water Management (IenW)

The Ministry of Infrastructure and Water Management is, in conjunction with the Minister for Defence, responsible for policy and legislation relating to aviation. The power to enforce the obligation for airlines to have an emergency plan in place under Article 21 of EU Regulation 996/2010, as indicated below under (inter) national aviation legislation, rests with the Minister for Infrastructure and Water Management on the basis of the Dutch Aviation Act.

The Human Environment and Transport Inspectorate (ILT-LV) is responsible for monitoring compliance with aviation legislation. The Inspectorate is largely mandated for this purpose by the Minister for Infrastructure and Water Management. To this end, it has two supervisory instruments at its disposal: licence granting (ex-ante control) and enforcement (ex-post control and inspections). In the event that an incident is reported, the ILT-LV can verify whether information about the aircraft and/or airline is listed in the European Inspections Safety Assessment of Foreign Aircraft (SAFA) database. This information is usually available after one hour. In the event that the aircraft is operated by a Dutch airline, the ILT-LV can also assess the airline's compliance based on the biennial audit results. In addition, the ILT-LV also has a mandate with regard to airspace closures or granting of permission in the event of deviating runway use. This is requested by LVNL.

In addition, at the request of the OvV, the ILT-LV can also assess the flight safety of aircraft after an incident. The ILT-LV has aviation-related (technical) knowledge. Expertise can be requested for OT and CoPI through the Inspector General.

The Departmental Coordination Centre of the Ministry of IenW (DCC-IenW) is responsible for the response to crisis situations within the policy area of the Ministry and coordinates the input of the IenW in interdepartmental crisis consultations. In addition, the DCC-IenW is the 24/7 desk for emergency requests for airspace closures, such as may be required to secure the site of an incident, even if there has not been an aircraft accident. This can be requested by the mayor. The DCC-IenW will forward the request to the ILT-LV and other parties. Air accidents can also affect other IenW sectors, such as rail and road. The DCC-IenW will inform these parties and inventorise the impact in order to form an overall picture. In liaison with the NCC, the IenW can delegate a liaison to a crisis consultation on site. In the event of an accident involving a government aircraft, the DCC-IenW can, in liaison with the Ministry of General Affairs (AZ) and BZ and the NCC, send a

liaison to the crisis consultation of Royal Dutch Airlines (KLM) at tactical/strategic level – the Emergency Command Centre (CECC).

Ministry of Foreign Affairs (BZ)

Accident in The Netherlands

In the event of an air accident in The Netherlands involving foreign-national victims, the Ministry of BZ is the point of contact for foreign authorities, such as embassies and consulates in The Netherlands. The Ministry of BZ will request the requisite information from the Dutch crisis organisations involved. In liaison with the NCC, the Ministry of BZ can proceed to delegate a liaison to the crisis teams of the security region. Working in collaboration and consultation with the NCC, the Ministry of BZ will inform the respective foreign representations. The Ministry of BZ acts as a point of contact or conduit for questions from foreign representations on, for example, (the supply of) foreign aid efforts, identification, repatriation and death certificates.

Accident abroad

In the event of an air accident abroad (potentially) involving a (large) number of Dutch citizens, departmental upscaling may be activated. The Ministry of BZ crisis response on site will be undertaken by the Dutch representation in the respective country, supported if necessary by a Rapid Consular Support Team (SCOT). The ministries of BZ and Defence and the NP may carry out tasks at the request of the foreign authorities. The Ministry of BZ will advise on the international political context and on the circumstances and customs in the country in which the accident occurred.

Determining the nationality and names of affected Dutch citizens

In the event of an air accident abroad, the Minister for BZ has the responsibility of verifying the nationality and names of affected Dutch citizens and of linking those names to relatives. This verification process will be carried out as a team, unless this is unnecessary because of the limited number of Dutch citizens involved. The team will always at least include representatives of the Ministry of BZ, the NCC and the NP (LTFO). The verification team may be expanded to include representatives of other partners (such as the airline and/or handler and/or respective security region). In situations in which the ICCb/MCCb is in charge, the verification team will be part of the national crisis organisation led by the ICCb/MCCb.

Composition of verification team abroad



The authorities in the country in which the accident occurred are responsible for (forensic) identification of victims. The Ministry of BZ may offer Dutch assistance to the respective country. In that case, the Ministry of BZ will coordinate the assistance and give the order to assist to the LTFO. If an accident occurs abroad and the LTFO is not providing assistance on site, the LTFO (in coordination with the Ministry of BZ) will coordinate the collection of data on missing persons (victims resident in The Netherlands) to support the identification process.

The Ministry of BZ is available to relatives 24/7 via the 24/7 Contact Centre, which can be reached on +31(0) 247247247. The Ministry of BZ or family investigators of the NP will communicate with the next of kin in The Netherlands. Family investigators will be deployed and directed by the LTFO. In addition, the Communication Unit of the NCC and/or the NKC will quickly activate the next of kin website (Information and Referral Centre via Victim Support Netherlands) in order to share information with relatives via that channel.

The Minister for BZ is responsible for external communication and the provision of information in the event of an air accident abroad. In the event of an upscaling of the national crisis structure, this will be done with other parties involved, coordinated in the NKC.

If required, the Ministry of Foreign Affairs will support the repatriation of Dutch victims. This is principally the role of parties involved with the emergency centre, which will organise the repatriation. Support comprises, for example, mediation and the issue of *laissez-passers*.

Ministry of Defence

In the event of a military air accident, the Ministry of Defence will always be involved with the source response and rescue, shielding and securing the site of the incident and identification, salvage and registration of military victims.

At the request of and under the control of the competent civilian authority, the Ministry of Defence may also fulfil this role in the event of a non-military air accident within the framework of assistance and military support. The Ministry of Defence is an established partner in the response to emergencies, crises, legal enforcement and humanitarian aid in The Netherlands and works with civilian partners such as the police, fire service, municipalities, medical services and the Public Prosecutors Office.

All security regions have a military adviser, whose role it is to advise the local authority in the preparatory phase and in a crisis situation. The military adviser advises local (emergency) services on requesting resources and expertise from the Ministry of Defence. In addition, the Ministry of Defence has concluded a covenant with those security regions that have a military airbase within their territory, with a view to providing support in the event of an air accident. In addition, Eindhoven Airport also has an agreement with Eindhoven Airbase for shared use of the military infrastructure. Both the airport and airbase have closely aligned operational emergency plans and emergency response plans in place.

In accordance with Article 9 of the Dutch Air Traffic Decree 2014, the Minister for Defence may close parts of the air space, e.g. to shield the location of an incident. In that case, there will be coordination with civilian authorities.

The Ministry of Defence can be reached 24/7 via the Defence Operations Centre (DOC) on +31(0) 703188550.

Ministry of Justice and Security (JenV)

As the coordinating minister, the Minister for JenV is responsible for crisis management policy and the related system and the national crisis organisation. The NCC is an interdepartmental coordination centre, single point of contact for partners in crisis management and a node for administrative information and crisis communication.

The Ministry of JenV (in this case the NCC and/or National Operations Center (LOCC)) can delegate a liaison to the regional crisis organisation and thus create a link between national and regional level. In the North Sea scenario (beyond the one kilometre zone), the Ministry of JenV will send a liaison to the RBN and the landing municipality to participate in the crisis consultations. The Ministry will inform the majors in relation to victims/relatives in their municipalities.

In The Netherlands, the principal responsibility for taking measures in the event of an air accident lies with the affected security region(s). At the request of the affected region, the LOCC can facilitate and support with assistance coordination, information management and operational advice. In the event of a lack of capacity, the LOCC will formulate advice to the Minister/ministers on the distribution of scarce capacity. In addition, the LOCC may also be made responsible for the coordination of certain tasks such as receiving for repatriated victims or the organisation of meetings with relatives.

Ministry of Health, Welfare and Sport (VWS)

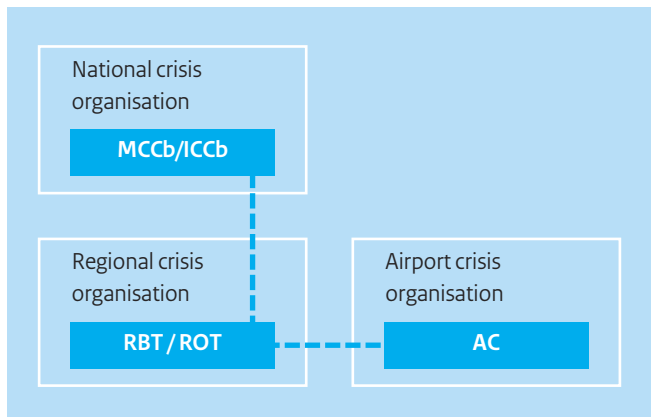
In a situation involving national coordination, the Ministry of VWS is responsible for, inter alia, psychosocial assistance and health screening and has a role in providing refuge to survivors in The Netherlands (advice and information). If the air accident is of a military nature, these tasks are the principal responsibility of the Minister for Defence. In the event of regional coordination of handling, the GHOR, as part of the security region, is responsible

for managing, coordinating and directing the aforementioned tasks. In the event of a military air accident, this will take place in liaison with the Ministry of Defence. The Ministry of VWS can provide support to the region through information and advice from the network of the National Institute for Public Health and the Environment (RIVM). In the event of an air accident over the North Sea, the security region of the respective landing municipality will carry out the tasks. National coordination may be agreed, if required.

Intelligence and security services

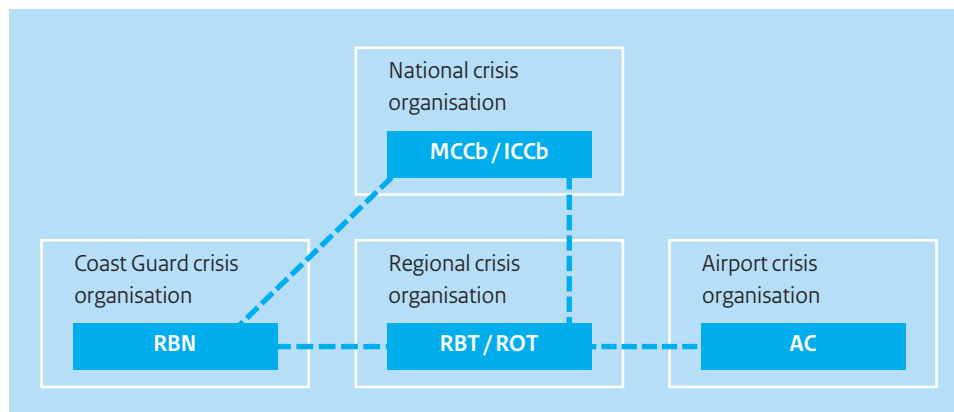
The intelligence and security services play a small role in the response to an air accident. The services can check whether relevant (threat) information exists that other parties should be informed of. They can also support the assessment of whether the incident could have consequences for civil aviation.

Scenario, domestic and abroad



- AC Airport Action Centre
- RBT Regional Policy Team
- ICCb Interdepartmental Committee for Crisis Management
- MCCb Ministerial Committee for Crisis Management
- ROT Regional Operational Team
- RBN North Sea Regional Policy Team

North Sea scenario



Coordinating and decision-making committees in the region

Coordinating committees in the security region are the BT, OT and CoPI. In the event of an air accident, the standard composition of these committees will be supplemented as required in accordance with the crisis plan for the region and the specific plan for the airport, with representatives or liaisons from the airport, the Public Prosecutors Office, the airline, the LVNL, the NCTV and/or the NCC, the Ministry of Foreign Affairs, the Ministry of Defence, RWS, the Coast Guard, other relevant organisations and experts. For further information, see the respective regional emergency response plans.

For composition of the airport Action Centre, please refer to the emergency plans of the respective airport. The standard composition of the respective committees will be supplemented as required by a representative of the NCC and of the respective Ministry/ministries.

Coordination and decision-making at national level

Coordination and decision-making will take place at national level, at senior official level in the Interdepartmental Committee for Crisis Management (ICCb) and at political/administrative level in the Ministerial Committee for Crisis Management (MCCb) in accordance with the National Crisis Decision-Making Handbook. These consultations may be supported by an Interdepartmental Coordination Consultation (IAO). All ministries involved will be represented in these consultations, supplemented as required by representatives of the airline, airport, security regions, other relevant organisations and experts. The IAO can decide to organise specific supporting processes in a multidisciplinary (team) context under the management of the ICCb/MCCb, such as the appointment of a verification team. It may also decide to delegate a liaison from the government to, for example, a coordinating consultation in the region.



3. Main processes

Within the framework of the NCP-L, the following main processes are distinguished:

1. Notification and alerting/upscaling and downscaling
2. Management and coordination
3. Information management
4. Communication
5. Validation and verification of passenger information, identification of victims
6. Informing relatives
7. Refuge for relatives
8. Investigation
9. After-phase

Table: Coordination/management of main processes in each scenario

The following table indicates who is responsible for coordination/management of the aforementioned main processes. This does not mean that other actors are not also responsible. Each party will continue to carry out its own processes where necessary and in accordance with the applicable own (crisis) plans.

Coordination/management of main processes in each scenario

Scenarios	Coordination and management									
	Notification and alerting	Upscaling and downscaling	Management and coordination	Information management	Communication	Validation/verification	Informing relatives	Refuge	Investigation	After-phase (restoration and aftercare)
Scenario 1 In The Netherlands, at airport	SR, if applicable	SR, if applicable	SR, if applicable	VR, in conjunction with government and, if applicable, NCC	SR (ToC) in conjunction with government (NKC) and, if applicable, airline	SR/municipality in conjunction with, if applicable, airline	SR/municipality and, if applicable, airline	SR/municipality and, if applicable, airline	OM/OvV/inspect orates	SR/municipality, if applicable
Scenario 2 In The Netherlands, outside of an airport	SR, if applicable	SR, if applicable	SR, if applicable	VR, in conjunction with government (NCC), if applicable	SR (ToC) in conjunction with government (NKC) and, if applicable, airline	SR/municipality in conjunction with, if applicable, airline	SR/municipality and, if applicable, airline	SR/municipality and, if applicable, airline	OM/OvV/inspect orates, if applicable	SR/municipality, if applicable
Scenario 3 North Sea	Coast Guard, if applicable	IenW/government, if applicable	Coast Guard (North Sea)/SR (land), if applicable	IenW/NCC in conjunction with SR, if applicable	IenW/NKC in conjunction with ToC and airline, if applicable	SR/municipality in conjunction with, if applicable, airline	SR/municipality and, if applicable, airline	SR/municipality and, if applicable, airline	OM/OvV/inspect orates, if applicable	IenW/government in conjunction with SR/municipality, if applicable
Scenario 4 Abroad/international waters	BZ	Government	BZ/government	BZ, in conjunction with government (NCC)	BZ, in conjunction with NKC	BZ, in conjunction with Airline	BZ and airline	SR/municipality and airline	OM/OvV/inspect orates	Government

The process will be carried out in conjunction with the Ministry of Defence, where applicable/relevant

NKC = National Core Team Crisis Communication

Government = general government, e.g. in MCCb/ICCb

ToC = Task Organisation Crisis Communication

1. Notification and alerting/upscaling and downscaling

General information

A notification may be made by air traffic control, a citizen, passenger, company, crisis partner organisation, alarm centre or control room. Each crisis partner, company or organisation is responsible for alerting and (phased) upscaling of its own emergency or crisis organisation.

Agreements have been made in the emergency response and crisis plans of the respective organisations with regard to upscaling and downscaling. The after-phase must be taken into account in good time. All organisations involved will coordinate their (phased) upscaling and downscaling.

Regional scenario 1, 2

The board of the security region will provide a control room at regional level. From there, alerting and upscaling of the general chain (emergency services, regional crisis organisation) will be organised and carried out at regional level on the basis of notification classifications, deployment proposals, the crisis plan, the specific emergency response plan for the airport and protocols. The Ministry of Defence will be represented by a military advisor in the security regions.

Equipment and personnel can be provided by the emergency services on the basis of this classification. By qualifying an incident, the severity can be indicated and thus a potential upscaling determined. The government's emergency services will use the qualifications Coordinated Regional Incident Response Procedure (GRIP) for the multidisciplinary and administrative upscaling.

Regional scenario 3

At national level, the Coast Guard will provide a control room function for the maritime areas (EEZ, territorial sea, Wadden Sea, IJsselmeer, Randmeren, Zeeland and South Holland Streams). After receiving an emergency message, alerting of the Coast Guard units and upscaling to the chain partners/security regions will be organised and carried out on the basis of, inter alia, the crisis plan, emergency response plan and protocols.

For the North Sea, 'phase qualification' will be used in accordance with the IPB NZ. Based on its assessment of the maritime incident and the phase qualification, the Coast Guard can advise the security region in respect of the GRIP qualification that needs to be used.

Consultation between the security region, Ministry of Defence and the Coast Guard will determine which equipment and personnel from both the civilian and military emergency services will be sent to the landing sites.

In this way, the emergency assistance process on water can be linked with the emergency assistance process at the shore.

National

Notification and alerting at national level takes place by the NCC. If necessary, the national crisis organisation will be upscaled. The various ministries, including AZ, BZ, IenW and JenV, will meet at DG level in the ICCb and at political/administrative level in the MCCb. The decision-making process can be prepared and supported through the IAO. For further information, see the National Crisis Decision-Making Handbook. In the event of an accident involving a military aircraft, the Ministry of Defence will link with these crisis organisations at both national and regional level.

In the event of an incident involving a government aircraft or an aircraft chartered by or in use by the Royal household or government, alerting and upscaling will be carried out through the IenW, if applicable, in cooperation with the Ministry of Defence. The flight coordinator at the IenW coordinates flights of members of the Royal household and members of the government. The DCC-IenW will function as a liaison between the government and KLM and, in consultation with the ministries of AZ and BZ and the NCC, will decide which department should participate in the crisis consultation at KLM at tactical and strategic level, the CECC.

In scenario 3, in addition to the national upscaling structure outlined above, the upscaling structure for the North Sea (IBP NZ) will also take place. There will be a mutual exchange of information between the Coast Guard Upscaling Team and the ROT of the coordinating security region between both upscaling structures. The Regional Policy Team (R BT) will inform the ICCb/MCCb. The strategic link between both upscaling instructions will take place at this level.

In the event of an upscaling for maritime-related incidents (scenario 3), the Coast Guard may delegate a liaison to the RB N. This also applies to the ROT of the coordinating security region in the national crisis structure.

2. Management and coordination

Scenario 1, 2, 4

The GRIP qualification governs upscaling of management and coordination at operational level at the site of the incident and at operational and administrative level within the security region and municipality/municipalities. Management and coordination of the regional crisis organisation will be organised and established by the security region. Coordination will be organised with relevant partners and organisations. The mayor or chairman of the security region has supreme command of the emergency services in the event of an emergency or serious concern about the occurrence of an emergency.

At government level, the MCCb is responsible for coordination and decision-making over the totality of the measures to be taken and provisions to be put in place. The MCCb will be supported and advised by, inter alia, the ICCb and the IAO. The NCC will provide a national overview to support the administrative decisions. In the event of an accident involving a military aircraft, the Ministry of Defence will link with these crisis organisations at both national and regional level.

Scenario 3

In the event of an incident in the North Sea, management and coordination at operational level are the responsibility of the Coast Guard, with political responsibility resting with the IenW (IBP NZ). With regard to the effects of the incident, there will be close coordination between the RBN (IenW), DCC and the (control room and ROT of the) security region. Here too, in the event of a military air accident, the Ministry of Defence will link up with the crisis organisations at both national and regional level.

In the event that the incident has an impact on land, the Coast Guard will coordinate its emergency assistance operation with the security region that experiences the most significant effects of the incident. The landing site will be determined in consultation with this security region. This way, the respective security region can take over responsibility for processes on land (such as acute medical care, crisis communication, refuge for and reunifying relatives and non-self-reliant victims).

In the event that victims of the incident area in the North Sea are transferred directly abroad (including Belgium, Germany and the UK), the Coast Guards will coordinate tasks relating to the organisation of further acute medical care and refuge for victims with the overseas authorities. The BZ will be involved in this process as outlined above.

3. Information management

Regional

The security region is responsible for the provision of information between the various parties in the network. The provision of information is largely organised net-centrally using the LCMS, so that the coordination teams linked to LCMS (CoPI, OT/ROT, Municipal Policy Team (GBT)/RBT, the Coast Guard centre, ToC and the control room) can input their information and create a shared overview of the situation. The security region will ensure an overall regional overview of all parties, dissemination of available information and the prompt provision of information to all partners involved. In the event of an accident involving a military aircraft, this will take place in consultation with the Ministry of Defence.

Scenario 3

The Coast Guard centre will provide chain partners with information about the source response and the effects by means of the LCMS, situation reports or by telephone. It is, therefore, responsible for carefully and adequately formulating a picture of the incident area and for mapping the effects for chain partners. The liaison (information manager) of the North Holland North security region will support the Operational Team of the Coast Guard in the exchange of information between the Coast Guard and the respective security region. Here too, this will take place in consultation with the Ministry of Defence in the event that the accident involves a military aircraft.

National

Information management between national and regional level will largely be handled via the LCMS. The government will be involved in information management via the NCC and along the lines of organisations directly involved in sub-topics. The NCC acts as a node of and for the provision of administrative information and crisis communication. Within the national crisis structure, representatives of the relevant partners take part in the various crisis committees so that information, knowledge and requests for information are ensured between the national crisis structure and partners. To support the need for information, the IAO may decide to organise the information management process in a specific multidisciplinary (team) context. Here too, this will take place in consultation with the Ministry of Defence in the event that the accident involves a military aircraft.

4. Communication

Regional

Regional crisis communication process teams have been set up in each security region, from where the information and an action perspective as presented/committed to in the multi-crisis teams CoPI, ROT and, if applicable, OT can be collected, distributed and disseminated. Each security region has a Task Organisation Crisis Communication to support the OT and BT. This task organisation will be responsible for informing the press and public and for ensuring that the relevant target groups are informed of the situation as promptly as possible. The task organisation will work and coordinate its crisis communication with other partners, including the airport and airline or handler which may have a seat in the task organisation. In the event of an accident involving a military aircraft, communication will take place in consultation with the Ministry of Defence. Companies and organisations also have a responsibility and interest in communicating with their customers.

Scenario 3

The Coast Guard also has an incident officer as part of its operational team. This officer has a supporting role with respect to other partners, including the municipality, province and security region, etc.

National

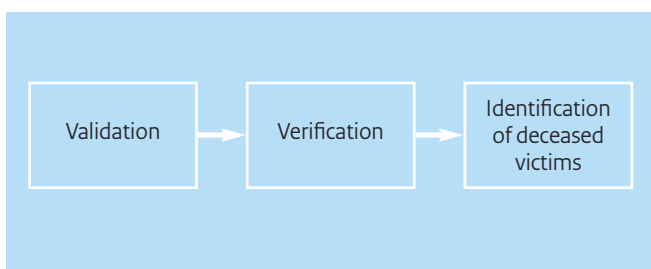
If required, the Communication Unit of the NCC will support the local or regional competent authority and the relevant departmental communication offices with advice, resources and a network of experienced experts. There is the possibility of an exchange of communication liaisons between the government and security region/municipality. Coordination between national and local/regional level will take place by means of the on-site liaison. Once the national crisis organisation has been activated, the NKC will coordinate press and public information from the government. The NKC will advise the crisis committees at government level on the communications strategy that should be followed and the communicative consequences of the decisions taken.

In the event of an incident or accident involving a government aircraft, the Government Information Service (RVD) will maintain contact with the press and, if necessary, establish a call centre. The RVD will maintain contact with KLM independently. In the event that the NKC is upscaled, crisis communication with the press and the public will be coordinated by the NKC.

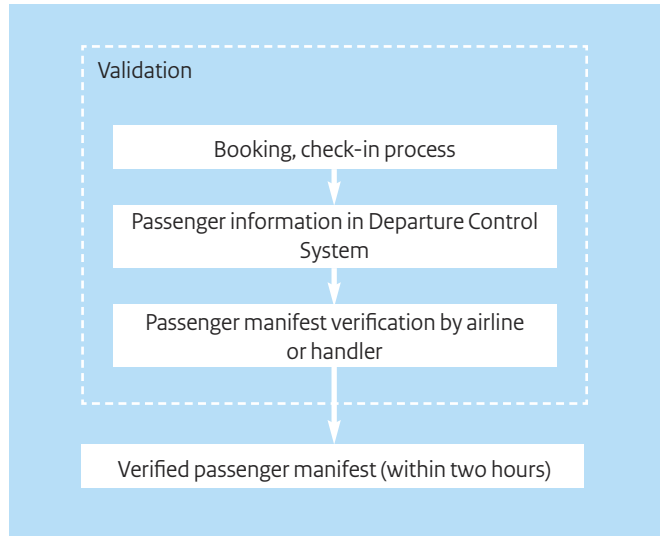
5. Validation and verification of passenger information, identification of victims

The first step in the process of determining who was on board an aircraft is for the airline or Ministry of Defence to verify the passenger manifest. The second step is to supplement the verified passenger manifest with other information about the passenger from different sources in order to build a clear picture of who was on the passenger manifest and/or which persons were actually on the flight. The third step is to determine the status of the actual passengers on board the aircraft. The status of the passengers on the passenger manifest may be one of the following: 1) Uninjured or slightly injured, 2) Injured and hospitalised, 3) Deceased, 4) Missing or 5) Status unknown. A fourth step is to inform relatives of the status of the victim. In the event that the victim is deceased, the LTFO will be responsible for identifying the victim. In the event of an accident involving one or more fatalities involving a military aircraft and defence personnel, the Ministry of Defence will inform the next of kin. This will be done through the National Police if civilians were on board.

Validation and verification



Validation



Verification of the passenger manifest

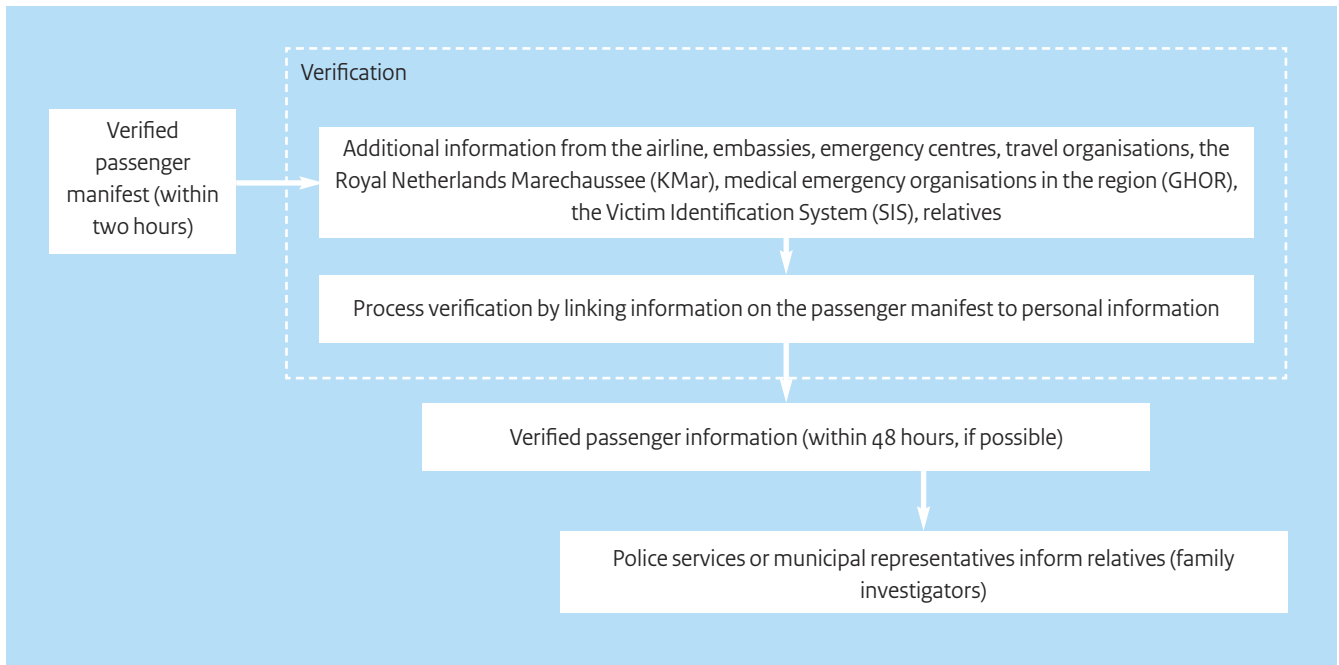
The airline/handler will be in possession of the passenger manifest, and under EU Regulation 996/2010, is obligated to submit a verified passenger manifest (VPM) containing the most accurate information about all individuals on board as quickly as possible, and in any event within two hours³. The airline will send the list to the AC of the departure or arrival airport. The AC will then send the verified passenger manifest to the ROT of the respective security region. In the event that the accident occurred in a different security region, the ROT will send the verified passenger manifest to the ROT of that security region. In the event of an accident abroad, the authorities there may already be in possession of a passenger manifest via the departure or arrival airport in the country. Enquiries may be made through the Ministry of BZ to determine whether or not this is the case. If it is not, the verified passenger manifest in the possession of the ROT of the airport in The Netherlands may, if required, be forwarded on to the overseas authorities. In both situations, the VPM will be made available to the NCC as quickly as possible, partly to ensure the prompt provision of information to mayors.

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 air accident occurred is responsible for verifying the passenger information as part of citizen care. The municipality will do this within the security region and in collaboration with other parties. For the North Sea area, this is the responsibility of the Coast Guard in consultation with the DCC-IenW. Verification in the event of an accident involving a military aircraft will be carried out in collaboration with the Ministry of

³ The deadline of two hours applies to airlines based in EU Member States; this may take longer for airlines from outside of the EU.

Verification



Defence and the civilian authorities. The Ministry of Defence is able to provide information that could be used for verification.

In the event that an accident within The Netherlands necessitates activation of the national crisis structure, execution will be carried out by the municipality and/or security region or the Coast Guard, in all cases in liaison with the ICCb/MCCb. If necessary, the verification process may also be carried out under the management of the ICCb/MCCb.

The passenger manifest provided by the airline will offer limited information, such as the name of the passenger based on the passport used. This information is not sufficient to be able to determine whether a person listed on the passenger manifest was actually on board the aircraft. An enhanced verified passenger manifest (EVPm) will be compiled using all of the information collected. This information will be supplemented under the responsibility of the municipality, including the LTFO, so that passenger information can be further verified. This will be done partly using information from other sources and on the basis of information provided by relatives reporting to one of the authorities. The Travel Information Portal (TRIP) system can also be used to verify the passenger data.

For passengers not resident in or not from The Netherlands, the NCC can, if necessary, provide the passenger manifest to the respective embassies/consulates in The Netherlands. It is essential that all organisations involved with the verification process use their information channels and coordinate the information

received under the management of the municipality and/or security region so that all parties involved can quickly have an overview of the information available. Relatives can be informed if sufficient verified passenger information is available. This still does not mean that it has been established that the respective person was actually on board the aircraft.

The LFTO will then continue with identification of the victims and supply an identification list. This list will then be used to inform next of kin definitively. In the event that a government aircraft is involved, or another aircraft used on behalf of the government, the flight coordinator at the IenW and KLM will have a definitive passenger manifest. He or she will submit this manifest to the DCC-IenW, which will then forward it to the NCC.

In the event of an accident abroad, the verification team under the chairmanship of BZ will be responsible for the process of collecting and verifying passenger information of Dutch citizens on the manifest. For this, the BZ will use a system similar to the SIS. The BZ Contact Centre is available 24/7 from anywhere in the world on +31(0) 247247247. In situations in which ICCb/MCCb is in charge, the verification team will be part of the national crisis organisation.

The aim is for the verified passenger manifest (EVPm) to be available as quickly as possible to enable relatives/next of kin to be informed. The speed at which it can be determined, unequivocally, which person is on the passenger manifest depends on the information available from other sources can vary from passenger

to passenger. For each air accident, there will need to be consideration as to whether or not it is preferable to provide information to the next of kin in the case of passengers whose information has been verified before there is absolute certainty about the information for all passengers on the manifest. The aim will be to inform as many relatives as possible with verified passenger information within 48 hours.

Victim Information System (SIS)

The SIS is a national approach that contributes to rapid contact between or reunifying of relatives and victims in the event of an incident. Municipalities, GHOR and LTFO work together within SIS. In the event of an incident, a relative can call Relative Contact on +31(0) 882690000, which is the telephone number of the SIS front office. The SIS allows information about victims from hospitals to be linked to information from relatives looking for their family, including foreign-national victims and relatives. The SIS can be activated by the municipality. It is limited to non-self-reliant injured victims and is not used for uninjured, missing or deceased victims.

Privacy

The *Handreiking afspraken tussen openbaar bestuur en ziekenhuizen over slachtofferinformatie bij rampen en crises* (2013) is followed for the sharing of personal data and medical data between hospitals. Personal data concerning injured or deceased passengers provided by the hospital must only be used for relative information and aftercare. These data never contain specific medical information about the conditions of individual patients. In the event that no or very little personal data are available, the hospital will forward the physical characteristics of the patient to the GHOR for the purpose of identification. In the event that passengers with a non-Dutch nationality are involved in an accident in The Netherlands, the victim information will be shared with the relevant embassy/consulate, if applicable through the intervention of the BZ and/or the NCC and, if applicable, the Ministry of Defence.

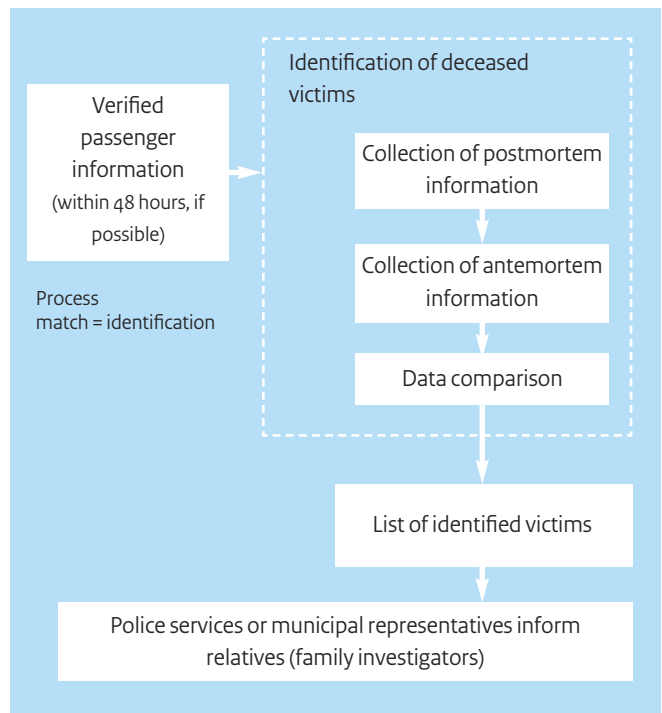
In the event of an accident abroad, the BZ will process personal data within the context of consular assistance in accordance with the Dutch Personal Data Protection Act (Wbp). The Wbp does not apply to deceased Dutch citizens. Notwithstanding this, the BZ will handle all data about deceased persons, both in respect of private individuals and the media, with care. The basis for the processing of personal data by the BZ as part of consular assistance is the Vienna Convention on Consular Relations. The BZ has no control over the conditions that apply to foreign hospitals when it comes to the provision of personal (medical) data. The legislation in place in the respective country applies.

Identification of victims

In The Netherlands, the LTFO of the NP is responsible for the identification of victims in the event of an emergency. The LTFO undertakes to work to internationally established procedures. If possible, victims will be identified on the basis of DNA, dental records and/or fingerprints. To this end, the bodies will be examined and information concerning potentially deceased persons collected from the next of kin. In the event of an air accident abroad, the country in which the accident occurred will be responsible for the identification process. The LTFO will be available to provide support on-site. The collection of data from the next of kin in The Netherlands will be carried out by family investigators with coordination from the LTFO.

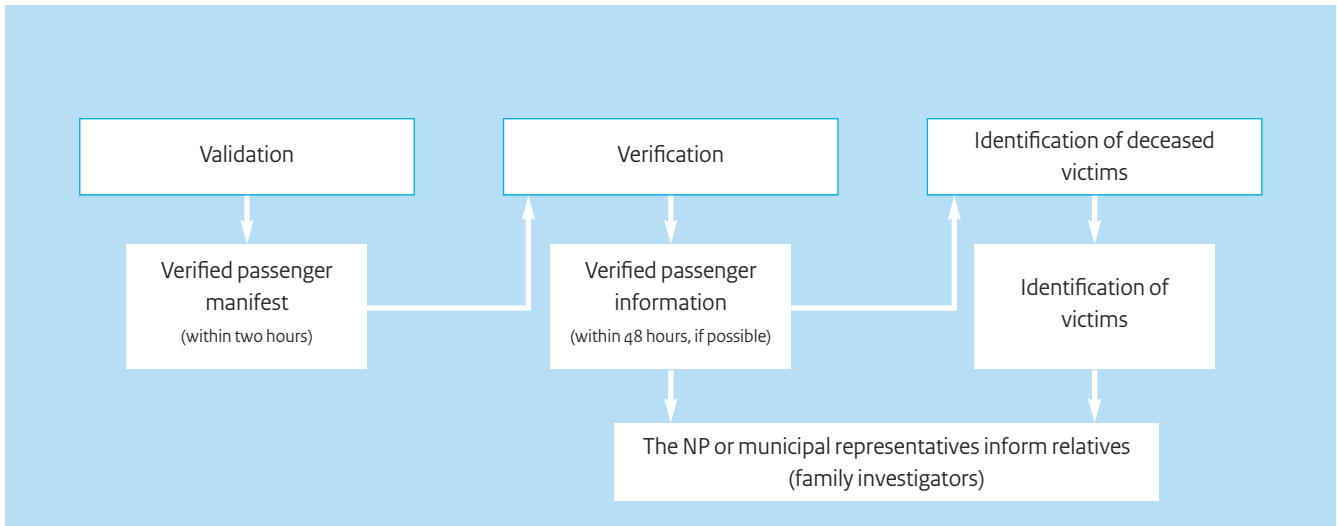
Identification

Identificatie



The process of validation and verification of information on the passenger manifest, the identification of deceased victims and informing relatives has been simplified in the diagram below and detailed at more conceptual level.

Diagram with key steps



6. Informing relatives

In the event of an air accident in The Netherlands, including the North Sea, informing relatives is a legal requirement on the airline or handler. The reuniting of relatives/next of kin with non-self-reliant victims is the responsibility of the security region and municipality in cooperation with the airline or handler. In the event of a (fatal) accident involving a military aircraft and military victims, responsibility for this task rests with the Ministry of Defence. Even if the air accident occurs away from an airport, the airport will usually have the facilities to provide refuge to relatives. They will then be reunited with uninjured passengers or those with only minor injuries. Relatives that have not been reunited with an uninjured victim or victim with only minor injuries will be kept informed of the verification and identification process. In the event of accidents within The Netherlands, the SIS is an important tool in bringing together relatives and non-self-reliant victims. The NP is responsible for informing relatives of deceased victims.

In the event of an air accident in The Netherlands, including the North Sea, involving foreign-national victims, the BZ in conjunction with the NCC will act as the point of contact for foreign authorities, such as embassies and consulates in The Netherlands. Through the NCC, the BZ will request the requisite information from the Dutch crisis organisations involved. Working in collaboration and consultation with the NCC, the Ministry of BZ will inform the respective foreign representations. The BZ will act as a conduit for questions from foreign representatives about, e.g. identification, repatriation and death certificates directed towards Dutch authorities such as the NP and municipalities.

The BZ will never directly inform relatives about potential Dutch fatalities or seriously injured victims of air accidents by telephone. In view of the care that must be exercised when informing

relatives, the usual procedure is for the NP or its family investigators to inform relatives in the event of a Dutch citizen being involved in a fatal accident abroad.

In principle, individual relatives can contact any organisation to obtain information. In the case of accidents in The Netherlands, including the North Sea, the organisations involved, under the management of the municipality and/or the security region, will explicitly agree which information is available and who is best placed to inform relatives. In the event of accidents abroad, explicit coordination will take place within the verification team under the management of the ICCb/MCCb.

7. Refuge

In the event of an air accident in The Netherlands, including the North Sea, providing refuge to relatives is a legal requirement on the airline or handler. Within the context of citizen care, it is the responsibility of the municipality/security region to provide (initial) refuge to victims and relatives with non-self-reliant victims. In the event of an accident involving a military aircraft, this will take place in consultation with the Ministry of Defence. The GHOR has a role to play within this by promptly initiating psychosocial assistance (PSH) to victims and/or next of kin at the airport or refuge location, if necessary. In the event of an accident in the North Sea, this also applies after the victims have landed.

In the event of an accident abroad, the responsibility for providing refuge to victims upon arrival in The Netherlands will be transferred to the JenV in collaboration with the municipality/security region and the airline. The BZ will cooperate operationally with other parties such as the LOCC (e.g. for organising refuge in The Netherlands, informing mayors, etc.).

8. Investigation

Criminal investigation

The Public Prosecutors Office is responsible for investigating criminal offences and the prosecution of suspects. National leadership of criminal investigations into air accidents is provided by the Aviation Officer of Justice of the North Holland District Public Prosecutor's Office in Haarlem. In the event that the air accident is a consequence of or appears to be a consequence of a terrorist act, the National Office of the Public Prosecutors will be in charge. Criminal investigation into air accidents is carried out by the Aviation division of the National Unit of the NP.

In the event of a military air accident, the investigation will be carried out by the Royal Netherlands Marechaussee, whether or not in cooperation with the Aviation division of the National Unit of the National Police. In that case, the investigation will be led by the OM in Arnhem, where military criminal cases are handled. The NP or KMar, on behalf of the OM, will be responsible for the criminal investigation into the accident.

In the event of an air accident, the forensic investigation can be carried out by the LTFO in coordination with the investigation team. In accordance with the coordination instructions of the Dutch Safety Board/Public Prosecutors Office of the Procurators General, agreements will be made between the Public Prosecutor on the case and the representative of the Dutch Safety Board on the organisation of both investigations.

Safety investigation

On behalf of the State of The Netherlands, the Dutch Safety Board has an obligation to investigate accidents and serious incidents involving civilian aircraft, whereby the obligations arising from the International Civil Aviation Organization (ICAO), Annex 13, EU Regulation 996/2010 and the Dutch Safety Board Act are decisive. In the event of military air accidents, the Ministry of Defence will also carry out a safety investigation in consultation with other investigative authorities. This role includes determining the (likely) causes, the scope of their consequences, as well as making recommendations for the prevention of such accidents or limitation of their consequences. For Aruba, Curaçao and Sint Maarten, the Dutch Safety Board will carry out the investigation at the request of the respective country.

Where appropriate, the ILT or the Ministry of Defence in the case of military air accidents will lend expertise to the Dutch Safety Board and agreements will be made concerning the investigations carried out by the inspectorate. At the request of the Minister/ministers, the inspectorate will carry out a thematic investigation, for which its expertise is required. A thematic investigation focuses on generating specific expertise. If the course of the investigation identifies possible violations or criminal offences, it may lead to supervisory or investigative measures.

Other authorities such as government inspectorates may also carry out investigations into the accident.

9. After-phase (aftercare and restoration)

In the event of an air accident in The Netherlands, the location of the incident must be released in coordination with the mayor or chairman of the security region and, if applicable, the Ministry of Defence. This must always be done in consultation with the KMar and/or the NP in conjunction with shielding of the scene and the work of investigative authorities. In the North Sea, release of the location is carried out by the Coast Guard, in consultation with the services. Working with the RWS ZD and IenW, the way in which the aircraft is to be salvaged from the North Sea will be examined. If required, specialist organisations will be called in to carry out salvage, disposal of hazardous substances and dismantling and restoration work. The regional crisis organisation will be wound down and ongoing processes can be accommodated and coordinated by interested actors in an ad-hoc project organisation.

The after-phase involves a large number of restoration and aftercare activities with a short duration of days or weeks or a longer duration of months or years. Experience has shown that these activities might include:

- Establishing a (temporary) memorial site
- A memorial service
- Information meetings for victims/relatives or citizens and assistance personnel
- Psychosocial assistance
- Accompanying visitors to the site of the accident
- Repatriation
- Health investigation
- Social discussion
- The aftermath of media and communication, provision of information and information management
- Contact between the government, airline and victims
- Evaluations and analyses and the results thereof
- Settlement of damages, liability
- Restoration work
- Clearance and release of the accident site
- Recording measurements and samples, environmental impacts/ground remediation, salvage work
- Returning operational processes to normal
- Collection of debris and cargo
- Handling and coordination of the effects and consequences of or as a result of the air accident

Organisations themselves are responsible for any costs arising from additional work in carrying out the plan during a crisis. Decisions on the handling of a crisis (after-phase) and the financial consequences thereof will be taken by the usual committees.

In the event of an air accident in The Netherlands, the LOCC can offer assistance or support to a security region or individual municipality with a view to the after-phase. In the event of an air accident abroad, the LOCC may have an operational/coordinating role in a number of elements of the after-phase, such as relative meetings, repatriations, etc. If required, an after-phase (project) team may be established by the ICCb/MCCb at national level.



4. Dilemmas and key decisions including competent authority

The table below contains an overview of the key dilemmas/key decisions, the parties concerned and who is in charge (competent authority). The overview is indicative and can be tailored for use in individual scenarios and/or situations.

Key dilemmas/key decisions, parties concerned and the competent authority

Dilemmas/key decisions	Which party involved	Who is in charge (competent authority)
Closing the air space	LVNL/IenW/MUAC/Defence/airport	IenW in consultation with the ICCb/MCCb and mayor
Closing the airport and/or other infrastructure	Municipality (mayor)/SR/Defence/IenW partners/airport/Coast Guard	IenW/Defence in consultation with the ICCb/MCCb, mayor and airport
Evaluating consequences of downsizing air traffic, temporarily or otherwise	Airport/LVNL/SR/Defence/municipality	Mayor/airport
Maintaining public order and safety	Airport, SR/municipality, NP, KMar, OM, JenV, Defence	Mayor/Chief Public Prosecutor/Min. JenV/Defence/KMar
Evaluating (continued) terrorist threat	AIVD/NP/KMar/NCTV	NCTV in consultation with the ICCb/MCCb
Activating the SIS	Municipality/SR/Coast Guard	Municipality/SR
Setting up verification process in The Netherlands	SR/municipality in conjunction with airline/JenV/Defence	VR in consultation with the ICCb/MCCb
Activating and setting up verification team abroad	BZ/NCC/SR	ICCb/MCCb
Verification and publication of passenger manifest in The Netherlands	Airline/SR/Coast Guard/Defence	SR/municipality/Defence in conjunction with ICCb/MCCb
Verification and publication of passenger manifest abroad	BZ	BZ, in conjunction with airline/under management of the ICCb/MCCb
Verification and publication of list of victims in The Netherlands	LTFO	SR/municipality in conjunction with airline/Defence

Dilemmas/key decisions	Which party involved	Who is in charge (competent authority)
Verification and publication of list of victims abroad	LTFO	BZ, in conjunction with airline/under management of the ICCb/MCCb
Verification and publication of list of identified passengers in The Netherlands	LTFO	SR/municipality in conjunction with airline/Defence
Verification and publication of list of identified passengers abroad	LTFO/under management of the ICCb/MCCb	BZ, in conjunction with airline/ICCb/MCCb
Informing relatives in The Netherlands	Municipality/SR NP (deceased victims), Defence (defence employees)	SR/municipality in conjunction with Airline/Defence (defence employees)
Informing relatives abroad	BZ/NCC LTFO (deceased victims)	BZ, in conjunction with airline/Defence
Scarcity of capacities	SR/LOCC	ICCb/MCCb
Assistance from abroad	SR/LOCC	ICCb/MCCb
Shifting Dutch capacities abroad	SR/LOCC/BZ/NP (LTFO)	Ministry concerned/ICCb/MCCb
Liaisons in scenario 1 and 2 to the region	NCC, BZ, IenW, Coast Guard, RWS, NCTV, Defence	SR
Management and coordination scenario 1 and 2 if region and government both upscaled	NCC, ICCb, MCCb, NKC, Defence	SR
Management and coordination scenario 3 and 4 if region and government both upscaled	SR, NCC, NKC, Coast Guard, Defence (scenario 3)	ICCb/MCCb

Appendix A:

Legislation and regulations

This appendix contains an overview of the most important international and national legislation and regulations applicable in the case of air accidents.

The table details the most relevant documents that relate to the responsibilities, tasks, authorities, processes, etc. that will play a role if an air accident has occurred. These documents also influence the phase in which partners should prepare for their tasks in the ‘warm’ phase. The table shows the legislation and regulations that are in force at international and/or national level. In addition, they include

different information and advisory documents, which may or may not be binding and have an international or national scope. The ICAO annexes contain binding (‘standards’) and non-binding regulations (‘Recommendations’). The table distinguishes between documents that are more applicable to crisis management and documents that, inter alia, focus on passenger information.

Administrative network chart for crisis management, civil aviation

	Legislation and regulations, international	Legislation and regulations, national	Binding documents, national/international	Non-binding but advisory and informative documents, national/international
Crisis management, aircraft accidents	<ul style="list-style-type: none"> ICAO-Annex 9 Facilitation (2005) ICAO-Annex 14 Aerodromes (2014) Regulation (EU) 2018/1139 of the European Parliament and of the Council of 4 July 2018 EU-Commission Regulation (EU) No 139/2014 of 12 February 2014 laying down requirements and administrative procedures related to aerodromes pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council (2014) Vienna Convention (1968) 	<ul style="list-style-type: none"> Institutional Decree of the Ministerial Committee for Crisis Management 2016 (Strct. 2016.48258) Security Regions Act and Decree (2010) Aviation Act (2014) Air Traffic Decree 2014 Regulation on the safe use of airports and other areas (2009)⁴ Regulation establishing a framework for military aviation safety (Strct. 2016, 46347). 	<ul style="list-style-type: none"> National Crisis Decision-Making Handbook (2016) North Sea Incident Response Plan (2012) National Air Accident Crisis Plan (2017) based on Article 21 and 23 of Regulation 996/2010 of the European Union (2014) 	<ul style="list-style-type: none"> ICAO-Airport Services Manual-Part 1 Rescue and Fire Fighting (2014) ICAO-Airport Services Manual-Part 7 Airport Emergency Planning (1991) EASA-Acceptable Means of Compliance (AMC) and Guidance Material (GM) to Authority, Organisation and Operations Requirements for Aerodromes (2014) Guide to Crisis Management at Airports (2011) Administrative Network Chart for Crisis Management, Civil Aviation (2016)
Passenger information, air accidents and other	<ul style="list-style-type: none"> ICAO-Annex 12 Search & Rescue (2004) ICAO-Annex 13 Aircraft Accident and Incident Investigation (2010) EU-Regulation (EU) No 996/2010 of the European Parliament and of the Council on the investigation and prevention of accidents and incidents in civil aviation and repealing Directive 94/56/EC (2010) 	<ul style="list-style-type: none"> Dutch Safety Board Act Dutch Safety Board National Decree Dutch Safety Board Regulations Dutch Safety Board Decree 		<ul style="list-style-type: none"> 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) IATA-IOSA Standards Manual (2015) ICAO Safety Management Manual (SSM)(2009)

The most important regulations and legislation are then briefly explained with a focus on the following topics.

- (Inter) national regulations and legislation for aviation
- Government incident response and planning
- Consular service
- Search and Rescue at sea

The Administrative Network Chart for Crisis Management, Civil Aviation (Institute for Safety (IFV) 2016) and the associated authorisation diagram provide a concise overview and further insight into relevant legislation including authorities and crisis partners.

National and international regulations and legislation for aviation

Almost all legislation relating to aviation safety exists in an international context. Dutch legislation is based on the 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 done through European legislation, prepared by the EASA. European regulations have a direct effect on the Dutch legal framework. European regulations are transposed in Dutch legislation. In addition to directly applicable European regulations, legislation for aviation in The Netherlands is laid down in the Dutch Aviation Act and its underlying regulations.

Annex 14 of the ICAO applies to airports. ICAO Annex 19 contains standards and recommendations for safety management which the government and aviation companies must adhere to. Aviation companies in the following areas must implement a safety management system: airlines (Annex 6: Operations of Aircraft); air traffic service organisations, organisations providing meteorological or aeronautical information, emergency and rescue services (Annex 11: Air Traffic Services).

All airlines must have an emergency plan. All airports must have their own emergency plan outlining the tasks and responsibilities of the operator, in accordance with EASA and ICAO legislation. The operator has an important role in raising the alarm. The operator must also provide a trained airport fire service that is geared towards the airport's fire risk class. A civilian airport and its fire service are the responsibility of the operator. Military airports and military airports with part civilian use (currently only applies to Eindhoven) fall under the responsibility of the Ministry of Defence.

In addition, international industry organisations such as the International Air Transport Association (IATA) and Airports Council International (ACI) have also compiled guidelines. Industry parties who are members of these organisations are expected to incorporate guidelines into their planning, such as in relation to emergency response.

EU Regulation 996/2010 sets out requirements for assistance (Article 21) and sanctions (Article 23). Article 21 obligates all Member States to draw up a national emergency plan that relates to assistance to victims of accidents in civil aviation, and their family members. Member States must also ensure that all airlines registered within their territory have an emergency plan for assistance. This obligation is enforced by the Minister for IenW on the basis of the Dutch Aviation Act, Article 11.15(b)(11)*. In that respect, the ILT supervises the obligation for airlines to have an emergency plan in place. The criteria can be found in Appendix B. Particular attention should be paid to the information on psychosocial assistance.

A Member State with a large number of victims on board in the event of an air accident must appoint a point of contact for victims and their family members at the location at which the airline is registered and which is responsible for the investigation into the accident. Countries with 'special interests' in the handling of the accident may appoint experts:

- To visit the location of the accident
- To access information about the progress of the investigation
- To receive a copy of the final report

These experts may lend assistance to the identification of victims and participate in meetings with survivors from their respective countries.

In view of the constitutional duty of the armed forces, the civil, legal framework is largely non-binding in the case of military aviation. The Dutch Aviation Act sets out a legal framework specific to military aviation, including the *'Regulation establishing a framework for the military aviation safety'*. This is the legal basis underpinning the Military Aviation System (MAS). The MAS is the totality of the rules, processes and corresponding organisational structures that helps to systematically ensure the safety of military aviation. In civil aviation, the equivalent is the Total Aviation System (TAS). The Military Aviation System is its military counterpart. In addition, this regulation also provides a basis for the Military Aviation Requirements (MLE), which are used within the Ministry of Defence to implement the MAS. The MLE are issued by the D-MLA on behalf of the Minister. The MLE include minimum requirements that apply to the design and operational processes of defence organisations and to aviation products of the Ministry of Defence. The MLE are intended to ensure that Dutch military aviation activities are carried out with an acceptable level of safety.

The ICAO and EASA regulations and legislation do not apply to military aviation in full. The State of The Netherlands has, however, undertaken to operate in accordance with this civilian legislation⁵ as far as reasonably possible (where constitutional military execution of duties permits). In general, this means that military aviation is subject to regulations and legislation that are, to the greatest extent possible, in accordance with the relevant civilian regulations. A proportion of the international legislation based on the ICAO is, as the Dutch Aviation Act has stipulated such, legally

applicable to military aviation. For instance, a large proportion of the (packaging) regulations prescribed by the ICAO for the transport of hazardous substances is also legally prescribed for military aviation.

Government incident response and planning

The security region compiles a regional crisis plan on the basis of the Security Regions Act, in so doing involving vital partners (Article 16 WvR). The crisis plan includes a description of the organisation, responsibilities, tasks and authorities relating to the measures and provisions relating to emergency response and crisis management within the context of this Act, as well as the agreements made with other possible emergency and crisis partners. Article 17 of the Act stipulates that airports may be designated for which the security region will establish an emergency response plan. At national level, the Decree MCCb 2016 and the National Crisis Decision-Making Handbook apply. The Decree and Handbook contain the agreements relating to the structure, design, tasks and working methods of the national crisis organisation including coordination and cooperation with relevant public and private partners⁶.

Consular assistance

The Vienna Convention on Consular Relations allows a state with diplomatic representation to another state (the sending state) to carry out consular activities in the state receiving diplomatic representation from another state (the receiving state) for the benefit of the nationals of the sending state. These consular activities include the provision of assistance to nationals. The Convention gives embassies and consulates of sending states the right to communicate freely with and visit their nationals. The Dutch government must inform foreign embassies and consulates in The Netherlands in the event that a crisis or emergency occurs in which foreign nationals are involved. A procedure has been outlined for the situation of an incident at Schiphol. This procedure describes how the Dutch government will inform foreign embassies and consulates of a crisis or emergency involving foreign nationals. The procedure also outlines how embassies and consulates can gain access to their nationals. The Ministry of BZ, in cooperation with the NCC, has a central role in this procedure. The 'Schiphol' or 'embassy procedure' serves as a model for similar procedures at other locations.

Search and Rescue (SAR) at sea

In the event of an air accident in foreign or international waters, a number of international conventions apply, such as the United Nations Convention on the Law of the Sea (UNCLOS), the SAR Convention of the International Maritime Organization (IMO) and the ICAO Convention. The *International Convention on Maritime Search and Rescue* ensures that an SAR service is available anywhere in the world. Under the SAR Convention, all countries have a *Rescue Coordination Center (RCC)*. For the Dutch part of the North Sea, the Coast Guard has been appointed as the RCC for both maritime and aeronautical operations. The Coast Guard does not operate in foreign or international waters, unless its assistance is requested by another RCC. Requests for assistance are passed through the RCC in Den Helder.

Under the United Nations Convention on the Law of the Sea (UNCLOS, Article 98), flag states must obligate 'their' vessels to provide assistance to people and vessels in distress. Coastal states must (financially) support the assisting vessel.

Relevant websites

The following regulations and legislation as well as (non) binding documents can be found at the following websites:

www.easa.eu	European Aviation Safety Agency
www.icao.int	International Civil Aviation Organization
www.iata.org	International Air Transport Association
www.wetten.overheid.nl	Government website with search function for all Dutch regulations and legislation
www.rijksoverheid.nl	Website of the government of The Netherlands
www.noordzeeloket.nl	Website of the government of The Netherlands with information relating to the North Sea
www.ifv.nl	Institute for Safety

⁴ Applicable only to airports without an EASA certificate.

⁵ Due Regard-principle (https://robinette.com/C-141/due_regard.htm en http://www.skybrary.aero/index.php/Due_Regard and Art. 3d ICAO: <http://wetten.overheid.nl/BWBV0005507/2015-10-25>)

⁶ Within the framework of the National Handbook, crisis management represents coordination and decision-making in respect of the totality of measures and provisions with a view to a coherent approach that the government takes in cooperation with public and private partners involved in a situation in which national security is or may be at risk, or in another situation in which there is or may be a major social impact. This definition is broader than the definition in the Dutch Security Regions Act. Within this context, crisis management represents the upholding of public order.

Appendix B

Airline assistance plan criteria for EU Regulation

The following criteria are derived from international legislation, regulations or audit programmes. One or more asterisks is provided after each of these criteria to indicate their source:

- ICAO Safety Management Manual: *;
- EASA: **;
- IOSA: ***.

The Emergency Response Plan (ERP)⁷ should be relevant and useful to the people deployed at the time of the accident and should include a checklist and quick-reference contact details of relevant personnel. It must be tested at regular intervals and be adjusted in case of changes.

An (ERP) must take the following into account.

Government policy

The ERP must provide for:

- Responses to accidents, e.g. laws and regulations for investigations, agreements with local authorities and operational policies and priorities (*) (***);
- Coordination with other crisis plans of external parties, if necessary (**).

Organisation

The ERP should outline the management's intentions regarding responding organisations by (it):

- Identifying who is assigned to the response teams and specifying who the leader(s) are (*);
- Defining roles and responsibilities for personnel assigned to the response teams (*);
- Providing instructions for setting up a Crisis Management Centre (CMC) (*);
- Establishing procedures for requests for large quantities of information, in particular in the initial days following a civilian air accident (*);
- Appointing a spokesperson to handle (social) media (*);
- Defining the resources available for immediate activities (*);
- Appointing a manager with appropriate qualities and authority to manage and be responsible for the development, implementation and maintenance of the ERP (*);
- Appointing a representative for the purpose of formal enquiries from the OvV (*);
- Providing sufficient capacity to handle all incoming telephone calls. External parties may be used for this purpose;
- Providing for the transition from normal operations to emergency operations (**) (***);
- Providing for the transition from emergency operations to normal operations (**) (***)).

Notifications

The ERP must specify who in the organisation should be notified in the event of a civilian air accident and who should undertake external notifications and how (*).

ERP training and exercises (***)

There should be regular ERP exercises (***)).

⁷ Further clarification and specification of the ERP can be found in

- Appendix 3 of Chapter 5 of the ICAO Safety Management Manual (SMM) See http://www.icao.int/safety/SafetyManagement/Documents/Doc.9859_3rd%20Edition.alltext.en.pdf

- Chapter 4 of the IOSA Standards Manual. See: <https://www.iata.org/whatwedo/safety/audit/iosa/Documents/ISM-9th-Edition-Sept2015.pdf>

Please note that these are static references and do not take into account the possibility of interim changes.

Crisis Management Centre (CMC)

A CMC must be stationed at the airline office if the activation criteria have been met (*). The ERP must indicate whether the following requirements are met:

- Distribution of personnel tasks (*) (***)
- Communication equipment (*)
- Maintenance of logbooks used in the event of accidents (*)
- Office furniture and supplies (*) (***)
- Relevant documents (emergency response checklists and procedures, company manuals, AEPs, contact lists) (*)
- The CMC must be ready for use (***)

Registration of information

The ERP must make the following types of information available to OvV investigators:

- All relevant information relating to the registration of the aircraft, aircraft personnel, operations and hazardous substances (*) (***)
- List of contacts and personnel associated with the civilian air accident (*)

Accident location

The ERP must clarify the following matters in relation to the location of the accident:

- Appointment of a representative of the airline (*)
- Management of survivors (*)
- Response to the needs of the family (*)
- Precautions around the wreckage (*)
- Dealing with the bodies and personal effects of the deceased (*)
- Preservation of evidence in consultation with the OvV and the OvJ (*)
- Assistance to the OvV in consultation with the OvJ (*)
- Removal and disposal of the wreckage in consultation with the OvV and the OvJ (*)

News and (social) media

Clear instructions for airline personnel are needed in relation to:

- What information is protected by law (*)
- Who may speak on behalf of the airline at the location of the accident (*)
- A prepared statement for immediate response to the media (*)
- What information may and may not be disclosed (*)
- The timing and content of the airline's initial statement (*)
- Provisions for regular updates to the media (*)

Government investigation

Guidelines for airline personnel relating to the OvV and the NP (*)

(Psychosocial) assistance to victims and family members

The ERP must outline how the organisation will handle (psychological) assistance to the families of victims. This organisation must cover the following topics:

- Travel and accommodation arrangements for visiting the location of the accident and the survivors (*)
- Appointment of a programme coordinator with responsibility for contact and assistance from or through the airline with/to the victims and their families. The appointment of a contact person for each family is also mandatory (*)
- Availability of up-to-date information (*)
- Grief and mourning (*)
- Immediate financial assistance to the victims and their families (*)
- Psychological assistance for the victims and their families
- Remembrance meetings (*)

Personnel stress

The ERP must provide for support to personnel working in stressful situations (*)

Evaluation

The ERP must provide for the evaluation of the use of the ERP and, therefore, adapt the ERP (*). Where relevant, the ERP will outline the deployment and scope of the organisation and the various emergencies that need to be responded to, as well as an adequate provision of a reasonable level of assistance.

In summary, the formulated criteria provide an overview that plans for assistance to victims of civilian air accidents and their family members by airlines registered on Dutch territory with an operating licence must comply with. The key elements of these criteria are summarised in the checklist below, and taken into account in formulating a plan to be formulated up by an airline.

Checklist of topics to be included in an airline's Emergency Response Plan (ERP) for assistance to victims of civilian air accidents and their family members:

1. The ERP must be relevant and useful to the people deployed at the time of the accident and include a checklist with quick-reference contact details of relevant personnel and tested at regular intervals and updated in the event of changes.
2. The ERP must provide for the handling of (social) media.
3. The ERP must provide for assistance to victims and their family members
4. The ERP must provide for the establishment and implementation of a coordination centre from where the coordination of the crisis can be carried out.
5. The ERP must provide for the transition from normal to emergency operation and recovery.
6. The ERP must outline which persons should be notified and with which information.
7. The ERP must clarify the tasks of the airline at the location of the accident.

8. The ERP must provide for plan exercises with qualified personnel.
9. The ERP must provide for sufficient capacity to handle incoming telephone calls.

The ILT is charged with supervision of the presence of a plan formulated by an airline for assistance to victims of a civilian air accident and their family members and will assess the plans at the time at which the tasks are legally anchored (see Chapter 4).

Airlines from third countries operating in The Netherlands are also encouraged to formulate a plan.

Sanctions for non-compliance with EU Regulation 996/2010

The legislation is intended to set out sanctions to enforce compliance with Article 21 and 22 of EU Regulation 996/2010. It is intended that this implementation will be taken into account in the implementation of Regulation EC 390/2013 and EC 391/2013.

The sanctions will only apply to Articles 20 to 22 of Regulation 996/2010 as the other articles of the Regulation do not lend themselves to this or have already been regulated for in the Dutch Safety Board Act.

Failure to comply with Article 21 may include, for example, a failure to meet the criteria set out above. Enforcement is carried out by the ILT.

Appendix C:

Overview of points of contact and information for victims of civilian air accidents and their family members for the purposes of EU Regulation

Explanation to overview

Contact person at the airline

The Special Assistance Team members of the airline will support victims and their relatives on practical, emotional, physical and logistical issues. If necessary, they will refer the victim(s) to professional care workers, arrange communication between victim(s) and relative(s), arrange transport, accommodation, etc. and make arrangements for the replacement of lost goods and documents. This work will be carried out in close cooperation with family investigators, points of contact and information at the municipality/municipalities, contact persons at BZ/embassies/consulates and case manager(s) at Victim Support Netherlands.

The family investigator

The family investigator is an executive police officer who, in addition to the professional experience that he/she already possesses, has received training in psychosocial, legal and practical services aimed at this specific target group. At the NP, the family investigator is the point of contact for the current police investigation, although he/she is not involved in the investigation himself/herself. He/she receives information from the investigation team leader, which can be shared with the family on behalf of the NP.

Conversely, information about the family will also be shared with the investigation team via the family investigator, insofar as this contributes to the investigation. The family investigator is also deployed by the LTFO as a contact person for relatives of deceased victims. The family investigator will collect relevant information from the next of kin, which may be necessary as part of the

identification process (dental information, DNA, fingerprints). In addition, he/she will inform the next of kin about the progress of the identification process and inform the next of kin in the event of positive identification of a victim.

Victim Information System (SIS)

In The Netherlands, municipalities, the medical emergency services and the NP collaborate within the SIS project and by order of the Security Regions Council on the improvement of the victim information system. These parties have made agreements under the heading 'SIS' about informing relatives of non-self-reliant injured victims and the corresponding distribution of tasks and communication processes during and after an emergency on national territory.

Point of contact and information at the municipality

The officer at the municipality is a professional who, in addition to the professional experience that he/she already possesses, has received internal training in psychosocial, legal and practical services aimed at this specific target group. This officer is a confidant who can advise and assist those affected.

Contact person BZ/embassy/consulate

The contact person ensures that the family members of foreign-national victims come into contact with the embassies. What The Netherlands organises for its citizens as a Member State, the embassy or consulate organises for its own citizens; this includes psychological assistance. A procedure has been formulated for aftercare and assistance to foreign-national victims that outlines cooperation between the embassies and the Dutch government. This procedure can be applied throughout The Netherlands.

Victim Support Netherlands case manager

The Victim Support Netherlands case manager is a professional specially trained for this task. In addition to professional experience, this person has also received training in psychosocial, legal and practical services. Victim Support Netherlands is an organisation that, in the event of large-scale transport accidents (in which Dutch victims are often resident across The Netherlands or

even abroad), is a trusted partner and has access to information about victims and maintains contacts with victims in these situations as an 'account organisation'. Victim Support Netherlands (SHN) is not a legal provider of assistance, but does have the capacity to act as a point of contact and information and can provide assistance to victims of civilian air accidents and their family members.

Overview of points of contact and information

Officer	Task	Laid down in
Contact person at the airline	Informing victims and relatives, providing practical, emotional, physical and logistical support.	Airline protocols, EU996/2010.
Family investigator	<ul style="list-style-type: none"> Under coordination of the LTFO, a point of contact for the next of kin in respect of the process of identification of fatalities. In addition, the OM/NP point of contact for victims/relatives for any criminal (police) investigation. 	Victims of emergencies are identified according to internationally agreed standards. These can be downloaded from the Interpol website(http://www.Interpol.org).
SIS back office employee	Informs relatives, if known, of the whereabouts of non-self-reliant injured victims.	Guide to the implementation of SIS.
Point of contact and information at the municipality	<ul style="list-style-type: none"> The primary point of contact for all other issues not referred to above, such as practical matters, informing and referring victims and their family members. In addition, if SIS has not been activated, the officer carries out the tasks of the family investigator (see above, except for information on deceased or missing family members). The officer may already be deployed in the acute phase and in situations in which the inter-municipal crisis organisation has not been activated. 	<ul style="list-style-type: none"> The Dutch Security Regions Act (Article 18 and 36) under the term 'citizen care' in the context of emergency response and crisis management within the sense of this Act. Elaboration of the task is included in municipal or regional crisis and emergency plans. The task rests with the municipality; plans also include the name of team leader for relative information and the coordinator of citizen care.
Contact person at BZ for embassies/consulates	Point of contact for consular assistance for foreign-national victims and their family members and the embassies and consulates of the countries involved. The protocol applies to accidents throughout The Netherlands.	Embassy procedure in the event of an incident at Schiphol (2010).
Victim Support case manager (optional)	Individual support and practical, legal and/or psychological assistance to victims and their family members.	This is laid down in protocols of, inter alia, the GGD and is a part of the healthcare framework

Appendix D

List of abbreviations

AC	Action Centre	KNRM	Royal Netherlands Sea Rescue Institution
ACI	Airports Council International	LCMS	National Crisis Management System
AIVD	General Intelligence and Security Service	LOCC	National Operational Coordination Centre
ANSP	Air Navigation Service Provider	LTFO	National Forensic Investigation Team
ANVR	General Dutch Association of Travel Agencies	LVNL	Air Traffic Control The Netherlands
AZ	Ministry of General Affairs	MCCb	Ministerial Committee for Crisis Management
BT	Policy Team	MAS	Military Aviation System
BZ	Ministry of Foreign Affairs	MIK	Maritime Information Exchange
CECC	Corporate Emergency Command Center	MLE	Military Aviation Requirements
CMC	Crisis Management Centre	MUAC	Maastricht Upper Area Control Centre
CoPI	Command Place Incident	NCC	National Crisis Centre
CTT	Crisis Telephone Team (Ministry of Foreign Affairs)	NCP-L	National Air Accident Crisis Plan
CVO	Consultation Committee	NCTV	National Coordinator for Security and Counterterrorism
DCC	Departmental Coordination Centre for Crisis Management	NKC	National Core Team Crisis Communication
DOC	Defence Operations Centre	NP	National Police
EACCC	Europe Aviation Crisis Coordination Cell	OM	Public Prosecutors Office
EASA	European Aviation Safety Agency	OT	Operational Team
EEZ	Exclusive Economic Zone	OvJ	Public Prosecutor
ERP	Emergency Response Plan	OvV	Dutch Safety Board
EVPM	Enhanced Verified Passenger Manifest	PSH	Psychosocial Assistance
EMAR	European Military Airworthiness Requirements	RBN	North Sea Regional Policy Team
GBT	Municipal Policy Team	RBT	Regional Policy Team
GHOR	Medical Assistance Organisation in the Region	RCC	Rescue Coordination Center
GRIP	Coordinated Regional Incident Response Procedure	RIVM	National Institute for Public Health and the Environment
HID	Chief Engineer/Director	ROT	Regional Operational Team
HovJ	Chief Public Prosecutor	RVD	Government Information Service
IAO	Interdepartmental Coordination Consultation	RWS	Ministry of Infrastructure and Water Management
IATA	International Air Transport Association	RWS ZD	RWS Sea and Delta
IBP NZ	North Sea Incident Response Plan	SAFA	Safety Assessment of Foreign Aircraft
ICAO	International Civil Aviation Organization	SAR	Search And Rescue
ICCb	Interdepartmental Committee for Crisis Management	SCOT	Rapid Consular Support Team
IenW	Ministry of Infrastructure and Water Management	SERA	Standardised European Rules of the Air
IFV	Institute for Safety	SGBO	Large-scale Special Operations Unit
IGZ	Healthcare Inspectorate	SIS	Victim Information System
IJenV	Inspectorate of Justice and Security	TAS	Total Aviation System
ILT	Human Environment and Transport Inspectorate	ToC	Task Organisation Crisis Communication
ILT-LV	Human Environment and Transport Inspectorate – Aviation	TRIP	Travel Information Portal
IMO	International Maritime Organization	UAV	Unmanned Aerial Vehicles
IOCB	Interdepartmental Consultation Crisis Management	UNCLOS	United Nations Convention on the Law of the Sea
JenV	Ministry of Justice and Security	VLB	Airbase
JRCC	Joint Rescue Coordination Center	VPM	Verified Passenger Manifest
KLM	Royal Dutch Airlines	SR	Security Region
KMar	Royal Netherlands Marechaussee	VWS	Ministry of Health, Welfare and Sport
		Wvr	Dutch Security Regions Act

Appendix E

Literature

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Appendix F

General provisions

Procedure for determining air accidents (NCP-L)

The National Crisis Plan was formulated up by a core group with representatives on behalf of the airports, security regions, ministries of IenW, BZ, DEF and JenV, in cooperation with a 'sounding board group' in which all relevant parties were represented. It was sent to the Lower House by the Minister for Justice and Security with the approval of the Council of Ministers.

Implementation procedure

This Crisis Plan may be used from the point in time at which it is sent to the Lower House. Parties themselves are responsible for ensuring that their working methods are consistent with this National Crisis Plan. The government assumes that parties will adjust their plans within twelve months, if necessary.

Management and update plan

The NCP-L is managed by the Interdepartmental Consultation Crisis Management (IOCB). The IOCB will decide if the plan needs to be updated. Parties not represented in the IOCB may request that a member of the IOCB update the plan.

Education, training and practice

Organisations that have a role in air accidents must provide their own education, training and exercises. If possible, education, training and exercises are also organised with the involvement of multiple parties.

Evaluation

Exercises and air accidents in which this National Crisis Plan is used can lead to learning points and adjustments to the agreements in this Crisis Plan.

Publication

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