

Questions & Answers – Crisis Management Information Sessions

Handover of the passenger list

In which crisis team (and to whom) should the definitive passenger list be handed over?

The definitive passenger list should be handed over to the Airport Manager in the Airport Crisis Team (CVO). As chair of the crisis team, the Airport Manager is responsible for passing the passenger list on to the leader of the Operational Team (OT) under the management of *Veiligheidsregio Kennemerland* (regional fire and health service). The information is used internally by the OT for registration of casualties and matching of persons.

Where is this procedure laid down?

The statutory basis for the release of the passenger list is laid down in EU Regulation No 996/2010, which sets out the procedures for "the investigation and prevention of accidents and incidents in civil aviation". Airlines are required to provide the passenger list as quickly as possible.

Regulation No 996/2010 is published on Aviation Online and can be downloaded from <http://extra.aviationonline.schiphol.nl/Home/AirsideOperations1/DisruptionsAndCrises3.htm>.

The following passages from the EU Regulation are of particular interest to the airlines: page 37, bullet 33; page 47, Article 20; and page 48, Article 21.

Registration of passengers

How are the affected passengers registered?

The focus of the professional emergency services is with the severely injured casualties who are unable to help themselves in the acute phase of the crisis. This makes it easier to get complete information about the casualties so that their relatives can be informed more quickly. Passengers who are to help themselves (the uninjured and those with minor injuries) contact their relatives themselves and are encouraged by emergency personnel on-site to register.

The authorities receive information from different sources (hospitals, mortuaries, police, municipalities, etc.). The data are validated and supplemented so that victims of the disaster can be reunited with their relatives. The details of those involved in the disaster are also used to offer after-care.

Under the present system, all persons affected (uninjured/injured/killed) and possibly their relatives are registered by the Dutch authorities. However, talks are underway with the government about a new registration procedure. What responsibility the airlines will be given for registering passengers who are uninjured or have only minor injuries is still being looked into.

How is the information about where the passengers are staying passed on to the airlines?

The duty officer of the municipality of Haarlemmermeer will report to the airline representative on the progress of the registration process through the Airport Crisis Team or the Operational Team. After the personal details have been verified, the registered names are released to the airline by the Dutch Border Police (*Koninklijke Marechaussee*).

Meanwhile agreements have also been made with hospitals about exchanging details of casualties. In the first instance, the place where the passenger is staying is only shared with his or her relatives.

Is it possible to make use of the same registration system?

At the present time it is still not possible for airlines to consult or make use of the same registration system as the municipality of Haarlemmermeer. However, talks are underway with the government about changing the registration procedure. How the airlines will be given access to the data in the register is still being looked into.

Which local hospitals are injured passengers taken to?

Most passengers who need hospitalisation will be transferred to VU University Medical Center in Amsterdam, website: www.vumc.com. Other hospitals that are used less frequently are the AMC (*Academisch Medisch Centrum*) in Amsterdam (www.amc.nl) and Spaarne Hospital in Hoofddorp (www.spaarneziekenhuis.nl). Please be advised that other hospitals may also be used.