

# Aviation Crisis Management Programme

Organized by the Civil Aviation Authority of Singapore (CAAS) and the Latin American Civil Aviation Commission (LACAC), and hosted by DGAC Chile.

This intermediate course identifies the key elements of responses to various forms of aviation crises and illustrates the similarities in the responding mechanisms used during crises such as aircraft crash, airport fire, UAV intrusion, mass flights disruptions and a pandemic outbreak. The course will cover legislations involved and best practices in the industry to provide participants with the competencies to apply applicable concepts and best practices to their home airport environment. This course is designed in accordance with ICAO Standards and Recommended Practices and is facilitated by a team of former and practising emergency response professionals.

## WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Differentiate the types of aviation crises and identify the key elements of responses
- Align the crisis response of individual agencies with the responses of the affected Authorities and best practices in the industry.
- Adapt and apply the concepts and best practices to your own airport's framework

## WHAT IS COVERED

- Evolving Aviation Crises
  - Post-pandemic aviation landscape
  - Current state of readiness vs potential aviation crises today
- Risk Management & Business Continuity
  - Risks Assessment, Business Impact Analysis
  - Key Business Continuity Plans in aviation
- Border Health Control during Pandemic
  - Challenges faced by aviation community during COVID 19 outbreak
  - Learnings from the COVID 19 experience
- Key Components of Crisis Management
  - Objectives of the Crisis Management Plan
  - Alignment with legislations, best practices and plans of interfacing agencies
- Variations of crisis response
  - Similarities in key responses
  - Command and Control by competent subject matter experts
- Crash site management
  - Emergency response processes
  - Search & rescue effort
  - Facilities and resources
- Crisis communications
  - Press releases and dark sites
  - Social and traditional media
  - Communicating with affected parties
- Family assistance
  - Psychological aspect and needs of affected persons
  - Care for survivors and next-of-kin
- Accident Investigation
  - Definitions of Accident and Incidents
  - Parties involved in an investigation
  - Investigation Process

## WHO SHOULD ATTEND

Exclusively for women. All middle management officials from any department are eligible to apply.

## KEY INSTRUCTOR

**Sherman Koh** serves as the Deputy Director of Emergency Preparedness at the Civil Aviation Authority of Singapore (CAAS).

In this role, he oversees initiatives to enhance the organization's readiness for emergencies, ensuring the safety and resilience of Singapore's aviation sector. Sherman holds an educational background from Cambridge Judge Business School.

Sherman's diverse background in emergency preparedness, finance, and coaching reflects a multifaceted approach to leadership and crisis management.

## LEARNING ACTIVITIES

- Case studies and sharing of experiences
- Interactive Group Discussions
- Role plays in simulation crisis exercises

## DATE & TIME

26-30 May 2025, Santiago, Chile. (Information on the venue will be shared shortly.)

## LANGUAGE

Course will be delivered in English, with simultaneous interpretation into Spanish.

## COST

Course fee not applicable. Participants are required to arrange their own accommodation and transportation if needed.

## REGISTRATION

<https://forms.office.com/r/TpXSKeQYGX>

Deadline, 25 April 2025

## CONTACT

For enquiries, please email LACAC Secretariat at [pbullon@clac-lacac.org](mailto:pbullon@clac-lacac.org)