

Expectations

Expectations

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**6th November
2003**

Global Partnership (DVI) Ltd



Expectations

A major crisis can create a management situation that MAY call for a varying response

The rules will vary from one crisis to another

Expectations

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2003



Expectations

Football

Rules

Players

Pitch

Aims & Objectives

ERA
CRISIS
PLANNING
WORKSHOP

Expectations

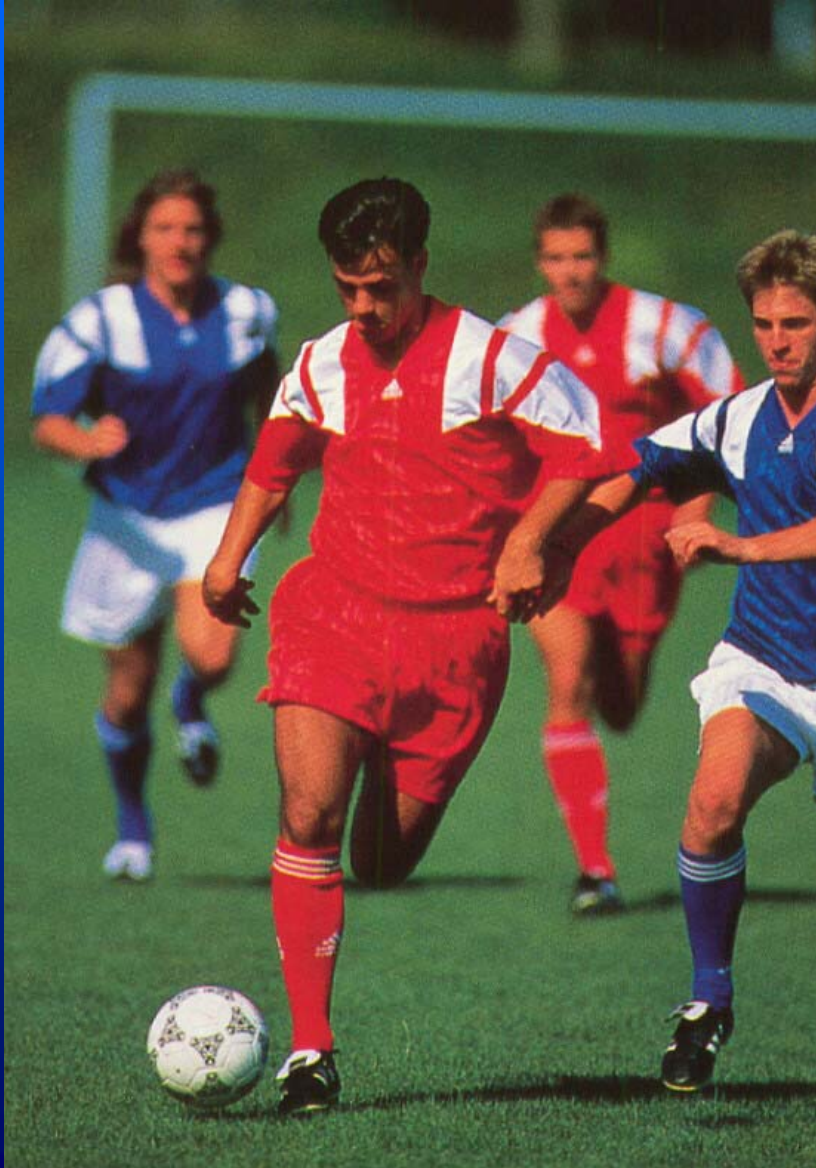
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Expectations

American Football

Aussie Rules Football

Gaelic Football

Rugby Football



Expectations

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Expectations

Whatever the scenario or situation there are rules that apply to both responders and victims alike

Rules vary from Country to Country, Region to Region



Expectations

**To be effective all players
officials and spectators need
to understand the rules and
apply them with authority
and common sense**



International Civil Aviation Organisation

Assistance to victims of aircraft accidents and their families



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ICAO Resolution 32-7



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**Sought to harmonise the world's
response to the treatment of victims**



Expectations

Victims will expect that the airline will

Have a comprehensive and effective plan

Have well trained staff to handle the situation

Have exercised their staff regularly

Be capable of handling their needs

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Expectations

**Next of Kin will expect that the
airline will**

**Do and provide everything that they
need**

**Know what happened and who is
doing what**

**Have extensive lines of
communications available**

Be capable of handling their needs

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Expectations

Authorities will expect that the airline will

Do and provide everything that they need

Handle all supportive aspects of dealing with victims and their NOK

Manage MOST of the restoration issues

Payout cash

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