



ALASKA AIRLINES / HORIZON AIR FAMILY ASSISTANCE PLAN

I. Introduction:

Alaska Airlines, Inc. (Alaska Airlines) / Horizon Air Industries, Inc. (Horizon Air) submits the following document in accordance with the Aviation Disaster Family Assistance Act of 1996 (49 U.S.C. §§ 1136 & 41113), as amended by the Wendell H. Ford Aviation Investment and Reform Act for the 21st **Century and the Vision 100-Century of Aviation Reauthorization Act**. The content and filing requirements listed here are mandated by Title VII, section 703, of the Federal Aviation Reauthorization Act of 1996 (Public Law 101-624) (Reauthorization Act).

The purpose of Alaska Airlines' / Horizon Air's family assistance plan is to ensure that in the event of a major accident, the carrier is prepared to act in the best interests of survivors and victims' families; to treat survivors and families with dignity; and to respect the cultural and religious backgrounds of survivors and families. This plan is part of a larger effort, which includes the National Transportation Safety Board and other governmental entities, to assist survivors and families in the event of an aviation disaster **within the United States or U.S. territories**. Alaska Airlines / Horizon Air recognizes that in the event of an accident or an operational incident, no person, including a state or political subdivision may impede the ability of the NTSB, its director of family support services, or its designated representatives, to carry out its responsibilities under the Reauthorization Act.



II. Pre-Response Planning

A. Resources

1. Availability of Resources

Both Alaska Airlines and Horizon Air are wholly owned subsidiaries of Alaska Air Group, Inc., and will share personnel resources for the functions outlined in this plan, ensuring sufficient resources to respond effectively. In the event of an accident involving either carrier, trained personnel from both Alaska Airlines and Horizon Air will be prepared to provide immediate, compassionate assistance to survivors and victims' families.

2. Current Resource Information

Lists of trained personnel who have volunteered to assume family assistance responsibilities will be maintained and regularly updated by the Alaska Airlines / Horizon Air Emergency Response Departments.

B. Training

1. General Training

Alaska Airlines / Horizon Air will provide employees and agents with adequate training to meet the needs of survivors and family members following an accident. Alaska Airlines / Horizon Air recognizes that any employee in a public contact position may be called upon to respond to inquiries and requests in the event of an accident. Public contact employees, including but not limited to reservations, airport, and cargo personnel, will participate in basic emergency response training. Curriculum will include information on how to respond to inquiries and requests from the public, the media, customers, survivors, and victims' families.

2. Family Assistance Training

Alaska Airlines / Horizon Air will provide comprehensive training for all volunteers with extensive family assistance responsibilities. Training will be mandatory for employees who have volunteered **to provide assistance to survivors and victims' families (Compassionate Assistance and Relief Effort - CARE - team.** Confidentiality issues, care and concern for the family contacted, and other related issues will be covered in the training.

3. Recurrent Training

Any employee with family assistance responsibilities will be required to participate in annual recurrent training. Classes will be scheduled periodically throughout the year.

4. Emergency Simulations

Alaska Airlines / Horizon Air will conduct periodic drills of emergency response plans, including activation of **the CARE team.** Where possible, simulations will be held in conjunction with airport or American Red Cross emergency drills. Full simulations will be conducted once a year; team simulations will be conducted periodically throughout the year.

C. Coordination with Authorities

In responding to an accident, Alaska Airlines / Horizon Air will coordinate with federal, state, and local authorities that have emergency responsibilities, including the NTSB, as described in the Aviation Disaster Family Assistance Act of 1996. With respect to aircraft accidents occurring outside the United States involving major loss of life, Alaska Airlines / Horizon Air will consult with the NTSB and the Department of State on the provision of assistance to United States citizens within the United States. Alaska Airlines / Horizon Air have provided the NTSB with a telephone number to serve as a contact point within the airline during operating hours.

D. Toll Free Number

Both Alaska Airlines and Horizon Air currently have active, **unpublished toll free** telephone numbers. These numbers are reserved exclusively for use in the event of an accident and will be publicized as appropriate.

E. Unauthorized Release of Manifest Information Prohibited

Internal policies at both Alaska Airlines and Horizon Air strictly prohibit the release of unauthorized manifest information in the event of an emergency. Upon receiving notification of an incident or accident, access to computer passenger lists will be restricted to prevent any unauthorized use in accordance with company procedures.

III. Passenger Manifest, Ticket Reconciliation and Notification

A. Family Information Team Mobilization

Upon notification from the **Director of System Operations (DSO)** of an accident, Alaska Airlines / Horizon Air will mobilize **the CARE Team** according to **company emergency response procedures**.

B. Manifest Access Inhibited

Access to the passenger name list (PNL) will be restricted by Central Reservations Control (CRC). Immediately after the accident notification, the process of determining which passengers actually boarded the flight will begin.

C. Verification / Ticket Reconciliation

Immediately after the accident notification, a preliminary PNL will be printed by CRC. CRC will then contact the departure station(s) by telephone to confirm PNL information using flight coupons **and any other boarding-verification documents**. Copies of flight coupons from boarding stations will also be sent via facsimile to CRC. The process of confirmation and notification will include passengers with reservations, standby passengers, non-revenue passengers, re-routed passengers and crew members.

D. Release of Manifest Information to NTSB

On request from the NTSB, Alaska Airlines / Horizon Air will generate a PNL manifest to the Director of the NTSB Family Support Services. The list will be cleared by the air carrier's CEO or designee and released to the NTSB by the company's Public Information Officer or designee. The list will be marked and identified as "subject to refinement - not for public dissemination." The PNL will be updated as confirmations occur, and updates will be provided periodically to the NTSB through the company's Public Information Officer or his/her designee. All personnel involved in the gathering and dissemination of PNL information to the NTSB will be aware of its confidential and sensitive nature.

E. Joint Family Support Operations Center

Alaska Airlines / Horizon Air will make provisions for a joint family support operations center to include space, communication and logistical support for a federal staff of twelve personnel.

F. Notification of Next-of-Kin

1. Notification Procedures

Alaska has contracted with FEI Behavioral Health (FEI), which has experience in providing aviation disaster preparedness and response services to several regional, domestic and foreign air carriers, to provide notification to families of confirmed passengers on board the aircraft. FEI will work from the unconfirmed/ preliminary PNL, updating the list from information gathered by Alaska Airlines / Horizon Air from calls to the toll-free number, code share partners, mileage plan data base, friends, family, and other pertinent sources. As notification is made, families will be offered the assistance of the American Red Cross (designated independent organization) and will be assigned a CARE team member. On-site notification will be done in private, away from media or public view, and access to phones will be provided to all family members upon notification.

2. Preliminary Manifest Information May Be Used for Initial Notification

Upon request of a passenger's family, **FEI representatives** will advise whether the passenger's name appeared on the preliminary PNL for the flight involved in the accident. Updated information will be given to the family when the PNL is verified. Notification to the next-of-kin will be done by trained personnel as soon as the information becomes available. Release to the public or media of any name confirmed from the list will occur only after the PNL is confirmed and the next-of-kin has been notified.

3. Notification to Families of Foreign Nationals

Notification of families of foreign nationals may also involve the Department of State (DOS). **Alaska Airlines / Horizon Air, with the assistance of FEI**, will provide a list to the DOS of all passengers believed to be foreign nationals. If applicable, notification of foreign nationals' next-of-kin will proceed according to the direction of the DOS.

IV. Passenger Identification

A. DHHS Oversees Passenger Identification

The Department of Health and Human Services (DHHS) oversees passenger identification.

B. Medical Examiner or Coroner Responsible for Positive Identification

The Medical Examiner or Coroner is responsible for the positive identification of fatalities. Official notification of death to a family member will be coordinated by the medical examiner or coroner with the disaster mortuary team commander (the disaster mortuary team is a voluntary team staffed by various non-airline health and medical personnel).

C. Information Regarding Injured Passengers

For injured passengers, the hospital is responsible for status updates, and either the hospital or the airline will advise the families.

D. Coordination with Medical Facilities and with the American Red Cross

A representative from the airline will be assigned to each area medical facility where survivors are being treated. The representative will establish a joint liaison with the American Red Cross (ARC) at the medical facility.

V. Family Access to the Accident Site

A. Site Jurisdiction

1. NTSB Has Full Accident Site Jurisdiction within the United States

Alaska Airlines / Horizon Air recognizes that the NTSB has accident site jurisdiction for any accident occurring within U.S. territory or international waters.

2. Foreign Government Has Site Jurisdiction outside of the United States

Alaska Airlines / Horizon Air recognizes that for accidents occurring outside of U.S. territory or international waters, the government of the country in which the accident occurred will have site jurisdiction. The extent of NTSB involvement will be determined by the foreign government.

B. Access to Site

Alaska Airlines / Horizon Air will assist the family of a passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location. The airlines will accommodate family requests for access to the accident site within the parameters established by the NTSB.

C. Family Support and Services at Site

Transportation, housing, meals and incidental costs for survivors and families will be arranged through established support teams. A CARE team member will be assigned to each family to meet family members as they arrive, provide support while at the incident site, and assist family members as they depart. The CARE team member will maintain contact with the family as needed after the site visit. A CARE team member will also maintain contact with those family members who do not travel to the incident site.

VI. Human Remains and Personal Effects

A. Disposition of Remains

The Medical Examiner or Coroner will be responsible for the disposition of identifiable and unidentifiable human remains.

B. Disposition of Personal Effects

1. Personal Effects To Be Handled by Authorities or Contractor

Any identifiable personal effects in the possession of the Medical Examiner, Coroner, National Transportation Safety Board or other authorities should be returned directly to the passenger's family. However, if personal effects come into Alaska Airlines' / Horizon Air's control, the carrier will designate a contractor to assist in the disposition of the effects, including decontamination services as needed.

2. Families Will Be Consulted Regarding Disposition of Effects

In cooperation with the airline the contractor will consult with each family about the disposition of effects and, as requested, will arrange for the return of the items.

3. Storage of Personal Effects

Unclaimed items will be retained by the contractor for a minimum of 18 months.

C. Families Will Be Consulted Regarding Any Monument

Alaska Airlines / Horizon Air will consult with the families prior to construction of any airline-sponsored monument, including any inscription.

VII. Relationship with Designated Independent Organization

A. Designated Independent Organization to Assist with Mental Health Care

Alaska Airlines / Horizon Air will work with the American Red Cross, the designated independent organization as described in §§49 U.S.C. 1136 & 41113, to provide short-term mental health services to survivors and to families of accident victims.

B. Compensation to Designated Independent Organization

If the American Red Cross provides on-site assistance, an Alaska Airlines/ Horizon Air representative will consult with the agency as costs are incurred in order to ensure that reasonable compensation can be determined and paid.

VIII. Coordination with the Department of Justice

If the airline disaster is officially declared a criminal act, Alaska Airlines / Horizon Air will coordinate, as necessary, with the Department of Justice in arranging for family meetings to explain Department of Justice Services.

IX. Notification to Property Owners Regarding Ground Damage

In the event of an accident that involves significant ground damage to non-governmental property, Alaska Airlines / Horizon Air will notify the owner of the property about liability for any property damage and the means for obtaining compensation. This notification will include advising the property owner: (1) to contact the property's insurer for information about coverage and compensation; (2) to not rely on unofficial information from the air carrier's representative about compensation; and (3) to obtain photographic or other detailed evidence about property damage as soon as practicable.

X. Electronic Transmission of Public Hearing

In the event that the NTSB conducts a public accident hearing at a location that is more than eighty miles from the accident site, Alaska Airlines / Horizon Air will ensure that the hearing will be available electronically live at the origin city and destination city of the accident aircraft's flight, if that city is in the United States.