

# Emergency Management Plan Mock Notes – 8 April 2025

Broadly, the EMP exercise ran very smoothly. Both Franz Josef Glacier Guiding and Inflight teams worked well together, and the overall process and procedures appeared fit for purpose. The following observations were gathered following the exercise and can act as refinements and key learnings to further improve our processes and response:

1. Comms from upstairs to downstairs were disjointed as the person passing messages was frequently changed and FJGG did not have many kaimahi at base.
  - *Learning:* A single consistent person for comms so all info goes through one channel will greatly smooth communication.
  - *Learning:* FJGG BC could ask an Inflight staff member to fill this role if no FJGG staff are available.
  - **Action:** Teams to discuss whether, in the event of an emergency, Inflight should co-locate upstairs to smooth communication between the base teams?
2. At the start of the scenario, one pilot was on a break. The Inflight team was uncertain if it was possible to cut the pilot's break short.
  - *Learning:* Inflight have confirmed that they cannot cut a pilot break short for a scenario, but in an actual emergency situation they would.
3. The team upstairs took the client manifest, which then meant that Inflight and Ressies downstairs couldn't find client details when required.
  - *Learning:* Communicate the transfer of any documents and ensure that client name and number is recorded in the required locations.
4. The patient's emergency contact was informed of an incident, but not of the severity or any additional details.
  - *Learning:* Wait until some more information is available find or you know an outcome (e.g. moving to hospital) to provide some certainty to the emergency contact.
  - *Learning:* Any comms out need to go through BC – don't call emergency contacts without consulting BC first.
  - **Action:** FJGG to consider adding a prompt regarding this to the CWC section of the EMP.
5. The emergency contact was given a number to call back which was the reception phone, however this was then disconnected when reception was closed.
  - *Learning:* Do not use the reception phone as a call back number.
  - **Action:** Should this be explicitly noted in the FJGG EMP? To be discussed during EMP review.
6. Due to staff availability, the BC had no scribe and had to make do.
  - *Learning:* Taking initial notes by writing it down on a pad as the radio call was being made helped track information which could be added to the board later.
7. Having more info before calling 111
  - *Learning:* Make the 111 calls within the BC room so the whiteboard can be referred to and questions can then be passed straight on to Ice Support if needed
  - **Action:** FJGG to review procedures and prompts for contacting emergency services.
8. It is important to control evidence (eg, client phone videos), however you may not delete these as this would be destruction of evidence.