

**STAR 002**  
V2 – December 14

**Guidelines for Pilots Following an  
Incident or Accident**

The time directly following an incident, or accident, especially in a foreign country can be confusing for crewmembers. A short set of guidelines, kept on your person may prove a valuable tool in such circumstances. It is recommended that company identification is omitted, to prevent unwarranted confiscation by officials, and also relevant contact telephone numbers are also carried on your person for assistance as necessary.

- **The protection and the safety of passengers and crew have priority regardless of the type of event.**
- **Pull the power to the Cockpit Voice Recorder to preserve recordings.**
- **Notify Company contact(s) as soon as possible.**
- Ensure all tasks required of yourself and crew are conducted.
- Carry out a debriefing with all crewmembers to: explain the event and circumstances; gather useful additional information; and, ascertain their condition.
- Keep the crew together, and separate from the passengers if necessary.
- Brief the crew on the expected process, who they can and cannot talk to, and what they can and cannot say about the event.
- **Secure the aircraft and its contents and prevent access and interference by all unauthorised persons.**
- Keep mobile phone and any other necessary personal affects with you.
- Record as many facts as possible about the event – take witness accounts and record their contact details. Consider use of a camera.
- Protect relevant paperwork such as load sheets, charts, flight plans etc, and complete any required paperwork, such as Technical Log and Safety Report.
- **Cooperate as necessary with local authorities, but do not release any verbal or written statement.**
- Request to know your rights. If necessary ask for the Company and own embassy (or consulate) to be informed and, if deemed necessary, request legal assistance.
- Cooperate with accident/incident investigators – do not apportion or admit blame – and refer to the requirements of ICAO Annex 13.
- Produce licence when requested by authorities, but do not surrender it to anyone.
- **Do not speak with the media and prevent them from having access to crew members (passengers if possible) and the aircraft and its contents.**
- Resume crew flight duties only after consideration of each crew member's medical and psychological condition, and after contacting Flight Operations for any necessary authorisation.

**Disclaimer:** STARs have been created by the ERA ASG following Safety Information Discussions (SIDs) and provide generic guidelines for the use of pilots and/or operators – however, the recommendations given within a STAR shall not supersede or override any requirements or recommendations given by appropriate Regulatory Authorities, Aircraft Manufacturer, or Airline. The material contained within a STAR can be cut and pasted into a suitable format for your airline's operations and changes may be made to allow for particular scenarios or differences; please give credit to the ERA ASG when doing so. STARs should only be used with the intention of improving flight safety through education and ERA takes no responsibility for inappropriate use of this information.

