



Emergency Response Planning (ERP) Technical Bulletin

August 2023

Version 2.0

Emergency Transport Request Special Service Request (SSR) EMRG

Applicable to:	ERP Managers
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Note: *this technical bulletin is addressed to airline Emergency Response Planning personnel who may elect to use the content of this bulletin to strengthen their existing interline and, all other relevant Emergency Response Plan (ERP) arrangements.*

Definition

- SSR EMRG is now referenced in the **Airline Industry Reservations Interline Message Procedures** (AIRIMP), June 2023, and may be used by airlines in the response and recovery to an ERP related event.
- This code refers to the need for urgent air transport of ERP personnel and/or person(s) directly impacted after an aircraft accident (e.g., survivor/family/next-of-kin/other).
- Definition of ERP is sourced from IATA Reference Manual for Audit Programs (IRM)

Background

- The purpose of this SSR is for information and suggested guidance between airlines only.
- The airline receiving the SSR EMRG request may determine at its sole discretion how such passengers are handled subject to this SSR.

Key Considerations for ERP Related Air Travel

- This SSR is for guidance only.
- Although airlines receiving the request are under no obligation to assist, it is generally accepted that airlines will cooperate and mutually support each other at the time of an ERP event.



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- The extent to which this SSR is acted upon and/or implemented is for each airline to determine at the time of an ERP event – considerations for the airline receiving the request may include:
 - Passengers should arrive at their destination as quickly as possible.
 - Please consider the request and do all possible to assist in the case of overbooking and/or offloading situations.
 - Please consider that passenger/s may be travelling with excess baggage and/or emergency equipment required for response to an ERP event.
 - Special attention may be required if the passenger(s) is distressed – please consider meet & assist escort until boarding the aircraft and after arrival at the destination (and consider advising onboard crew of the special nature of passenger(s) travel if necessary).

References

- IATA Airport Handling Manual (AHM)
- IATA Integrated Risk and Resilience Management Manual (IRRM)
- DOC 9973 ICAO Manual on Assistance to Aircraft Accident Victims and their Families
- DOC 9998 ICAO Policy on Assistance to Aircraft Accident Victims and their Families

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