



# SunExpress

## EMERGENCY RESPONSE POLICY

SunExpress management and employees are committed to ensuring that in the event of a crisis the Crisis Management Team is given top priority and all necessary resources are made available for this purpose. This is valid even if shortages for a brief period of time are caused, particularly in operational areas.

Thus humanitarian care of accident victims and their family members has highest priority. This also applies to SunExpress employees either on board or on the ground.

In case of an emergency situation our aims are to:

- Demonstrate professional care for passengers, personnel, families and friends involved.
- Provide operational and commercial partners involved with up-to-date information.
- Inform the public promptly and proactively with facts to counteract media speculations.
- Work closely with authorities, national and international emergency agencies as well as special assistance alliances.

To establish the framework for effective preparation and documentation, SunExpress management is committed to supporting the implementation of the best industry emergency response practices within the SunExpress Group. Special focus is placed on the Special Assistance Team (SAT) Center, the Telephone Enquiry Center (TEC) and crisis communications and safe continuous operations during a crisis.

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