



# TECHNICAL INFORMATION LETTER

TIL N°            T-GEN-21-004  
DATE:            June 1, 2021  
REV.:             /

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To:            Leonardo Helicopters products  
                 Owners / Operators

**SUBJECT:        Company emergency contacts to support Emergency  
                 Response Plan preparation**

Helicopters Affected:    All

Dear Customer,

With this information letter Leonardo Helicopters (LH) would like to share some relevant information to be used as necessary and that may support the preparation of the Emergency Response Plan (ERP) within your Safety Management System (SMS).

For the definitions of some of the terms used in this Information Letter, please refer to Annex C.

During this unlikely and unforeseen event, it is important to quickly notify and activate all the Company functions that are available to assist and support, in the most appropriate and effective way, the Investigation Authorities and/or LH Customer in the management of the emergency and the related investigation activities.

Because of this, aside to the notification to be forwarded to the relevant Investigation Authority(ies), in accordance with the applicable national laws, we would like to recommend our Customer to also inform, as soon as feasible, our 24/7 Fleet Operation Centre copying the Head of Accidents/Incidents Investigation & Prevention (AI&P) Office. Please refer to Annex A for the contact references.

LH suggests to include such references into the Operator Emergency Response Plan and to forward them, in case of an event, to the Local Investigation Authority to facilitate coordination.

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## Company emergency contacts in case of an accident / serious incident

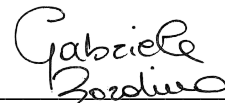
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It is crucial for LH to remind that, in case of an Accident / Serious Incident event, occurring to a rotorcraft operated under civil registration mark, the investigation process will be likely managed by the relevant Safety Investigation Authority according to ICAO ANNEX 13.

Under this circumstance, LH Accident Investigation & Prevention Team will support the investigation activities as requested by the Investigator In Charge (IIC) and under coordination of the Accredite Representative (AccRep) of the Italian Safety Investigation Authority (ANSV), as applicable. Please refer to Annex B for the contact references.

Should you need any additional information, please do not hesitate to refer to the point of contact provided with the Customer Support & Training Worldwide Directory, available on Leonardo Customer Portal at this [link](#).



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Gabriele Bordino

Head of Product Support Engineering

## ANNEX A

### LH Emergency Contacts

#### **Fleet Operations Center ITALY**

Leonardo S.p.A. - Helicopters

Via Indipendenza, 2

21018 Sesto Calende (VA) - Italy

Italy only toll free: 800 160950

Phone: +39 0331 664444

Fax: +39 0331 664545

E-Mail: [24.fleetoperationscentre.aw@leonardocompany.com](mailto:24.fleetoperationscentre.aw@leonardocompany.com)

#### **Leonardo Helicopters Accident Investigation & Prevention Manager**

Giorgio Dossena

Leonardo S.p.A. - Helicopters

Via G. Agusta, 520

21017 Cascina Costa di Samarate (VA) – Italy

Phone: +39 0331 225859

Mobile: +39 346 8900489

E-Mail: [giorgio.dossena@leonardocompany.com](mailto:giorgio.dossena@leonardocompany.com)

## ANNEX B

### ANSV Emergency Contacts

#### **Agenzia Nazionale per la Sicurezza del Volo (ANSV)**

Via Attilio Begnini, 53

00156, Roma – Italy

Phone (h24): + 39 06 8207 8207

e-mail: [safety.info@ansv.it](mailto:safety.info@ansv.it)

## ANNEX C

### Definitions

#### **Accident**

An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

- A. A person is fatally or seriously injured as a result of:
- being in the aircraft, or
  - direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or
  - direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or
- B. The aircraft sustains damage or structural failure which:
- Adversely affects the structural strength, performance or flight characteristics of the aircraft, and
  - Would normally require major repair or replacement of the affected component, except for engine failure or damage, when the damage is limited to a single engine (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the radome); or
- C. The aircraft is missing or is completely inaccessible.

Note 1: For statistical uniformity only, an injury resulting in death within thirty days of the date of the accident is classified, by ICAO, as a fatal injury.

Note 2: An aircraft is considered to be missing when the official search has been terminated and the wreckage has not been located.

#### **Accredited Representative (AccRep)**

The person designated by a State, on the basis of his or her qualifications, for the purpose of participating in a safety investigation conducted by another State. The accredited representative would normally be from the State's accident investigation authority.

#### **Investigator-in-charge**

A person charged, on the basis of his or her qualifications, with the responsibility for the organization, conduct and control of an investigation.

### **Serious incident**

An incident involving circumstances indicating that there was a high probability of an accident and associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down.

Note 1: The difference between an accident and a serious incident lies only in the result.