

WestJet Airlines

WestJet Family Assistance Plan

June 2022

Contents

Overview	2
Assurances	2
1. Telephone number	2
2. Notification of families	2
3. Notice provided as soon as possible	3
4. List of passengers	3
5. Consultation regarding disposition of remains and effects	3
6. Return of possessions	3
7. Unclaimed possessions retained	3
8. Monuments	3
9. Equal treatment of passengers	4
10. Service and assistance to families of passengers	4
11. Compensation to service organizations	4
12. Travel and care expenses	4
13. Resources for plan	4
14. Substitute measures	4
15. Training of employees and agents	4
16. Consultations on carrier response not covered by plan	4
17. Notice concerning liability for manmade structures	4
18. Simultaneous electronic transmission of ntsb hearing	5

Overview

WestJet's Family Assistance Plan is submitted in compliance with the requirements of, 49 U.S.C. § 41313 (2003), any emergency response by WestJet will, regardless of the location of the event, at a minimum, meet these same standards.

WestJet will coordinate with the emergency response plans of other applicable organizations relevant to the event or crisis.

WestJet's plan to assist those affected by an aviation disaster is part of a larger organized effort, involving the Transportation Safety Board (TSB), National Transportation Safety Board (NTSB) or other governing accident investigation agency and other government entities to provide support to survivors and family members.

Assurances

1. Telephone number

After an aviation disaster involving a WestJet aircraft in any loss of life, WestJet will publicize a reliable toll-free telephone number, and will provide staff to handle calls from the families of passengers involved in the aircraft accident. WestJet has contracted GoCrisis to provide services in support of contact centre requirements.

1. WestJet will immediately notify GoCrisis when an accident has occurred.
2. GoCrisis will activate a toll-free telephone number that has been designated specifically for public enquiries regarding the accident.
3. Upon activation, GoCrisis will:
 - a. Advise its Contact Center personnel to prepare to begin answering telephone calls on the newly activated toll-free number.
 - b. Inform the WestJet Incident Command Group (ICG) when the toll-free number has been activated and may be provided to the media.
 - c. Provide updates to the ICG on the notification process and how many families remain to be notified.
 - d. Confirm with the ICG when all passengers have a family member make contact via the toll-free number.

2. Notification of families

WestJet will notify in person, to the extent practicable, the families of the impacted passengers prior to any public notice of the names of the passengers; by utilizing the services of a contracted emergency service provider, designated for the accident under 49 U.S.C. Section 1136(a) (2), in accordance with their established processes. WestJet has contracted with GoCrisis to provide services in support of notification requirements.

As each name on the manifest is verified, the passenger's name will be assigned to a trained team member who is responsible for notifying the family. Team members may use WestJet booking information, travel agency phone numbers, inbound phone calls and passport information as sources of information to obtain family member contact information.

3. Notice provided as soon as possible

WestJet will provide notification to the family of a passenger as soon as WestJet has verified the passenger was aboard the aircraft (if the names of all the passengers have been verified). Upon request from the family of a passenger, WestJet will inform the family of whether the passenger's name appeared on a preliminary passenger list or manifest for the flight involved in the accident.

4. List of passengers

WestJet will provide to the Office of Transportation Disaster Assistance designated for the accident under 49 U.S.C. Section 1136(a)(1) and to the organization designated for the accident under 49 U.S.C. Section 1136(a)(2) (e.g. American Red Cross), immediately upon request, a list (which is based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified), and will periodically update the list. This list will be marked "WestJet Internal."

5. Consultation regarding disposition of remains and effects

WestJet will consult with the family of each passenger regarding the disposition of all remains and personal effects of the passenger within the control of WestJet.

6. Return of possessions

WestJet will return any possession of the passenger, within the control of WestJet, to the family of a passenger, if requested, unless the possession is needed for the accident investigation or any criminal investigation.

7. Unclaimed possessions retained

WestJet will retain any unclaimed possession of a passenger, within the control of WestJet, for at least 18 months. WestJet has contracted with third party support to coordinate the recovery, cleaning, cataloging and retention/return of passengers' possessions.

8. Monuments

WestJet will consult with the family of each passenger about the construction by WestJet of any monument or memorial to the passengers, including any construction of a memorial.

9. Equal treatment of passengers

The treatment of families of non-revenue passengers (and any other victim of the accident, including any victim on the ground), will be the same as the treatment of the families of revenue passengers.

10. Service and assistance to families of passengers

WestJet will work with any organization designated under 49 U.S.C. Section 1136(a) (2) (e.g., American Red Cross) on an ongoing basis to ensure the families of passengers receive an appropriate level of services and assistance following an accident.

11. Compensation to service organizations

WestJet will provide reasonable compensation to any organization designated under 49 U.S.C. Section 1136(a) (2) (e.g., American Red Cross) for services provided to or on behalf of WestJet by that organization.

12. Travel and care expenses

WestJet will assist the family of a passenger in traveling to the location of the accident and provide for the physical care and support of the family while the family is staying at such location.

13. Resources for plan

WestJet will commit sufficient resources to carry out the Humanitarian/Family Assistance Plan (humanitarian assistance).

14. Substitute measures

Not applicable.

15. Training of employees and agents

Adequate training of the employees and agents of WestJet will be provided to meet the needs of survivors and family members following an accident.

16. Consultations on carrier response not covered by plan

In the event that WestJet volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving any loss of life, WestJet will consult with the National Transportation Safety Board and the Department of State on the provision of the assistance.

17. Notice concerning liability for manmade structures

In the event WestJet is involved in an accident that results in any damage to a man-made structure or other property on the ground that is not government-owned, WestJet will promptly provide notice, in writing to the

extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation. The written notice shall advise an owner of the following:

- To contact the insurer of the property as the authoritative source for information about coverage and compensation
- To not rely on unofficial information offered by foreign air carrier representatives about compensation by the foreign air carrier for accident site property damage
- To obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site

18. Simultaneous electronic transmission of NTSB hearing

In the event that an accident involving WestJet results in an NTSB public hearing or comparable proceeding at a location greater than 80 miles from the accident site, WestJet will ensure the proceedings will be available simultaneously by electronic means at a location open to the public at each of the WestJet flight's originating and destination cities, if both are located in the United States.