



## Role of Responders at Airports

From your training, you know that family and loved ones often return or travel to airports to obtain information about airline accidents. This may involve an airport where loved ones were seen off, airports where they are being met and airports in between. For this reason, FEI deploys responders to these stations within 60 minutes of our notification of an accident involving one of our customers. It is vital that Responders deployed to serve in this role proceed to assigned airports very quickly and establish contact with the appropriate airline personnel. This will be explained by the FEI corporate staff member who deploys you.

### Responsibilities

Your duties while serving in this short-term role in the friends and family waiting area may include:

- Assisting airline staff with set-up and other logistical issues
- Providing information updates to friends and family as it is available and confirmed
- Updating our Milwaukee, WI based Emergency Inquiry Center (EIC) about family present at family waiting areas within airports
- Providing support to airline employees

### Activation

If notified of activation, determine if you are available for a minimum of five days. Continuity for families in the first few days is very important. Defer deployment (no explanation required) if unable to commit to five days.

If personal/home/work schedule prevents you from deployment as an initial Responder, indicate if deployment as a "second wave Responder" is possible. As initial Responders and families transition home, a second group will likely be needed during days five through ten.

Remember to bring your driver's license, your training manuals, business casual clothing, appropriate outerwear, comfortable shoes, hygiene and leisure items, and any medications you may need for five to ten days. You can see a full list of recommended items [here](#).

Submit time sheets and expense reports with receipts as requested by your team leader. FEI makes every attempt to invoice the customer and reimburse Responders ASAP.

### Questions

Please contact Vivian Marinelli at 414-359-6567 or [vmarinelli@feinet.com](mailto:vmarinelli@feinet.com).