

**Mrs. Gill Sparrow, Manager, Contingency Response Planning, Emirates
Airline**



Gill joined Emirates at the start of 2008 and is responsible for ensuring Emirates is prepared to respond to a major aircraft accident or serious incident. She manages a small team but a large portfolio which includes preparing our Crisis Management, Departmental and Go Teams, ensuring a robust and compliant Family Assistance program which includes an in-house Emergency Call Centre, tailored Corporate training for staff and volunteers, our Dubai Airport Hub response and the ever increasing outstation emergency response plans.

Gill has responded to several aviation incidents and fatal accidents during her career, including the Eyjafjallajökull volcanic Ash disruption; assisting with the Afriqiyah Airways Flight 771 fatal accident in Tripoli, Libya; and managing the Emergency Call Centre response for the FlyDubai Flight 981 fatal accident in Rostov, Russia.

She has planned, facilitated, participated and evaluated numerous full-scale and smaller modular exercises throughout the world and has been a speaker on the topics of aviation emergency response and family assistance at symposia and conferences throughout the world.

As part of her role as Chair of the IATA Emergency Planning Task Force from 2010 – 2014, she contributed to the 2013 release of the ICAO Policy on Assistance to Aircraft Accident Victims and their Families.