


SMS Best Practice Submission

ANSP	NAV CANADA	Date of submission	August 2025
Contact Details			
SoE Study Area	9 Coordination of Emergency Response Planning		
Best Practice Title	External Coordination – Liaising with Emergency Management Organizations		
In use since	February 2024		
ANSPs using this practice	unknown		

Establishment of external liaisons to Provincial Emergency Management Organizations (EMOs) are a key component in NAV CANADA's crisis response system to respond to large-scale / regional emergencies. In support of the key focus area of 'Collaboration' in the NAV CANADA's Emergency Management Program, identifying and defining key external stakeholders that manage the actual response to regional emergencies is critical to the continuity of NAV CANADA's air navigation services.

The primary driver to establishing external liaisons to Provincial EMOs is to highlight the role of the country's air navigation service provider where EMO decisions during an emergency response may have broader impacts to civil aviation. Additionally, clarifying the role of NAV CANADA to manage the airspace will benefit the EMO's lead response role where use of airspace is a consideration in their own response plans.

The purpose of establishing proactive relationships with each provincial EMO is to provide ATS management with an additional and critical source of information that would have a material impact on the services provided across ATS units that may be exposed to regional emergencies.

The goal of working collaboratively with the lead emergency response authorities across the various jurisdictions of the country is to ensure that NAV's services are maintained, impacts are mitigated, and support to lead authorities is broadened by inclusion of a non-obvious partner in emergency response.

Although NAV CANADA had established various external partnerships with governmental and non-governmental entities for many years, the lessons from the COVID-19 global pandemic highlighted those direct benefits to NAV CANADA to being part of key forums with other national critical infrastructure organizations. Being recognized by lead authorities under the Federal Government's lead department for Emergency Management (specifically, Public Safety Canada) as a contributor to national critical infrastructure, provided privileged access to information and other resources to ensure the continuity of NAV CANADA's services.

Having been exposed the intensity of the 2023 wildfires season, impacts to NAV CANADA were noted as significant in terms of people, information, workplace, technology and operations. As part of the internal review to identify opportunities for improvement based in direct observations from the impacts of wildfires, as well as the accepted risk of increasing climate change, a key recommendation was accepted to both develop and deepen relationships with lead authorities.

In response to past incident reports within NAV CANADA, the Emergency Management Program for NAV CANADA sought to strengthen its stakeholder outreach among key Critical Infrastructure (CI) organizations and lead emergency management organizations. Starting in 2024, NAV CANADA's Emergency Management Program began individual outreach to each Provincial and Territorial emergency management organizations as a direct action to implement the recommendation. As NAV CANADA's manager responsible for its Emergency Management Program (including emergency planning, business continuity and crisis response), it was decided that having a central contact to establish the connections between each of the seven ACCs and the respective Provincial EMO within its FIR boundaries would be the best approach: they speak the same language!

NAV CANADA believed that this strategy would ensure appropriate relationship and to connect for other emergency events where the lead authorities in Provincial EOCs may need to engage with

NAV CANADA for NOTAMs and related questions on airspace management, restrictions for private drone / UAV operations, etc.

As noted, the outreach campaign started in 2024 with one provincial authority: that outreach was proven to be beneficial for both parties, as the lead authority for wildfire response had noted past interactions with NAV CANADA as beneficial to their own response. Formalizing the relationship allowed for more detailed and privileged information to be jointly shared to increase situational awareness for each organization's benefits.

Applying the model and lessons from that initial outreach, it was replicated across the country.

Benefits to NAV CANADA were experienced since having established liaisons:

- Advanced **awareness** to the criticality of NAV CANADA's air navigation technology infrastructure installed across the country
- Established **contact lists** to receive privileged emergency information prior to public dissemination
- Established **contacts within EMOs** to advise on the threat of wildfires to NAV CANADA navigational aids (i.e., ability to direct wildfire suppression services to protect NAV CANADA RADAR installation)
- Awareness of EMOs to **invite NAV CANADA liaisons into pre-event planning meetings** (i.e., pre-evacuation planning meetings where aviation system would be required to support remote community evacuations)
- Coordination with EMOs to permit the **early re-integration of NAV CANADA ATS and Technical Services teams after community evacuations caused the closure of the ATS facility**.

The use of liaisons between NAV CANADA and EMOs aligns with the principles of NAV's crisis response system which is based on the internationally recognised Incident Command System (ICS). NAV's training programs in emergency management leverage the principles of ICS to support the effective coordination of emergency response efforts. NAV CANADA's emergency management teams are guided as part of the training to identify appropriate ATS management to interface with EMO using this role as liaison.

As most provincial EMOs have adopted the ICS model as part of their own incident management response system, the alignment of this role into the EMOs structure permits a commonality of language in the various roles used to respond.

Further, safety related processes related to emergency management have been updated to ensure that local ATS management (responsible for the compliance to the process) are guided in the respective National Work Instructions to ensure coordination of response planning efforts with the local authorities. Using recent incidents and exercise reports, these same work instructions are being actively reviewed to further implement additional guidance to deepen the role of having a NAV CANADA liaison into local, regional, provincial EMOs.

NAV CANADA's Emergency Management Program training activities are delivered on annual basis across each FIR. As part of that training, the role of liaison to EMOs is in scope of the training sessions.

Additionally, due to the compliance requirements to review local ATS unit emergency plans, and specifically the Site Business Continuity Plan, local ATS management are guided to ensure the sharing of own emergency plan on annual basis.

Future training plans also include the active management for re-confirming information between EMOs and NAV CANADA, as well as the guidance from the national EM Program team to seek active participation in EMO training or exercise activities at the start of wildfire seasons.

The following additional information is attached:

- n/a

By submitting this document, your organisation is willing for the proposed Best or Good Practice to be shared with other ANSPs.

For Best Practices, this document should be sent together with the SoE in SMS questionnaire, to: soe_2025@eurocontrol.int

Submissions for consideration as Good Practices may be sent by the above date. They may also be identified during the survey interview sessions with the survey team, following which a Good Practice submission document will be requested.