



5 November 2017

H.M. Area Coroner
Manchester City Area
PO Box 532
Manchester Town Hall
Albert Square
Manchester M60 2LA
UNITED KINGDOM

Dear Ma'am

Inquest Touching the death of Mr Anthony McCormack
Regulation 28: Report to Prevent Future Deaths

Further to the above dated 4 September 2017, we provide our responses to the two matters of your concern below.

1. *"The adequacy of the training of Emirates staff in respect of the recognition of possible cardiac arrest and signs thereof including agonal breathing and the administration of appropriate first aid/prompt CPR."*

First Aid and CPR training is undertaken by all Emirates cabin crew both as part of their initial training and also on an annual basis as refresher training on medical procedures. The CPR training conducted by Emirates in each of these instances meets the rigorous standards set by leading international bodies, including the International Liaison Committee on Resuscitation (ILCOR), the American Heart Association (AHA) and the European Resuscitation Council. This training includes information on the recognition of abnormal breathing as a sign of cardiac arrest and this is reflected in the Emirates Operating Manuals and training materials covering this issue. We also note that it is widely recognised by experts in the field of resuscitation that recognition of agonal breathing is extremely problematic even for seasoned medical professionals and is not always present in all cases of cardiac arrest.

Emirates also closely monitors the latest research and developments in pre-hospital emergency care and resuscitation on an ongoing basis. As and when any of the recognised international resuscitation bodies report improved methodologies in handling medical emergencies, Emirates promptly assimilates these improved procedures into its crew medical training programs to ensure that any on-board medical emergency is handled by our crew to the highest possible standard of modern medicine. As such, we will continue to follow this approach and do not propose to take additional action above and beyond that which is detailed above.

2. *"The adequacy and effectiveness of the procedures followed by Emirates staff in the event that the Tempus system is unable to provide assistance which was the case here."*





Emirates has robust procedures in place to deal with medical emergencies and all crew are trained in these procedures on an annual basis. The primary focus of these procedures is on practical, manual skills in assessing and providing care, which can be used by crew in a wide range of on-board medical emergency situations. For example, crew are trained to use the “Look, Listen and Feel” method, together with assessing the level of responsiveness, to determine the adequacy of breathing of a passenger in medical difficulty.

The Tempus device or other on-board medical devices are only used as an adjunct to support the crew in the use of these primary assessment methods. These procedures have been designed and implemented in order to ensure that the crew are able to assess the medical condition of a passenger as quickly and accurately as possible, even where there are instances of communications or equipment errors. We do not propose to take additional actions for the above reasons.

Yours faithfully

A handwritten signature in black ink, appearing to be a stylized name, positioned above the text "For Emirates".

For Emirates

