

EMERGENCY PROCEDURES MANUAL

(NAME) AIRPORT

(mm/dd/yyyy)

RECORD OF AMENDMENTS

[illegible]

RECORD OF ERRATA

[illegible]

AMENDMENT PROCEDURE

The (name of the airport) Airport Emergency Procedures Manual will be amended from time to time by the Airport Manager who assumes this responsibility. Each time the manual will be modified, each manual holder will receive the modifications to be brought to the manual. Each modification will be numbered consecutively. It is the manual holder responsibility to insert the modified pages or to make the appropriate corrections by hand. This action shall be registered in one of the two following pages. The person making the corrections should sign and date on the appropriate page.

Within thirty (30) days following the issuance of a modification, a written confirmation will be sent to the Airport Manager to certify that the modification has been inserted in the manual. A copy of the amendment record shall be returned, dated and signed by the person who inserted the modification in the manual.

Each page will bear the number and the date of the modification.

All modifications will show a vertical line or an arrow in the right margin to indicate the paragraph or the words where changes have been made.

Errata

Minor changes such as telephone numbers, name of individuals etc. could be inserted manually, without changing pages. Such modifications will be recorded on the page "Record of Errata". The issuance of these changes will be made as described above.

LIST OF ABBREVIATIONS AND DEFINITIONS

To avoid confusion in written and verbal communications, key terms used in the Emergency Plan have been defined in cooperation with (*airport name*) partners. Whenever possible, terms and definition were selected in accordance with the terminology used in the various airport manuals, of those commonly used by responding agencies during operations and training courses, and lastly, in taking into account the specifics of the site and operations at (*name of the airport*).

ABBREVIATIONS:

ACC	-Area Control Centre
AFD	-Airport Fire Department
APM	-Airport Manager or his replacement (Duty Airport Manager)
ATB	-Air Terminal Building
ATS	-Air Traffic Services
ECC	-Emergency Co-ordination Center
ELT	-Emergency Location Transmitter
EVD	-Explosive Vapor Detector
IFR	-Instrument Flight Rules
MANOPS	-Manual of Operations
MANOT	-Missing Aircraft Notice
NOTAM	-Notice to Airmen
RCC	-Armed Forces Rescue Co-ordination Centre
RSC	-Runway Surface Condition
RVR	-Runway Visual Range
UHF	-Ultra High Frequency
UMCP	-Unified Mobile Command Post

VHF -Very High Frequency

DEFINITIONS:

Airside: Area of an airport intended to be used for activities related to aircraft operations. Public access is restricted. A restricted area pass is required to enter this zone.

Alert procedure: First step in the initiation of the Emergency Plan. The purpose of the alert is to notify agencies considered first responders that an incident has occurred at the airport.

Apron: Part of an aerodrome, other than the maneuvering area, intended to accommodate the loading and unloading passengers, and for regular activities of aircraft, vehicles and pedestrians to allow execution of those functions.

Baggage identification shelter: Shelter where baggage, mail or cargo targeted by a bomb threat is taken for identification. This shelter is located (*to specify location*).

Bomb shelter: Shelter where, after a preliminary inspection, items suspected of being or containing an explosive device are transported. This shelter is located (*to specify location*).

Cold Zone: The cold zone is located in periphery of the warm zone. The command post may also be set up in this area. Reserve units as well as inside and outside representatives are generally situate in the cold zone.

Danger Zone: Section of the operations zone designated by the On-scene Commander and normally delineated by the position of Fire Service trucks. The On-scene Commander designates a Tactical Team Commander (TTC) who is responsible of all operations in this zone.

ECC Director: (*airport name*) manager responsible for the management of the Emergency Coordination Centre in the event of an incident. The (*position title*) or his representative fulfills this duty.

Explosive detection: The search for explosives and inspection of suspicious packages will be conducted using EVD equipment and a canine team trained in explosive detection. If the results are positive after using either one of these methods of detection, it is then concluded that an explosive device is present.

External responding agencies: Any person or agency who is not part of (*airport name*) and whose services are required during an emergency.

Hot Zone: Part of the operations sector designated by the On-scene Commander and generally delineated by the positioning of the Fire Service vehicles. Operations in this zone are under the Chief of Operational Forces responsibility designated by the On-scene Commander. The hot zone is the closes area near the incident. Its access is limited to the personnel with proper individual protection equipments and authorized to accomplish the required tasks, in general a special team. The dimensions of the hot zone vary according to the required security level.

Groundside: Area of an airport not intended to be used for activities related to aircraft operations and to which the public normally has unrestricted access.

Isolation area: Part of an aerodrome where an aircraft, which is the target of a threat, is directed. The *(to specify location)* is defined as the isolation area during a bomb threat. The type of incident, and the circumstances surrounding it, could bring the ECC to choose an alternate area.

Marshalling area: Location where external responding agencies gather prior to being escorted towards the operations zone. The main marshalling area is located at *(to specify location)*. Other marshalling areas can be identified by the ECC. All movements from the marshalling areas to the operations zone are controlled by the UMCP.

On-scene Commander: Individual with absolute authority over the coordination of all activities within the operations zone.

Operations zone: Zone identified by the On-scene Commander, and required for the efficient conduct of response operations. Outlined by a security perimeter, its access is strictly controlled by the UMCP. Any person/vehicle entering or exiting this zone is registered at the control point(s) established by the PD.

Staging area: Location in the operations zone, designated by the On-scene Commander, where responding vehicles are parked prior to their assignment, in order to maximize their use.

Secure area: Location in the operations zone with no risk for the safety and health of responding resources. The triage area is normally located within this zone.

Security perimeter: Physical or imaginary lines which delineates a zone or an area on a specified territory. The security perimeter during an airport emergency surrounds the operations zone and is controlled by the Police.

Taxiways: Part of an aerodrome used for maneuvering aircraft and airport equipment between the apron area and runway. A letter identifies taxiways.

Triage area: Located in the secure area, location where victims are evaluated for medical treatment and emergency transportation.

Unified Mobile Command Post: Vehicle, controlled by the On-scene Commander, where site coordinators assemble to manage the incident.

Waiting area: Location designated by the ECC, and used to isolate passengers aboard a flight that is the target of a bomb threat.

Warm Zone: The warm zone is located in periphery of the hot zone. All equipments necessary for the intervention are put together in this zone. When necessary, the advance command post may be set up in this particular area as the standing command post. The rest area could also be set up there. In hazardous materials interventions, the contamination reduction area is situated in the warm zone where qualified personnel proceeds to decontamination. The sanitary recovery area is also located in this area. The access to this zone is limited to the authorized persons only because of contamination risks.

A diagram at Appendix “A” illustrates a typical deployment of all the elements inside the operations sector.

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SECTION 1

DISTRIBUTION, **COORDINATION UNITS AND** **ALERT CODES**

1 Distribution, Coordination Units and Alert Codes

1.1 Distribution

	Number of copies	Copy(ies)
Airport Manager	2 copies	1 and 2
Airline	1 copy	3
Airline	1 copy	4
(Airline)	1 copy	5
City Office	2 copies	6 and 7
Air Traffic Services	1 copy	8
CAA Safety	1 copy	9
CAA Operations	1 copy	10
Hospital	2 copies	11 and 12
Aircraft Refueler	1 copy	13
Airport Maintenance	1 copy	14
Ambulance Services	1 copy	15

1.2 INTRODUCTION

(Name) Airport has the human resources required to ensure the security of the public, aircraft and facilities in normal operating conditions. In major emergencies, however, it is necessary to call upon support of outside agencies and the co-operation of various companies operating at the airport to ensure that appropriate intervention procedures are implemented.

The purpose of this emergency Procedures Manual is thus to:

- 1) establish an action plan coordinating the intervention of all public and private agencies involved in emergencies occurring at (Name) Airport;
- 2) define the role and responsibilities of the main responding agencies.

This plan was reviewed and approved by the competent authorities in the agencies concerned and consequently represents a memorandum of understanding between airport branches and these various groups.

Testing

The Emergency Plan is regularly tested and evaluated in compliance with the national regulations, by means of exercises involving the deployment of resources, tabletop and sector-related exercises.

Disclosure

The information contained in this Plan is not intended for public disclosure. Holders of this Plan must therefore ensure that only those who need to know have access to this information. Authorization from airport authorities is required to make additional copies of this Plan, or to disclose the information to anyone outside the holder's organization.

Some sections of this Plan may contain confidential information that would be disclosed only to certain agencies. Blank pages marked "CONFIDENTIAL" would replace pages of appropriate sections in the manuals of agencies not entitled to this information.

Amendment

To maintain the functional nature of this Plan, it is imperative that the agencies mentioned in the different guidelines inform airport authorities of any changes affecting their role or responsibilities with regards to airport emergencies. The point of contact at the airport is *Chief, Airport Fire Service*.

The Coordination Units

In the event of an emergency, the action plan described in this manual depends entirely upon the activation of four co-ordination units:

Emergency Co-ordination Centre (ECC)
Command Station (on-site)
Assembly Point
Airport Manpower and Equipment Dispatch Centre

Emergency Co-ordination Center

The Emergency Co-ordination Centre is established as soon as an emergency is declared. The ECC team consists of senior on-duty representatives of the agencies involved. The ECC controls the actions of the intervention units throughout the emergency. Communications between the ECC and the intervention units are carried out on the airport's emergency frequency. The operation of the ECC is placed under the responsibility of the airport manager or his representative, who acts with the ECC (See Section 2.2 "Emergency Co-ordination Centre". and Section 2.3. "Communications System").

Command Station

The Command Station is the mobile communications unit from which the person (AFD) in charge directs the action of intervention units at the site of the incident and maintains contact with the ECC throughout the emergency.

Assembly Point

The assembly point, to which intervention units report in an airport emergency, is located (*where, to specify location*). This co-ordination unit is initially headed by an airport employee who is in constant contact with the ECC via portable radio. The assembly point is the co-ordination unit which dispatches intervention units to the emergency site.

Airport Manpower and Equipment Dispatch Centre

The airport manpower and equipment dispatch centre is where maintenance employees assemble under the direction of the designated officer in charge, who dispatches the airport manpower and equipment required to meet the situation. This centre, located (*where, to specify location, could be also located at the Assembly Point*), is in direct communication with the Emergency Co-ordination Centre.

Moreover, according to the logistics of these emergency procedures, the nature and scope of action taken by airport services and outside agencies will depend on the type of alert code issued (color code, followed by a number). The number following the

color will identify the approximate number of people on board the aircraft or the number of injured in the event of an incident. The Fire Chief or his representative is responsible to pass the information to the ECC who will determine the alert code and changing it as required.

If the ECC is not active at the time a decision is to be made, the Air Traffic Controller on duty will determine the alert code in consultation with the APM or his representative.

CODE RED: Code red is used for any major emergency which requires the complete and immediate deployment of airport and outside agency intervention units.

CODE YELLOW: Code yellow is used for an emergency which requires the limited deployment of airport and outside agency intervention units, as required.

CODE WHITE: Code white is used for an emergency which requires only the deployment of airport intervention units (internal resources).

NOTE: If any modifications to this Emergency Procedures Manual are considered necessary, they should be submitted in writing to the airport manager at the following address:

Airport Manager
(Address, phone number etc.).

1.3 ALERT CODES

CODE RED

Definition: Complete and immediate deployment of airport and outside agency intervention units.

Initial Action:

AFD Services:

- The fire truck goes immediately to the site of the incident;
- The fire chief takes charge of fire fighting operations and establishes contact with the ECC.
- A senior representative reports to the ECC.

APM or represent.:

- Reports to the ECC immediately and provides overall co-ordination of representative: operations in accordance with emergency procedures.

Airport Maintenance

- All staff on duty and off duty (if available) report immediately to the assembly point (airport manpower and equipment dispatch center) and place themselves at the airport field supervisor's disposal;
- Recall staff.

ATS:

- The supervisor reports to the tower immediately.

Technical Services:

- The technician reports to his office immediately.

Air Carrier:

-The Station Manager reports to the ECC immediately.

-Ground service staff report to the assembly point.

Police:

-The Police officer in charge reports to the ECC immediately;

-The duty officers report to the assembly point immediately and establish contact with the ECC;

-Recall staff.

Airport Fire Department:

-The officer in charge reports to the ECC

-Firefighters equipped with a fire truck and all water-filled tank trucks report to the assembly point.

Medical Team:

-The person in charge reports to the ECC

-Reports to the assembly point.

Ambulance Services:

-The person in charge reports to the ECC

-Reports to the assembly point.

The following call will be made by the Air Traffic Controller as soon as the alert is given:

1. Airport Manager or representative
Off.:
Home:
Mobile:
2. ATS Chief
Off.:
Home:
3. (A) Airport Fire Department
(B) Medical Team/ patient service
(C) Police
4. Airport Maintenance
Off.:
Home:
Mobile:
5. Air Carrier involved
(A) (Airline Name)/ Manager
Off.:
Home:

Calls number 1, 2 and 3 a, b and c, will be made by the Air Traffic Controller. Other calls will be made by the ECC.

CODE YELLOW

Definition: Immediate deployment of a limited number of emergency airport and outside agency intervention units.

Initial Action:

Airport Fire Fighters:

-The fire trucks go to the site of the incident immediately. The chief goes immediately to the site of the incident and takes charge of fire fighting operations and establishes contact with the ECC.

Airport Manager or Representative:

-Reports to the ECC immediately and provides overall co-ordination of representative: operations in accordance with emergency procedures.

Police:

-The Police officer in charge reports to the ECC;

-The agent in charge reports to the assembly point immediately and establish contact with the ECC.

Airport Maintenance:

-All staff on duty and off duty report immediately to the Assembly point and place themselves at the field supervisor's disposal.

ATS:

-The supervisor report to the tower.

Air Carrier:

-The station chief reports to the ECC.

Medical Team and Patient Service:

-The person in charge reports to the ECC.

-An officer reports to the assembly point.

The following calls will be made by the ATS as soon as the alert is given:

- | | |
|---|---------------------------|
| 1. Airport Manager or representative: | Off.:
Home:
Mobile: |
| 2. ATS Chief | Off.:
Home: |
| 3. A) Airport Fire Department
B) Medical Team / Patient service
C) Police | |
| 4. Airport Maintenance: | Off.:
Home:
Mobile: |
| 5. Air Carrier involved | |
| A) <i>(Names of airlines)</i> | Off.:
Home: |

The three first calls (1, 2 and 3 A B C) will be made by the Air Traffic Controller.
The other calls will be made by the ECC.

CODE WHITE

Definition: Immediate deployment of airport intervention units (internal resources).

Initial Action:

Airport Fire Department:

- The fire truck goes immediately to the site of the incident if requested;
- The chief takes charge of fire fighting operations and establishes contact with the ECC.

Airport Manager or representative:

- Reports immediately to the ECC and provides overall co-ordination of operations in accordance with emergency procedures.

Air Carrier:

- The duty person in charge immediately establishes contact with the ECC and provides his assessment of the situation.

1. Airport Manager or representative
Off.:
Home:
Mobile:
2. ATS Chief Off.:

Home:
3. Airport Fire Department
4. Air Carrier involved

(A) (*Names of airlines*)
Off.:
Home:

The three first calls (number 1, 2 and 3) will be made by the Air Traffic Controller. Other calls will be made by the ECC.

Emergency alert code

The color will identify the category of an incident, while the number will identify the approximate number of people on board the aircraft or of injured in the event of an incident.

The colors chosen are as follows:

Red:

- Accident or incident
- Immediate deployment of all agencies depending on the scope of the incident

Yellow:

- Aircraft in distress (deployment of internal units and Airport Fire Department Services and state of alert for outside units)

White:

- Deployment of internal units and Airport Fire Department Services.

Below are some examples:

Crash of aircraft with four people on board (Code Red 4)

Crash of aircraft with 56 people on board (Code Red 56)

Aircraft with landing gear trouble, 56 people on board (Code Yellow 56)

Aircraft with engine trouble, three people on board (Code White 3)

Major fuel spill or major spill of chemical or hazardous substances, major fire at the airport (Code White, specified assistance may be requested by the incident site coordinator). e.g.: municipal firefighters, environmental specialists, etc...

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SECTION II

ROLES, RESPONSIBILITIES **AND** **RESOURCES**

2 Roles, Responsibilities and Resources

2.1 ROLES AND RESPONSIBILITIES

Index

Airport Manager or Representative

Maintenance Staff

Airport Fire Department (AFD)

Medical Services

Police Force Responsible

ATS

Air Carrier

Civil Defense or Civil Protection

City Fire Brigade

Conclusion

2.1.1 AIRPORT MANAGER OR REPRESENTATIVE

Establish emergency procedures in accordance with CAA standards, bearing in mind available local resources.

Ensure that services and agencies responsible for implementing emergency procedures are aware of and accept their roles.

Designate a local co-ordinator responsible for periodically updating procedures and circulating amendments.

Provide an Emergency Co-ordination Center (ECC), a command station and an assembly point, all equipped with adequate communications equipment.

Maintain and replace the material, apparatus and equipment needed to implement emergency procedures when required.

Ensure that one person in charge (airport manager or representative) is always available to co-ordinate activities in emergencies.

The airport manager or his representative assumes the responsibilities listed in each section of the emergency procedures manual under the heading “Airport manager or representative”.

CONCLUSION

All services and agencies, their representatives and participants, shall recognize the airport manager or representative as the people in charge of co-ordinating the emergency plan. They shall accept the fact that, during the first stage of a disaster when lives are at stake, questions of legal jurisdiction or responsibility shall come second to saving human lives. Moreover, while the (Country Name) CAA fully acknowledges the official responsibilities of the various agencies, its prime objective as co-ordinator of the emergency action plan, and that of all other participating agencies, is to save lives.

2.1.2 AIRPORT MAINTENANCE STAFF

Depending on requirements and on directives from the Emergency Co-ordination Centre, the airport maintenance staff at (*Name of the airport*) Airport perform support duties, such as:

Escorting outside vehicles;

Transporting firefighters;

Towing the emergency trailer;

Gathering survivors together;

Administering first aid;

Providing technical assistance (roads, lighting, etc.);

To prepare the temporary hospital;

Any other task required.

Airport maintenance staff assume the responsibilities listed in each section of the emergency procedures manual under the heading “Airport Maintenance”.

2.1.3 AFD SERVICES

The AFD officer in charge directs fire fighting operations in the event of an aircraft accident on airport grounds and assists the airport management in the management of the emergency site.

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2.1.4 MEDICAL SERVICES

The hospital medical team reports to the accident site. The person in charge of medical services directs first aid and triage operations and establishes priorities for transporting the injured, as well as recording the number of injured who are evacuated to the hospital.

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2.1.5 POLICE FORCE RESPONSIBLE

The police force responsible assumes full responsibility for rescue activity in the event of an Air disaster on its territory, in accordance with the procedures established for such situations.

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2.1.6 ATS

In the event of an aircraft emergency, the Air Traffic Services (ATS) shall issue a first alert via the communications system, transmit information concerning the aircraft in distress or other emergency and strictly control vehicle ground traffic in the aircraft maneuvering area.

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2.1.7 AIR CARRIER

The airline representative contacts the airport manager or his representative at the ECC in order to co-ordinate airline activities. His available staff report to the assembly point for their assigned duties. The airline shall provide a passenger and cargo manifest as soon as possible. It shall provide passenger transportation from the accident site to the designated waiting area. Generally, press releases will be issued by the airline as soon as they are authorized by the investigators. The airline is responsible for removing the aircraft or debris.

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2.1.8 CIVIL DEFENSE OR CIVIL PROTECTION

TO BE ADDED.

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2.1.9 CITY FIRE BRIGADE

The City fire brigade reports to the Assembly Point. They are to support the Airport Fire Department, water resupply etc..

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2.1.10 CONCLUSION

It should be borne in mind that the responsibilities listed in this manual merely summarize the duties each agency involved is expected to perform.

Their professional skills are such that all participants and their leaders are considered capable of performing the assigned duties. We shall thus be able to accomplish our primary objective, that of saving lives and minimizing damage.

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2.2 EMERGENCY CO-ORDINATION CENTRE

Experience has shown that airport emergencies call into play a large number of agencies, each with its own responsibilities. The successful outcome of an incident requires close co-operation and perfect synchronization among the various agencies involved. To this end, tight co-ordination among all on-site resources is essential. The airport's Emergency Co-ordination Centre is the central decision making point for those involved in an emergency. The Emergency Co-ordination Centre is headed by the airport manager or his representative. At (name of the airport) Airport, the Centre is located (to indicate the location of the ECC). The following people, and those designated by the airport manager or his representative, as required, make up the Emergency Co-ordination Centre team:

- Airport manager or his representative;
- Police officer;
- an officer of the AFD;
- Station Manager of the air carrier involved;
- A person in charge from the Hospital
- Any other person required by the airport manager or his representative.

The Emergency Co-ordination Centre becomes operational whenever an emergency arises at the airport. All communications concerning the emergency shall be directed to the Emergency Co-ordination Centre, where major decisions are made.

As required, the Emergency Co-ordination Centre (ECC) may be moved to another suitable location.

2.3 COMMUNICATIONS AND IDENTIFICATIONS SYSTEMS

Index

Activating Emergency Communications

Communications during an Emergency

Identification of Agency Members at the Disaster Site

UHF Radio Call Codes

Call Codes for Special Units During Implementation
of Emergency Procedures

VHF Radio Call Codes

2.3.1 ACTIVATING EMERGENCY COMMUNICATIONS

The airport's ATS usually activates emergency communications concerning aircraft, but anyone witnessing an abnormal situation may initiate emergency communications by notifying the ATS or the airport manager or his representative.

The ATS immediately notifies the AFD services by telephone at (*telephone number*).

The ATS then notifies the airport manager or his representative, who reports to the Emergency Co-ordination Centre (ECC) immediately.

Depending on the alert code used, the ATS will notify the following agencies:

- Police
- Medical services
- Ambulance services
- Air carriers
- Field supervisor
- Any other agency or person designated by the airport manager or his representative.

From this moment on, all communications are relayed via the Emergency Co-ordination Centre (ECC).

Officials in charge of agencies report to the Emergency Co-ordination Centre, and teams report to the assembly point.

2.3.2 COMMUNICATIONS DURING AN EMERGENCY

During an emergency, communications are made on the UHF band of *(to indicate number of walkie-talkies)* walkie-talkies belonging to *(name of the airport)* Airport, which are to be distributed to, among others:

Emergency Co-ordination Centre;
Command station;
Field supervisor;
ATS;

Emergency Co-ordination Centre

The Emergency Co-ordination Centre, where the representatives of the agencies involved are assembled, controls intervention unit activity throughout the emergency. All UHF emergency band communications shall be made via the Emergency Co-ordination Centre. The ECC is equipped with the following communications devices:

One UHF transceiver (walkie-talkie);
One scanner;
One variable frequency VHF transceiver (118 to 135.975 MHz);
One secure telephone line;
Three open telephone lines.

(the above to be modified according with equipment available on site).

"Command Station" or "Unified Mobile Command Post"

The command station is a mobile unit at the accident site from which the AFD officer, backed by the on-site intervention unit leaders, assists operations and maintains constant contact with the ECC. The command station is equipped with the following devices:

One UHF transceiver (walkie-talkie);
One VHF transceiver;
Loudspeaker system, on vehicles and portable.

Assembly Point

The assembly point, to which intervention units report in an airport emergency, is located *(to indicate location)*. This co-ordination unit is initially headed by the field foreman or an airport employee who is in constant contact with the ECC via portable

radio. The assembly point is the co-ordination unit which dispatches intervention units to the emergency site.

Airport Maintenance

This co-ordination unit is located at the Assembly Point and is headed by the duty field supervisor. Airport maintenance staff report to this centre depending in the alert code in effect. The person in charge is in direct contact with the ECC and dispatches the manpower and equipment according to directives received from the ECC.

This unit is equipped with the following communications devices:

UHF transceiver (walkie-talkie);

VHF transceiver.

2.3.3 IDENTIFICATION OF AGENCY MEMBERS AT THE DISASTER SITE

To make members of the various agencies and services at the disaster site more readily identifiable, all will wear an armband bearing the color of the agency or service to which they belong.

Colour of agency armbands:

Police:	Yellow
Air Carrier:	Dark blue
Medical team:	
Doctors	White Doctor
Ambulance drivers, nurses	White Hospital
Airport Staff:	Green
On the scene controller	Orange

Identification armbands are available from the emergency trailer at the command station.

2.3.4 UHF RADIO CALL CODES

Airports manager or representative	Mobile 1
Electrician	Mobile 2
Buyer/Financial agent	Mobile 13
Employee position	Mobile 22
Employee position	Mobile 5
Field supervisor	Mobile 6
Employee position	Mobile 61
Employee position	Mobile 8
Employee position	Mobile 81
Employee position	Mobile 9

Call Codes for Special Units During Implementation of Emergency Procedures.:

Emergency Co-ordination Centre:	ECC
Command post:	Command post
Assembly Point:	Assembly Point

2.3.5 VHF RADIO CALL CODES

Airport manager or representative: APM

Emergency Co-ordination Centre: ECC

ATS (*name of the airport*) Radio or Tower

Airport Fire truck RESCUE 1
 RESCUE 2
 RESCUE 3
 RESCUE 4
 RESCUE 5

Escort vehicles Staff 20
 Staff 24
 Staff 28
 Staff 30
 Staff 40

2.4 ACCESS TO SITE AND ASSEMBLY POINT

When emergency intervention units arrive at the airport, they shall report to the assembly point located (*to specify location*) (see intervention map, Section 2.8). This co-ordination unit is initially headed by the Airport Field Foreman or an airport employee who is in constant contact with the ECC via portable radio. The assembly point is the co-ordination unit which dispatches intervention units to the emergency site. As required, intervention units will be escorted to the emergency site.

All communications between the emergency site and the ECC shall take place via the mobile command station.

2.5 FIRST AID CLINIC

(Name of the airport) Airport does not have (or has ??) a first aid clinic.

However, first aid equipment is stored (to indicate location, if any) and includes a fairly complete assortment of supplies, such as rigid stretchers (4) and various other items. It may be used both in normal circumstances and in emergencies.

A mobile trailer equipped with first aid supplies, such as stretchers, blankets, bandages, etc., is an integral part of equipment. This trailer is dispatched to the site of an accident at the start of a major emergency, and the equipment is used by first aid workers.

2.6 TEMPORARY MORGUES

If there are a large number of dead, airport authorities have arranged for *(to indicate location)* to be used.

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2.7 MEDIA

Introduction

The airport management acknowledges the public's right to know the facts surrounding major events occurring at the airport. Generally, aircraft accidents are of particular interest to the media; airport management, conscious as it is of its responsibilities with respect to the safety of the public and its staff during emergencies, has established guidelines in this regard for procedures both for itself and for members of the media covering the event. It should not be forgotten that the premature disclosure of certain phases of an emergency operation could have negative consequences.

Assembly room

Media representatives shall go to *(identify a place)*.

Press releases

The airport manager and /or the representative of the airline involved shall go to the assembly room as soon as circumstances permit in order to provide members of the media with official information. Every effort will be made to make an airport representative available to answer questions and accompany the media.

As soon as conditions permit, members of the media will be escorted on supervised visits to the accident site. It is understood that members of the media may at no time perform actions which may interfere with emergency operations in progress. No media representative shall be admitted to the apron or maneuvering areas without an authorized escort and the express permission of the Airport Manager.

Aircraft crashes outside the airport

In the event of a crash outside airport limits, members of the media will have to contact the police force concerned. Airport management has no authority in these conditions, but offers its assistance to the authorities involved.

2.8 INTERVENTION MAP

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2.9 ALPHABETICAL LIST OF RESOURCES

Various resources are available from the following organizations:

AFD (telephone number(s))

Hospital (telephone number(s))

School Board (telephone number(s)) (buses)

Airline (telephone number(s)) (airplanes)

Airline (telephone number(s)) (airplanes)

Airline (telephone number(s)) (helicopters and airplanes)

(Other organizations): (telephone number(s))
(other vehicles to be used as ambulances)

(Other organizations): (telephone number(s))
(other vehicles to be used as ambulances)

(Other organizations): (telephone number(s))
(other vehicles to be used as ambulances)

(Other organizations): (telephone number(s))
(other vehicles to be used as ambulances)

2.10 ALPHABETICAL LIST OF RESOURCES

VEHICLES

Patrol car	Police	(telephone number(s))
Sweeper	CAA	(telephone number(s))
All-purpose truck	CAA	(telephone number(s))
Dump truck	CAA	(telephone number(s))
Fire truck	AFD	(telephone number(s))
Fork lifts	(names of organizations)	(telephone number(s))
Grader CAA	(telephone number(s))	
Aircraft nacelle	(name of airlines)	(telephone number(s))

WALKIE-TALKIE

Telecom.	Air Services (1)	(telephone number(s))
Telecom,	Telecom (2)	(telephone number(s))
CAA	Airport (18)	(telephone number(s))
Police	(telephone number(s))	
Municipality	(telephone number(s))	
Hospital	(telephone number(s))	

Ambulance *(telephone number(s))*

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2.11 TELEPHONE NUMBER

STAFF – AIRPORT FIRE DEPARTMENT

Approximately (*number of persons*) persons are members of the AFD and (*number of persons*) as voluntary fire fighters.

ATS (ATS) (*telephone number(s)*)

AMBULANCE AND MEDICAL SERVICES

Itinerant aircraft – Upon the request of the captain (pilot), pertinent information will be passed on by the ATS to duty hospital staff.

Hospital

Emergency (direct line) (*telephone number(s)*)

Hospital Administrator (*telephone number(s)*)

EMERGENCY PLANNING

CAA

(*person names*) (*telephone number(s)*)

Emergency 24 H (*telephone number(s)*)

DANGEROUS MATERIAL

24 H (*telephone number(s)*)

Radiation or Bomb Threat

ARMED FORCES, (telephone number(s))

SEARCH AND RESCUE (ARMED FORCES)

(telephone number(s))

POLICE (telephone number(s))

CIVIL AVIATION SECURITY AND EMERGENCY PLANNING

During working hours (telephone number(s))

Outside working hours (telephone number(s))

NOTAM OFFICE:

24 hours (telephone number(s))

CAA:

Duty investigator (telephone number(s))

CIVIL PROTECTION:

(24 hours). (telephone number(s))

AIRPORT MANAGER

(telephone number(s))

ATS

(telephone number(s))

(name of the airport) AIRLINES

(Name of airlines)

Station Manager (telephone number(s))

Cargo (telephone number(s))

Ticketing (telephone number(s))

Staff House (telephone number(s))

Chief Pilot (telephone number(s))

Dispatch (24 hours) (telephone number(s))

(Name of airlines)

Manager (telephone number(s))

Ticketing (telephone number(s))

Cargo (telephone number(s))

2.12 IDENTIFICATION ARMBAND

IDENTIFICATION ARMBAND

QUANTITY	COLOUR	USED BY
8	Yellow	Police
6	Blue	Airline
3	White + Doctor	Physicians
14	White + Hospital	Nurses, Ambulance drivers
2	Orange	On the scene controller
11	Green	Airport staff

LEFT BLANK INTENTIONNALLY

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LEFT BLANK INTENTIONNALLY

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SECTION III

AIRPORT EMERGENCIES

3 AIRPORT EMERGENCIES

3.1 AIRCRAFT CRASHES INSIDE AIRPORT BOUNDARIES

Objective

Index

ATS

Telecommunications

Airport Fire Department

Manager or Representative

Maintenance

Air Carrier Involved

Police

Medical Team

City Fire Brigade

METTAG Triage Tags

Patient Service Drivers

3.1.1 OBJECTIVE

To ensure that all necessary airport and outside agency resources are mobilized and used as effectively as possible to minimize injuries, loss of life and material damage caused by the accident.

- Bring the fire under control or minimize the risk of fire;
- Evacuate and give medical attention to injured persons;
- Control access to the accident site;
- Ensure that the site is undisturbed for investigative purposes;
- Maintain flight operations and resume normal airport activity as soon as possible.

3.1.2 AIR TRAFFIC SERVICES (ATS)

Authorize the AFD vehicle as quickly as possible to go to the accident site, and provide it with the following information:

- location
- type of aircraft involved
- number of people on board
- amount of fuel
- dangerous goods and their location in the aircraft
- any other relevant information

Notify the intervention units in accordance with the alert code call list and provide them with the following information:

- alert code
- aircraft type

Strictly control vehicle and aircraft ground traffic in order to facilitate movement of vehicles involved in the emergency.

If surface conditions may have had some impact on the situation, request a RSC report from the ECC.

Note the time and the name of the person approving removal or the wreckage.

Ensure that the runway is inspected before it is used again.

Take personal notes if, in their opinion, they may be called as witnesses (accident report).

The traffic zone shall be closed by a NOTAM until notice is given by the Airport Manager or his representative.

3.1.3 TECHNICAL SERVICES (NAVAIDS)

Performs equipment status check.

If weather conditions indicate that RVR may have had a direct influence on the accident, enter the time on the RVR record sheet and initial it. One hour after recording the time, remove the roll and lock it away (subsequent RVR recorder recordings for a period of seven days shall also be locked away).

Store the recorder tapes in a safe place.

Store in a safe place (under lock and key) all documents pertaining to the accident.

3.1.4 AIRPORT FIRE DEPARTMENT

Respond to the alert immediately by reporting to the accident site with the vehicle.

The AFD chief establishes contact with the ECC as soon as action is initiated and directs fire fighting activities at the accident site.

Depending upon available resources, co-operate with team members to ensure the evacuation of passengers.

While maintaining constant communications with those in charge of the agencies on the crash site, directs fire fighting activities.

Ensure that all intervention vehicles are parked at a safe distance from the accident site.

Ensure, in coordination with the ECC, that a passenger triage centre is set up and identified away from the accident site.

Ensure an ambulance assembly point near the triage is identified.

Assist the medical team in administering first aid, as required.

Assists the police in preventing the site to be disturbed.

Recall firefighters report to the fire hall and ask the ECC for transportation to the accident site.

Ensure that there is no risk of fire before leaving the site.

3.1.5 AIRPORT MANAGER OR REPRESENTATIVE

Report to the ECC without delay.

Call the command station for an assessment of the situation (AFD on site).

As required, authorize the recall of additional staff.

Ensure that the Investigation Division/CAA has been notified (ATS) and contact the duty investigator via *(to include contact info)*.

Take steps to complete the report in accordance with the appropriate directives.

Ensure that the appropriate NOTAM are issued (runway closure, etc.).

Ensure that an adequate number of ambulance have been mobilized.

Ensure that initial calls corresponding to the alert code have been made (see alert code list).

Where appropriate, relocate the assembly point.

Ensure that the duty maintenance officer in charge is on duty at the Assembly Point.

Ensure that escort vehicles are available.

As required, obtain the service of a photographer.

Ensure that the emergency trailer is towed to the command station, if necessary.

As required, mobilize outside equipment (helicopters, boats, etc.) (see Section 3.9).

Ensure that a temporary morgue is set up *(to specify the location)*.

Ensure that a room is made available for passengers' relatives, ATB *(or elsewhere, to specify location)*.

Ensure that a room is made available for journalists *(to specify the location)*

As required, ensure that *(to specify a location)* is ready to receive survivors not requiring hospitalization.

Ensure that the following agencies are notified as required:

Police
Civil Defense
Coroner

Call clergy, if required:

Muslim
Catholic
Anglican

When operations are completed, have the runways inspected if necessary.

Upon agreement with ECC members and the firefighters responsible, declare the emergency over.

Ensure that all agencies are notified when the emergency is over.

Upon clearance by the Civil Aviation Investigation Office, approve the way in which the aircraft is to be disposed off.

3.1.6 AIRPORT MAINTENANCE

On-duty staff report to the Assembly Point immediately.

Outside normal work hours, the field supervisor ensures that his staff are recalled as soon as the alert is issued.

The field supervisor dispatches auxiliary manpower and equipment during the emergency.

As required, staff perform the following functions:

- Escort outside vehicles;
- Transport firefighters equipment;
- Tow the emergency trailer, if necessary;
- Make all equipment available upon request by the ECC;
- Provide technical assistance (roads, lighting, etc.);
- Any other task requested by the ECC.

3.1.7 AIR CARRIER INVOLVED

The Station Manager reports to the ECC immediately

Applies the airline's emergency procedures.

Ensures that off-duty staff are recalled , as required.

Staff assigned to lend assistance at the accident site report to the assembly point and await instructions from the ECC.

Provide any information likely to be of use to intervention units (number and names of passengers, type of cargo, etc.).

Ensure that transportation is available for uninjured passengers between the accident site and the (*name of site, hotel etc.*).

Provides a waiting room (ATB, *or elsewhere*) for close relatives.

Make sure that the next of kin have been notified (to be coordinated with police).

As required, notifies Customs.

Handles media inquiries.

Makes arrangements to remove the aircraft or debris in accordance with instructions from the airport manager or his representative.

3.1.8 POLICE

The Police officer in charge reports to the ECC immediately.

A patrol vehicle goes to the assembly point and control traffic and restrict access to the airport, as required.

Maintain order in the terminal building and prevent curiosity-seekers from entering the accident site.

Help attend to the injured and administer first aid.

As required, obtain assistance from *(other organization such as Civil Defense)*.

As required, notify the coroner.

Identify the injured and deceased persons and notify the next of kin (to be coordinated with the airline).

Protect debris and evidence and co-operate in the investigation.

3.1.9 MEDICAL TEAM

The person receiving the message shall inform the director of medical services or, in his absence, the duty physician, who alone may decide whether to issue an immediate recall of hospital medical staff by pyramidal telephone.

Medical evacuation kits are prepared and transported with the first physicians responding to the call.

Hospital rooms, instruments and equipment are prepared for:

on-site use:

transport to staff at the airport (*temporary hospital to be identified*) on the order of the physician in charge.

N.B. Some medical equipment is already available at the airport (*to specify the place if available*).

As required, calls auxiliary ambulance drivers.

From the ECC, the medical team leader will determine:

- what staff shall report to the command station;
- what staff shall prepare the temporary hospital located in (*specify the location*).

Upon arrival at the command station, report to the AFD officer and get from the emergency trailer the following items:

- white identification armbands
- stretchers;
- back-packs with bandages;
- triage tags (METTAGs);
- flashlights, as required.

The medical team leader at the accident site monitors triage and co-ordinates his team's activities. (All occupants of the aircraft involved, whether dead, injured or uninjured, must wear a triage tag for identification purposes).

Medical assistants administer first aid and supervise the transportation of injured persons to the ambulance assembly point.

Stretcher-bearers will be designated by the AFD officer.

In the temporary hospital, the physician in charge reassesses the distribution of staff at:

- the command station (accident site);
- the temporary hospital (*to specify location*).
- the triage center (accident site).

All passengers will be transported from the accident site to the temporary hospital for further examination:

Injured persons to the temporary hospital (*place to be specify*);

Uninjured persons to (*location to be specify*).

The dead to the temporary morgue (*location to be specify*).

3.1.10 CITY FIRE BRIGADE

The Fire Chief or his representative report to the ECC.

Available fire trucks report to the assembly point and wait for instructions.

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3.1.11 TRIAGE TAGS – METTAGS

Stabilize the most seriously injured victims.

Record the time.

If the victim is conscious and coherent, record his name. If the victim is conscious and coherent, record his address;

Record your name.

List injuries on the reverse side of the tag.

As required, list intravenous (IV) and intramuscular (IM).

Tear card along appropriate line to indicate victim's priority.

Tie the tag to the victim's foot.

You may tie the removable numbers on the tags to the victim's personal effects.

- | | | |
|-----|----------|---|
| I | (RED) | Critical, immediate attention |
| II | (YELLOW) | Serious, but may be attended to after I (RED) |
| III | (GREEN) | Immediate transportation, attention not required |
| 0 | (BLACK) | Dead, transport to morgue after identifying the place where the body was found with an orange flag bearing the same number as the victim's tag. |

It is understood that initial triage of injured persons at the accident site should be performed by the physician on site, but this may vary according to the scope of the disaster.

3.1.12 PATIENT SERVICE DRIVERS

Report to the assembly point.

Obtain an escort vehicle and report to the command station.

Park at the command station and await appropriate instructions.

All patient service vehicle must be escorted when driven on the aircraft movement area, unless the ECC issues instructions to the contrary.

3.2 AIRCRAFT CRASHES OUTSIDE AIRPORT BOUNDARIES

Index

Introduction

Airport Manager or Representative

Airport Fire Department

Public Affair (airport)

Telecommunications

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3.2.1 INTRODUCTION

GENERAL

The City, in which an aircraft accident occurs, is responsible for the command of operations.

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3.2.2 AIRPORT MANAGER OR REPRESENTATIVE

The Airport Manager or his representative ensures the continuity of air operations on-going at the airport while assisting the City responsible for the emergency response, as per their request.

- Open the ECC
- Deploy the AFD at the request of the City, and if appropriate to do so
- Appoint a liaison officer to the City Emergency Coordination Centre and /or to the Command Post at the incident site, upon request from the City.
- Direct the relatives to a waiting room
- Approve the provision of resources to the City Authorities
- Maintain liaison with the Control tower and the ACC
- Ensure assistance to the Air Carrier with regards to providing services to passengers and crew members
- Coordinate response to the public who show up at the airport
- In collaboration with Public Affairs, coordinate the messages to be broadcasted on radio and television
- Maintain a record of all measures, activities and decisions made, and
- Close the ECC.

3.2.3 AFD SERVICES

The AFD provides advice, opinions and material to the affected City.

- Assume the duties of liaison officer between airport and the City authorities at the City Emergency Coordination Centre and/or at the Command Post at the incident site
- Upon request, provide technical advice on how to manage an aircraft accident,
- Deploy upon instructions from the ECC Manager.
- Maintain a close liaison with the airport ECC, and
- Maintain a record of actions taken.

3.2.4 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System

3.2.5 TECHNICAL SERVICES (NAVAIDS & TELECOMMUNICATIONS)

If the accident occurred near the airport and weather conditions indicate that RVR may have had a direct influence on the accident, enter the time on the RVR record sheet and initial it. One hour after recording the time, remove the roll and lock it away (subsequent RVR recorder recordings for a period of seven days shall also be locked away).

Store the recorder tapes in a safe place.

Store in a safe place (under lock and key) all documents pertaining to the accident.

3.3 EMERGENCY LANDINGS

Index

Objective

ATS

AFD Services

Airport Manager or Representative

Police

Airport Maintenance

Air Carrier Involved

Public Affairs

3.3.1 OBJECTIVE

To ensure that AFD services and certain outside agencies are alerted if an aircraft has to make an emergency landing. The scope of the emergency resources deployed depends on the seriousness of the problem, the number of passengers on board and the type of aircraft involved.

- Priority is given to the aircraft in distress;
- The necessary rescue and fire fighting equipment is stationed at the most strategic points for prompt intervention;
- Medical and ambulance services are placed on standby for prompt intervention.
- Depending on the alert code, internal and outside agencies at the airport are placed on standby for prompt intervention.

3.3.2 ATS

Call the AFD at (*phone number*).

Provide the AFD in charge with the following information:

Type of aircraft involved
Number of people on board
Nature of the problem
Amount of fuel
Runway to be used
Any other relevant information

As required, authorize the AFD vehicle as quickly as possible to go to waiting position chosen by the AFD officer in charge.

Notify the airport manager by portable radio (mobile 1 or telephone) of the following:

Type of aircraft involved
Expected time of landing, if applicable
Number of people on board

If an alert code is issued, apply the procedures in accordance with the code.

If an accident occurs during landing, apply the procedures described in Section 3.1.3.

3.3.3 AFD SERVICES

The AFD officer in charge determines where the vehicles are to be stationed.

The vehicles go to the position determined by the AFD officer in charge.

The AFD vehicles follow the aircraft after it has landed, up to the parking area.

The vehicles remain on standby until the pilot of the aircraft involved and the ECC declare the emergency over.

If an accident occurs during landing, apply the procedures described in Section 3.1.5.

3.3.4 AIRPORT MANAGER OR REPRESENTATIVE

Reports to the ECC without delay.

Ensures that initial calls have been made in accordance with the alert code.

As required, authorizes the recall of additional staff.

Obtains an assessment from the air carrier involved and ensures that towing equipment is available.

Ensures that outside vehicles are escorted when moving on the aircraft movement area.

Upon agreement with other ECC members, declares the emergency over.

Depending on the nature of the problems observed at landing, has the runway inspected.

Ensure that all services and agencies are notified when the emergency is over.

If an accident occurs during landing, implements the procedures described in Section 3.1.6.

3.3.5 POLICE

Depending on the alert code, the Police officer in charge reports to the ECC immediately.

As required, controls traffic and restricts access to the airport.

If an accident occurs during landing, implements the procedures described in Section 3.1.9.

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3.3.6 AIRPORT MAINTENANCE

Depending on the alert code, the field supervisor reports to the Assembly Point.

Depending on the alert code and his requirements, recalls his staff.

The field supervisor dispatches escort vehicles and local manpower.

If an accident occurs during landing, implements the procedures described in Section 3.1.7

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3.3.7 AIR CARRIER INVOLVED

Contacts the ECC (tel.: ??????) and provides an assessment of the situation.

Depending on the alert code, the Station Manager reports to the ECC immediately.

Ensures that transportation is available for passengers in the event they must be evacuated from the aircraft on the runway.

Prepare information likely to assist intervention units (passenger, cargo manifests, etc.).

If an accident occurs during landing, implements the procedures described in Section 3.1.8.

3.3.8 AIRPORT FIRE DEPARTMENT (AFD)

Depending on the alert code, responds to the call with appropriate resources.

Reports to the assembly point and obtains instructions from the ECC.

If an accident occurs during landing, implements the procedures described in Section 3.1.3.

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3.3.9 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System

3.4 HIJACKINGS

Index

Objective

ATS

Hijacking Information Forms

- (a) Information concerning aircraft
- (b) Information concerning hijackers

Airport Manager or Representative

AFD Services

Airport Maintenance

Air Carrier Involved

Police

Medical Team

Patient service

3.4.1 OBJECTIVE

To ensure that the services and agencies with responsibilities during such situations work as a team in the interests of passengers, crew and the aircraft. There are currently no established procedures governing aircraft hijacking. It should be borne in mind that those in charge must act as circumstances warrant. For the safety of passengers and crew, it is very important that everyone involved remain calm and closely follow the instructions of officials at the Emergency Co-ordination Centre (ECC). The entire situation should be kept as secret as possible so as not to attract curiosity-seekers who may obstruct access roads.

Priority is given to the aircraft.

Outside authorities, the Airspace Reservation Unit (ARU) and the operations centre of the Director, Civil Aviation Security, are notified.

Initial deployment of airport services and outside agencies is carried out as quickly as possible.

3.4.2 ATS

Provide the airport manager with the following information:

Type of emergency
Type of aircraft
Number of people
Amount of fuel

Give priority of movement to the aircraft involved and , if possible, recommend to the pilot to take his aircraft to an isolation area to which access shall be prohibited (see Section 3.8, Intervention Map, for isolation area).

Notify the AFD of the following:

Type of emergency

Notify the airport manager or his representative by portable radio of the following:

Type of emergency

Number of people on board

Notify the ATS Area Control Center.

As and when information is obtained, complete the hijacking information form (see Section 3.4.4)

Strictly control vehicle and aircraft ground traffic in order to restrict access to the area to staff authorized by the ECC.

If the airport manager or his representative issues an alert code, implement the procedures in accordance with the code.

3.4.3 HIJACKING INFORMATION FORM

3.4.3.1 INFORMATION CONCERNING AIRCRAFT

Name of aircraft operator or owner

Type of aircraft

Aircraft designator

Flight designator

Departure point

Scheduled destination

Time of hijacking

Position at time of incident

Number of passengers and crew

Names of pilot-in-command and crew

Fuel load and tank capacity

Have there been any injuries or deaths?

Any special information concerning peace officers, public figures or others on board the aircraft

Any additional information concerning other incidents or significant events during flight

3.4.3.2 INFORMATION CONCERNING HIJACKERS

Number of hijackers.

Description.

Number and type of weapon (s) or bomb (s).

Has anyone checked whether the hijacker actually has weapons or explosives? How?

Method used to conceal weapons or explosives.

Location of hijackers in the aircraft.

Hijackers' demands and intended destination.

Membership in organizations.

Language (s) spoken.

Do the hijackers show signs of fatigue, nervousness or fear?

Have the hijackers used drugs or alcohol?

Have the hijackers used any violence at all against passengers?

Has any information been received concerning hijackers' families and relations or their professional or medical backgrounds?

3.4.4 AIRPORT MANAGER OR REPRESENTATIVE

Reports to the ECC immediately.

Obtains information from the hijacking information form (ATS).

Ensures that initial calls have been made in accordance with the code call list.

As required, authorizes the recall of additional staff.

Ensures that airport airside access is secure (control access gates).

Ensures that AFD services have been notified.

Ensure that the necessary steps are taken to prevent any vehicles from approaching within 90 meters (300 feet) of the aircraft involved.

Takes steps to complete the report in accordance with the appropriate directives.

Completes the hijacking information form (Section 3.4.4).

Issues a NOTAM if required.

Confirms probable arrangements with the ATS for:

Keeping the aircraft on the ground;
Continuing the flight.

In co-operation with the other ECC members, co-ordinates the responsibilities of each authority and establishes contact with the operations centre, Civil Aviation Security

Ensures that a room is made available to reporters, *(to identify a place)*.

In co-operation with federal and provincial authorities and the air carrier, co-ordinates information to be released to the media.

Ensures that the following agencies have been notified, as required:

Police
Civil Defense
Customs

Ensures the organization of ground services for the departure of the hijacked aircraft (fuel, EPU, etc.).

Upon agreement with other ECC members, declares the emergency over.

Ensures that all services and agencies involved are notified when the emergency is over.

Holds an information meeting with all authorities involved to determine the pertinent details of the incident.

Drafts a detailed report and submits it to the following authorities:

(???????);
(???????);
(???????);
(???????).

If an explosion occurs during the emergency, implements the procedures described in Section 3.1.6.

3.4.5 AIRPORT MAINTENANCE

The field supervisor reports to the Assembly Point and obtains instructions from the ECC.

DRAFT

3.4.6 AIR CARRIER INVOLVED

The Station Manager reports to the ECC immediately.

Implement airline procedures.

Immediately prepare any ground facilities that may be required.

Provide the ECC with a list of passengers and cargo.

Provide transportation for passenger to the passenger holding area (buses etc.).

Organize baggage and freight transportation to the inspection area, if required.

Identify baggage owners.

Notify the ECC of the time when the aircraft is expected to resume normal activity.

3.4.7 POLICE

The senior officer on duty reports to the ECC immediately.

Because hijacking is an offense under the Criminal Code, the Police shall take appropriate action once the aircraft is no longer considered in flight.

The senior officer negotiates with the hijacker where possible, on ECC transceiver frequency (????).

Determine the assignment stations and police equipment required to bring the situation under control.

Monitor the situation and restrict access to the airport in coordination with the Airport Manager.

As required, obtain assistance from special Police or army or specialized squads.

The senior Police officer shall co-operate closely with the other ECC members.

If an explosion occurs, implement the procedures described in Section 3.1.9 as well.

IMPORTANT

EXCEPT IN EXTREME CIRCUMSTANCES, ONLY THE SENIOR POLICE OFFICER ASSIGNED TO THE ECC MAY GIVE THE ORDER TO OPEN FIRE ON THE HIJACKER(S), AFTER CONSULTING THE ECC TEAM AND THE PILOT-IN-COMMAND OF THE AIRCRAFT INVOLVED (IF AT ALL POSSIBLE).

DO NOT USE VEHICLE SIRENS OR FLASHING LIGHTS NEAR THE AIRCRAFT INVOLVED.

3.4.8 AIRPORT FIRE DEPARTMENT

Stand by at the *(location to be identified)*.

DO NOT USE VEHICLE SIRENS OR FLASHING LIGHT DURING A HIJACKING

DRAFT

3.4.9 MEDICAL TEAM

Remains on standby at the hospital, ready to act upon a specific request from the ECC.

If an explosion occurs, implement the procedures described in Section 3.1.10 at the request of the ECC.

DRAFT

3.4.10 PATIENT SERVICE

Remain on standby at the hospital, ready to act upon a specific request from the ECC.

If an explosion occurs, implement the procedures described in Section 3.1.12 at the request of the ECC.

DRAFT

3.4.11 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System

3.5 MISSING AIRCRAFT

Index

Objective

ATS

Information from ATS

Airport Manager or Representative

DRAFT

3.5.1 OBJECTIVE

To ensure that airport management is informed, and to take action once the ATS has notified the Armed Forces Search and Rescue Centre that an aircraft is missing.

-Inspect the runway used by the aircraft if take-off was from airport.

-Co-operate with the Armed Forces and/or Search and Rescue team.

DRAFT

3.5.2 ATS

As per own Manual of Operations (MANOPS).

DRAFT

3.5.3 INFORMATION FROM ATS

When the search procedure for a missing aircraft requires calling in the team from the Armed Forces Search and Rescue Centre, the duty Air Controller informs the airport manager or his representative and provides him with the following information:

Type of aircraft

Registration

Nationality, if foreign

Air carrier involved

Date and time of last known take off

Last known position

Departure airport

Destination airport

Number of people on board

Fuel

If any information from the above list is unknown at the start of the alert, forward it to the airport manager or his representative as it reaches the ATS.

Inform the airport manager or his representative of the estimated time of arrival at (name of the airport) of the Search and Rescue Centre team.

3.5.4 AIRPORT MANAGER OR REPRESENTATIVE

If the aircraft took off from (*name of the airport*) Airport, have the runway inspected for debris.

Contact the Armed Forces Search Co-ordination Centre (SCC) at (*name of town or location*), tel.: ??????, and ask whether the search team wishes to use the ECC room at the (*name of the airport*) Airport.

Ask for the name of the search team leader and his estimated time of arrival.

Meet with the search team leader when he arrives in (*city airport*) and give him a key to the ECC room.

If applicable, co-operate as fully as possible with the search team.

3.6 BOMB THREATS –AIRCRAFT

Index

Objective

Bomb Threat Information Form

ATS

Airport Fire Department (AFD)

Airport Manager or Representative

Maintenance

Air Carrier Involved

Police

Medical Team

Patient service

Public Affairs

Bomb Threat Involving Aircraft on the Ground
and Airport Facilities

3.6.1 OBJECTIVE

To ensure that the services and agencies responsible take adequate measures to ensure maximum passenger, aircraft and airport facility security.

- Isolate the aircraft involved.
- Evacuate passengers quickly and safely.
- Search baggage, freight and the aircraft.
- Safely dispose of explosive devices.
- Resume normal operations as soon as possible.

3.6.2 BOMB THREAT INFORMATION FORM

To be completed during the call or immediately after.

Date:	Time:	Time caller hung up:
Caller's exact words:		

ASK THE CALLER:

When will the bomb explode?	
Where is the bomb currently located?	
What type of explosive is it?	
What does it look like?	
Why was the bomb planted?	

Description of caller

Male ¹	Female	Young	Old	Middle Aged
Speaks:	Slowly	Speaks quickly	Speaks normally	With an accent
Seems :	Nervous	Normal	Serious	
Background noise:	Conversation	Laughter	Music	Bar
	Traffic	Airplane	Other noise	
Is the voice familiar?				
If yes, whose voice is it?				

Person receiving the call:

Name:	
Address:	
Telephone number	1)Office: 2) Home

¹ Check or circle the appropriate box(es).

3.6.3 ATS

If the threat was received by the ATS. Complete the Bomb Threat Information Form. Section 3.6.3.

Give priority of action to the aircraft involved.

Provide emergency services with the following information:

Type of emergency
Type of aircraft
Number of people on board
Amount of fuel
Where explosive device is located (if known)

Notify the airport fire department (AFD) and give them the nature of the emergency.

If the APM or the ATS issues an alert code. Implement the procedures in accordance with the code.

Notify the airport manager or his representative by telephone or mobile radio on the following:

Emergency code
Type of aircraft
Number of people on board

Direct the pilot or have the aircraft towed to the isolation area and prohibit access within 150 meters (500 feet) of the aircraft (see Section 3.8, Intervention map, for the isolation area).

Notify the Airspace Reservation Unit (ARU), *(to include phone numbers)*.

Transmit to the ECC any vital information passing between the pilot and the ATS.

Strictly control vehicle and aircraft ground traffic in order to restrict access to the isolation area to personnel authorized by the ECC.

Notify the supervisor of the Area Control Center (ACC) and the Manager, Air Traffic Services.

3.6.4 AFD

Respond to the alert immediately and establishes contact with the ECC.

Take up position at least 150 meters (500 feet) from the aircraft until the air carrier or the Police declares it out of danger.

If an explosion occurs, implement the aircraft fire fighting procedures described in Section 3.1.5.

3.6.5 AIRPORT MANAGER OR REPRESENTATIVE

Reports to the ECC immediately.

Obtains the information recorded on the Bomb Threat Information Form (Section 3.6.3) by the person who took the call.

Upon agreement with the air carrier and the Police, determine whether the threat is serious.

Ensure that initial calls have been made in accordance with the code call list.

As required, authorize the recall of additional staff.

Ensure that AFD services have been notified

Ensure that airport airside access is secure.

Identify an aircraft isolation area, if one does not already exist or is not accessible.

Ensure that a Police bomb disposal expert has been notified.

Ensure that the Airspace Reservation Unit (ARU) has been notified by the ATS.

Ensure that escort vehicles are available.

Issues a NOTAM if necessary (runway closure etc.).

Establishes a baggage search point in consultation with other ECC members.

Ensure that passengers are initially evacuated at least 150 meters (500 feet) from the aircraft.

Ensure that the air carrier provides transportation (vehicles, trucks, etc.) to the passenger holding area (terminal sterile zone) and that passengers do not mix with the crowd.

Ensure that the air carrier has baggage and freight unloaded at the search point.

Take steps to complete the O.I.R.S. report in accordance with the appropriate technical bulletin.

Ensure that the air carrier conducts a baggage and freight search in accordance with current procedures.

Ensure that Canada Post is notified for mail bag searches, if required.

Ensure that the following agencies are notified, as required:

Police
Civil Defense
Customs

Ensure that a room is made available for reporters (KRG, conference room, 1st level).

In co-operation with the provincial and federal authorities concerned and the air carrier, co-ordinate information for release to the media.

Upon agreement with other ECC members, declare the emergency over.

Ensure that all services and agencies involved are notified when the emergency is over.

Hold an information meeting with all authorities involved to determine the pertinent details of the incident.

If an explosion involving the aircraft occurs during the emergency, implement the procedures described in Section 3.1.6.

3.6.6 AIRPORT MAINTENANCE

The duty grounds maintenance officer in charge reports to the Assembly point and obtains instructions from the ECC.

DRAFT

3.6.7 AIR CARRIER INVOLVED

The Station Manager reports to the ECC immediately.

Implement airline procedures.

Provide aircraft occupants with transportation (vehicles, trucks, etc.) to the passenger holding area (Sterile zone of terminal) and ensure that passengers do not mix with the crowd.

Inform passengers of the reason for the delay.

Organize transportation of baggage and freight to the search point.

With the assistance of the Police, identify baggage owners and search unclaimed baggage.

Check freight consignment notes.

Search the aircraft.

Ensure that any suspicious objects are brought to the attention of the Police.

Suspect object not claimed will be transported to the training field and placed in a container provided for this.

Inform the ECC of the time airport activities are expected to return to normal.

3.6.8 POLICE

The senior officer on duty reports to the ECC immediately.

Determine assignment stations of the staff and equipment required to respond to the situation.

As required, enlists the assistance of special Police or other squads.

Control traffic and restrict access to the airport.

The senior Police officer shall co-operate closely with the other ECC members.

If an explosion occurs, implements the procedures described in Section 3.1.9 as well.

3.6.9 MEDICAL TEAM

Remains on standby at the hospital, ready to act upon a specific request from the ECC.

If an explosion occurs, implements the procedures described in Section 3.1.10 at the request of the ECC.

DRAFT

3.6.10 PATIENT SERVICES

Remains on standby at the hospital, ready to act upon a specific request from the ECC.

If an explosion occurs, implements the procedures described in Section 3.1.12 at the request of the ECC.

DRAFT

3.6.11 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System

3.6.12 BOMB THREATS INVOLVING AIRCRAFT ON THE GROUND

When bomb threats received against aircraft on the ground or airport facilities appear to be genuine after consultation between the aircraft captain and the airline, full search procedures will be implemented as follows:

Unload baggage and have them put on the ground at least at 150 meters from the aircraft.

Unload passengers.

Have baggage identified and removed by passengers.

Search or isolate unclaimed baggage and cargo.

Search the aircraft.

Resume flight.

Should a departure from the established procedures be desired, a request must be submitted immediately to the Director Security (*to be identified*), who is the only person authorized to allow exemptions from or changes to the procedures described.

The director may be reached at (*phone number*) during office hours, and at (*phone number*) outside office hours.

3.7 BOMB THREATS (FACILITIES AND VEHICLES)

Index

Objective

Bomb Threat Information Form

General Bomb Threat Directives

ATS

AFD (Airport Fire Department)

Airport Manager or Representative

Police

Public Affairs

Bomb threats Involving Aircraft on the Ground

3.7.1 OBJECTIVE

To ensure the safety of staff and property by minimizing the disturbance of airport operations, thus discouraging the perpetrators of the threat.

- Appoint a search co-ordinator.
- Proceed with evacuation.
- Have staff familiar with the premises conduct systematic searches in accordance with established procedures.
- Have a specialized bomb squad remove any suspicious object.
- Defuse or destroy all explosives discovered.
- Resume normal activities as soon as possible.

3.7.2 BOMB THREAT INFORMATION FORM

To be completed during the call or immediately after.

Date:	Time:	Time caller hung up:
Caller's exact words:		

<u>ASK THE CALLER:</u>	
When will the bomb explode?	
Where is the bomb currently located?	
What type of explosive is it?	
What does it look like?	
Why was the bomb planted?	

Description of caller				
Male ²	Female	Young	Old	Middle Aged
Speaks:	Slowly	Speaks quickly	Speaks normally	With an accent
Seems :	Nervous	Normal	Serious	
Background noise:	Conversation	Laughter	Music	Bar
	Traffic	Airplane	Other noise	
Is the voice familiar?				
If yes, whose voice is it?				

Person receiving the call:	
Name:	
Address:	
Telephone number	1) Office: 2) Home

² Check or circle the appropriate box(es).

3.7.3 GENERAL DIRECTIVES – BOMB THREATS, FACILITIES AND VEHICLES

NOTIFICATION: Any bomb threat directed against airport facilities and vehicles shall be reported immediately to the airport manager or his representative tel.: (?????? (office) or (???????) (home).

The person receiving the bomb threat call shall complete the Bomb Threat Information Form (Facilities and Vehicles). Section 3.7.3.

SEARCH PROCEDURES – TERMINAL AND OTHER BUILDINGS

The senior supervisor of the building under threat establishes a central search control point.

Staff familiar with the premises search their work sectors. Public areas shall be searched first (washrooms, elevators, stairways, corridors, etc.).

In each room, staff shall stand perfectly still and close their eyes to try to detect the sound of a ticking device.

If there is no ticking device, staff shall first search from waist level to the floor, then from waist level to chin level, and finally any other accessible area up to the ceiling.

As the various sections and subdivisions of the buildings are searched, staff in charge shall clearly inform the central search control point (identify rooms searched with green tape) (tape is kept in the emergency trailer).

The basement and grounds outside the building shall be searched.

If a suspicious object is found, immediately inform the central search control point (ECC) and proceed with evacuation in accordance with the directives.

IMPORTANT

When a suspicious object is found, do not touch or move it. Inform the airport manager or his representative at the central search control point (ECC), who will request assistance from bomb disposal experts. The room in which the suspicious object is found shall be identified with red tape. After notifying the bomb disposal team, evacuate the building and assemble occupants at least 100 meters (300 feet) away.

3.7.4 ATS

If the threat was received directly by the ATS, complete the Bomb Threat Information Form, Section 3.7.3.

Notify AFD services.

Notify the intervention units in accordance with the alert code.

Notify the airport manager or his representative.

If necessary, have aircraft moved 150 meters (500 feet) away from the facility or vehicle under threat.

If the bomb threat is directed at the ATS, notify the Area Control Center (ACC).

If the bomb threat is directed at the ATS, conduct a search of the entire building sector in accordance with the procedure laid out in Section 3.7.4 and report the results to the ECC.

If the order to evacuate is given by the ECC, the fire chief or his representative, leave the ATS in accordance with established procedures.

3.7.5 AFD SERVICES

Respond immediately to the alert with the fire truck and take up position 150 meters from the facility or vehicle under threat.

At the request of the Police, supply available equipment and material from the truck.

If an explosion occurred, the AFD officer takes the fire-fighting procedures in charge.

DRAFT

3.7.6 AIRPORT MANAGER OR REPRESENTATIVE

Report to the ECC immediately.

Obtain information recorded on the Bomb Threat Information Form (Section 3.7.3) by the person who received the call.

Ensure that initial calls to the emergency agencies have been made.

As required, authorize the recall of additional staff.

Ensure that a bomb disposal expert has been notified.

As required, take steps to complete the report in accordance with the appropriate procedures.

If the emergency involves the terminal building, with the assistance of the Police officer, act as senior co-ordinator of the central search control point for the terminal by notifying and appointing the people in charge of the following areas so that they may supervise the search in accordance with the procedures laid out in Section 3.7.4 (ensure that these people report search results to the ECC as they develop):
(to include airlines phone numbers)

The entire floor to which the public has access, including the baggage area and washrooms.

If the threat is directed at a building other than the terminal, establish contact with the person in charge of the facility or vehicle under threat.

If a suspicious object is found, have the building evacuated, ensure that the device is removed by specialized agencies and indicate the route to be followed for transportation to the bomb disposal area.

When the senior supervisor of the central search control point and the Police officer consider the facility or vehicle to be out of danger, declare the alert over.
Ensure that all agencies and staff are notified when the alert is over.

WARNING: NEVER GO NEAR AN EXPLOSIVE DEVICE WITH A RADIO

N.B.: To facilitate communications between the people in charge of areas and the ECC, the airport manager or his representative should mobilize the portable radios of the maintenance department, etc..

3.7.7 POLICE

The senior officer on duty reports to the ECC.

Determine assignment stations and police equipment required to respond to the situation.

As required, enlist the assistance of special Police or other squads.

Control traffic and restrict access to the airport.

Co-ordinates search and evacuation activities.

Declares the facility or vehicle out of danger once the search is completed and any suspicious objects have been removed.

3.7.8 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System

3.7.9 BOMB THREATS INVOLVING ON THE GROUND AND AIRPORT FACILITIES

When bomb threats received against aircraft on the ground or airport facilities appear to be genuine after consultation between the aircraft captain and the airline, full search procedures will be implemented.

DRAFT

3.8 FIRE – FACILITIES AND VEHICLES

Index

Objective

Fire Alarms and Evacuation

ATS

AFD Services

Airport Manager or Representative

Police

Airport Maintenance

Public Affairs

3.8.1 OBJECTIVE

To ensure that all necessary airport and outside agency resources are mobilized as effectively as possible to minimize injuries, loss of life and material damage caused by fire.

- Activate the fire alarm and safely evacuate the premises;
- Bring under control and extinguish the fire;
- Control traffic and access to the site of the fire;
- Maintain airport operations and resume normal activity as soon as possible.

3.8.2 FIRE ALARMS AND EVACUATION

If you see fire or smoke or suspect the presence of fire:

Warn those around you by shouting: FIRE, FIRE, FIRE.

Activate the nearest fire alarm, call firefighters (*phone number*), and give the exact location of the fire.

Fight the fire yourself only if it is small and does not threaten to block your escape.

Evacuate the building, and close doors and windows.

Assemble at the nearest parking area.

Check that all occupants are clear, notify AFD fire Chief immediately if someone is missing and give their last known location.

The person who activate the alarm shall report to the fire chief and tell him where the fire was discovered and what action has been taken.

NOTIFY FIREFIGHTERS OF ANY AIRPORT FIRE, REGARDLESS OF ITS SIZE (*phone number*).

EVACUATION

Plan at least two fire exits.

Ensure that people around you know the location of emergency exits from the building.

Study the location and operation of fire extinguishers in your work sector.

Never leave fire doors open.

If you must exit through smoke, do not panic. If possible, cover your mouth and nose with a damp handkerchief, and crawl along the floor to the exit. Smoke is much less dense at floor level.

3.8.3 ATS

Notify the AFD, (*phone number*).

Notify the airport manager or his representative (*phone number*).

Notify the Police (*phone number*).

DRAFT

3.8.4 AFD SERVICES

Respond immediately to the alarm with fire vehicle. Implement standard fire fighting procedures.

Establish contact with the ECC, if necessary, and direct the first attempt to fight the fire.

Depending on the nature of the fire, seeks its cause and conduct a full investigation.

3.8.5 AIRPORT MANAGER OR REPRESENTATIVE

Reports to the ECC immediately after checking with the ATS whether the fire is a major one.

Ensure that initial calls to emergency agencies have been made.

Notifies the owner or tenant of the facility or vehicle.

As required, authorizes the recall of additional staff (field supervisor, electrician, etc.).

As appropriate, ensures that ambulances are mobilized.

As required, enlists the services of a professional photographer.

As required, obtains outside equipment.

Ensures that the following agencies have been notified, if necessary:

Police

Coroner

If appropriate, call clergy.

Upon agreement with the other ECC members, declares the emergency over.

Ensure that all agencies and staff are notified when the emergency is over.

As required, take steps to complete the report in accordance with the appropriate directives.

3.8.6 POLICE

In the event of a major fire, the senior officer on duty reports to the ECC.

Determine assignment stations and police equipment required to respond to the situation.

Ensure crowd control, safeguard evidence of the fire and prevent looting.

As required, obtains back-up through the ECC.

As required, notifies (*Civil Defense*).

As required, notifies the coroner.

3.8.7 AIRPORT MAINTENANCE

If so directed by the airport manager or his representative, the field supervisor reports to the Assembly Point and obtains instructions from the ECC.

DRAFT

3.8.8 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System

3.9 DISASTERS

Index

Objective

ATS

Airport Manager or Representative

Public Affairs

DRAFT

3.9.1 OBJECTIVE

To ensure the safety of the public and airport staff in adverse weather conditions, such as tornadoes, earthquakes, floods, violent storms, etc.

- Establish effective individual safety procedures.
- Promptly inform the public and employees.
- Mobilize emergency services and agencies as required.

DRAFT

3.9.2 ATS

Notify the airport manager or his representative of the following:

Type of aircraft;

Approximate time worst conditions are expected to strike;

Expected snow or rain fall;

Wind velocity;

Duration of bad weather, if possible.

Notify civil security at (*phone number*).

During normal working hours, notify:

Technical Services (NAVAIDS & Telecommunications);

Maintenance supervisor;

Ask them to inform their staff.

3.9.3 CIVIL SECURITY

The duty officer reports to the ECC immediately.

Lend assistance if appropriate (rescue, fire-fighting, first aid).

DRAFT

3.9.4 AIRPORT MANAGER OR REPRESENTATIVE

Report to the ECC immediately.

Ensure that initial calls have been made.

As required, authorize the recall of additional staff.

As required, ensure that major airport lessees and tenants are notified.

As required, take steps to complete the report in accordance with the appropriate directives.

Obtain complete weather forecasts approximately every half-hour.

In the event of accidents or injuries, notifies the medical team, patient service and the Police.

Ensure that people outside the buildings have been notified of the alert.

If necessary, close airport access to the public.

Declares the alert over.

Ensures that all agencies, staff and the public are notified when the alert is over.

3.9.5 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System

3.10 PUBLIC DEMONSTRATION OR VIOLENT INCIDENTS

Index

Objective

Police

Airport Manager or Representative

Public Affairs

DRAFT

3.10.1 OBJECTIVE

To ensure that civil rights are not violated and that the traveling public and airport staff are not unduly inconvenienced.

- Notified airport management.
- Tighten security in restricted areas.
- As required, implement Police procedures.

DRAFT

3.10.2 POLICE

The Police implements police procedures to deal with such situations.

DRAFT

3.10.3 AIRPORT MANAGER OR REPRESENTATIVE

Assess the seriousness of the situation and decides whether assistance from the Police is required.

Reports to the ECC immediately.

As required, take measures to tighten security in restricted areas.

Co-operates with the Police.

As required, takes steps to complete the report in accordance with the appropriate procedures.

DRAFT

3.10.4 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System

3.11 UNLAWFUL ACTS

Index

Objective

General

Airport Manager or Representative

Police

DRAFT

3.11.1 OBJECTIVE

To ensure that public law enforcement agencies are promptly informed of the commission of unlawful acts, such as theft, vandalism, assault, etc., so that those committing such offenses may be arrested and detained.

DRAFT

3.11.2 GENERAL

Any airport employee who witnesses an armed attack or any other act against the civil law shall immediately notify airport manager, tel.: (??????) airport manager will notify Police who has criminal jurisdiction at the airport.

DRAFT

3.11.3 AIRPORT MANAGER OR REPRESENTATIVE

Reports to the ECC immediately.

Obtain a report on the situation.

Co-operate with the Police.

As required, take steps to complete the report in accordance with the appropriate directives.

DRAFT

3.11.4 POLICE

The Police implements standard police procedures to deal with such situations.

DRAFT

3.12 HAZARDOUS SPILLS OR LEAKS

Index

Objective

General Precautions – Radioactive Substances

ATS

Airport Manager or Representative

Police

Airport Maintenance

Air Carrier or Tenant

Airport Fire Department

Medical Team

Public Affairs

3.12.1 OBJECTIVE

To ensure that all possible precautionary measures are taken to minimize or prevent loss of life, bodily harm and material damage caused by an irregular occurrence involving hazardous substances, such as radioactive substances, corrosive liquids, compressed gas, fuel, etc.

- Control or minimize risks of fire;
- Control access to the danger area;
- As required, evacuate the danger area and attend to the injured;
- With the assistance of specialists, neutralize the contamination;
- If possible, maintain flight operations;
- Resume normal airport activities as soon as possible.

3.12.2 GENERAL PRECAUTIONS – RADIOACTIVE SUBSTANCES

If radioactive substances spread as a result of an accident, immediate measures must be taken to safeguard health and save lives of those in the area. The rescue team may avoid virtually all contact with radioactive substances by taking the following precautions:

- Enter the contaminated area for rescue purposes only;
- Fight fire from windward;
- Wear full protective clothing and use portable breathing apparatus;
- Prohibit access to the accident site, keep the public as far away as possible and forbid anyone to pick up anything whatsoever;
- Isolate people who may have been exposed to radioactive substances until they have been examined;
- Remove victims from the accident site to a temporary location, handling them as little as possible. Take all necessary life-saving measures and safely administer first aid and treatment until a team of radiologists or other physicians familiar with radiation arrive;
- Do not eat, drink or smoke in the danger area; food and drinking water which may have been in contact with the hazardous substances during the accident are to be particularly avoided;
- Avoid taking too many measures before physicians and radiation specialists arrive;
- Do not have victims taken to the hospital before ensuring that they have not been contaminated.

3.12.3 ATS

Notify maintenance services of any fuel spill.

Notify the manager or his representative.

Obtain the appropriate alert code from the APM.

In accordance with instructions from the maintenance services, have the aircraft piloted or towed away from the danger area.

Strictly control vehicle in order to restrict access to the danger area to emergency vehicles.

3.12.4 AFD

Respond immediately to the alert by reporting to the danger area with the fire truck.

Except for minor fuel spills (less than 1000 liters), the AFD officer establishes contact with the ECC.

Assist in the operations and activities of intervention units at the danger area.
If necessary, rescue victims.

AFD staff, wearing full protective clothing and portable breathing apparatus, take measures to prevent, bring under control or extinguish any fire.

With the assistance of the Police, ensure that non-essential staff are evacuated and that all potential fire sources are removed from the area.

If dangerous goods are detected, take appropriate measures to isolate those exposed to it
. Evacuate all staff who are downwind.

As required, ensure that triage center and a patient service driver assembly point are established.

When the emergency is over, ensure that all risk of fire has been eliminated before leaving the site.

3.12.5 AIRPORT MANAGER OR REPRESENTATIVE

Reports to the ECC immediately.

Determine the alert code.

Call the command station for a summary of the situation.

Have the aircraft piloted or towed away from the danger area.

Ensure that initial calls have been made in accordance with the alert code.

As required, authorizes the recall of additional staff.

As required, takes measures to evacuate buildings located in the danger area and downwind.

As required, obtain information from the air carrier on the type and quantity of hazardous substances involved.

As required, contact the (*information and emergency centre*), at tel.: (???????).

As required, contact Environmental Protection Service specialists, tel.: (???????).

As required, ensure that the Investigation Division has been notified.

As required, take steps to complete the report.

As required, issue the appropriate NOTAM (runway closure, etc.).

If necessary, relocate the assembly point.

As required, ensure that maintenance staff are on duty at the Assembly Point.

As required, ensure that escort vehicles are available.

As required, ensure that the emergency trailer and a sufficient number of ambulances are brought to the command station.

As required, mobilize outside equipment.

Ensure that the following agencies have been notified, if necessary:

Police
Civil Defense
Coroner

Customs

If the incident occurred on the side near the aircraft movement area, have runways inspected when operations are completed.

Upon agreement with other ECC members, declare the emergency over.

Ensure that all agencies are notified when the emergency is over.

If the accident involved an aircraft, approve the means of disposal after receiving authorization from the Civil Aviation Investigation office.

DRAFT

3.12.6 POLICE

The senior officer on duty reports to the ECC immediately.

As required, control traffic and restrict access to the airport.

Maintain order and prevent curiosity-seekers from entering the danger area.

As required, notify Civil Defense.

As required, notify the coroner.

DRAFT

3.12.7 AIRPORT MAINTENANCE

Depending on the alert code, the duty maintenance officer or the supervisor reports to the Assembly Point and obtains instructions from the ECC.

DRAFT

3.12.8 AIR CARRIER OR TENANT

The senior official in charge reports to the ECC.

Supply any information likely to be of use to intervention units.

If an air accident involving hazardous substances has occurred, implement the procedures described in Section 3.1.8.

DRAFT

3.12.9 MEDICAL TEAM

Report to the Assembly Point and obtain instructions from the ECC.
Take the necessary precautions for treating victims who may have been exposed to radiation.

DRAFT

3.12.10 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System

3.13 AIRCRAFT CRASHES IN THE WATER

Index

Objective

ATS

Airport Fire Department (AFD)

Airport Manager or Representative

Airport Maintenance

Air Carrier Involved

Police

Medical Team

Ambulance Drivers

Public Affairs

Telecommunications

3.13.1 OBJECTIVE

When it is considered that the crash site is reasonably accessible and a useful service can be rendered, to ensure that the necessary airport and outside agency resources are mobilized and used as effectively as possible to minimize injuries, loss of life and material damage caused by the crash.

- Provide prompt, orderly intervention at the crash site;
- Evacuate and give medical attention to injured persons;
- Bring the fire under control or minimize the risk of fire;
- Control access to the crash site;
- Ensure that the site is undisturbed for investigative purposes;
- Remove aircraft wreckage and debris.

3.13.2 ATS

If the ATS is notified of an accident, note:

Designator

Type

Date

Time of accident

Location

Number of dead

Number of injured

Any other relevant information

Person reporting the accident

Name

Address

Phone

Notify the RCC (rescue coordination center)

Telephone: (???????)

Notify the AFD officer in charge of the following:

Location of the crash (intervention map co-ordinates).

Type of aircraft involved.

Number of people on board.

Amount of fuel

Any other relevant information

Notify the Airport Manager at (telephone number) (office and 964-6325(telephone number) (home).

Notify the intervention units with the alert code.

3.13.3 AFD SERVICES

The duty officer in charge assesses the distance and accessibility of the crash site, density of air traffic, etc.; he then informs the other intervention units of actions to be taken.

The AFD officer in charge give the applicable code to ATS.

If the aircraft cannot be located, obtain the portable ELT receiver from the ATS.

At the crash site, the Emergency Response Service (ERS) officer in charge establishes contact with the ECC via the command station and backs up the fire department and the Police in directing the activity of the intervention units at the accident site.

Ensure that a triage centre is set up. Help attend to the injured and administer first aid.

Ensure that access to the site is controlled by the Police, to prevent the site from being disturbed.

Recall firefighters and report to the municipal fire hall and ask the ECC for transportation to the accident site.

3.13.4 AIRPORT MANAGER OR REPRESENTATIVE

Immediately contact the AFD officer in charge by portable radio or telephone to assess the situation with him. Depending on the circumstances, then authorizes deployment of the airport resources outside the airport.

Report to the ECC without delay.

As required, authorize the recall of additional staff.

Ensure that a member of the airport staff reports to the airport assembly point to direct any agencies reporting there in error.

Ensure that the Regional Investigation Division has been notified (ATS) and contact the duty investigator.

Take steps to complete the report in accordance with the appropriate procedures.

As required, ensure that the (*appropriate installations to be listed*) is ready to receive survivors not requiring hospitalization.

Ensure that the duty maintenance supervisor is on duty at the Assembly point.

As required, ensure that an airport vehicle is driven to the command station with the necessary equipment.

Ensure that an adequate number of ambulances have been mobilized.

Ensure that the emergency trailer is towed to the site, if necessary.

Ensure that an adequate number of boats have been mobilized.

Ensure that space has been set aside for a morgue, to be used if necessary.

Ensure that the following agencies are notified, as required:

- Police
- Civil Defense
- Coroner
- Customs
- Photographer

Call clergy, if required:

- Muslim
- Catholic

Anglican

Ensure that all agencies are notified when the emergency is over.

Ensure that the aircraft and debris are protected until the Civil Aviation Investigator has completed his investigation.

DRAFT

3.13.5 AIRPORT MAINTENANCE

The field supervisor reports to the Assembly Point immediately.

Outside normal work hours, he recalls staff in accordance with instructions from the airport manager or his representative.

The field supervisor dispatches auxiliary manpower and equipment during the emergency.

As required, staff perform the following functions upon request by the ECC:

Tow the emergency trailer;

Make all equipment available upon request by the ECC;

Any other task requested by the ECC.

3.13.6 AIR CARRIER INVOLVED

The station chief reports to the ECC immediately.

With the assistance of the ECC, enlists additional assistance, where appropriate, such as helicopter transport aircraft, boats, buses, etc..

As required, ensure that off-duty staff are recalled.

Staff assigned to lend assistance at the accident site report to the assembly point and await instructions from the ECC.

Provides any information likely to be of use to intervention units (number and names of passengers, type of cargo, etc.).

Ensures that transportation is available for uninjured passengers (buses).

Provides space (*hotels or other spaces to be identified*) for uninjured passengers.

Where appropriate, meets and attends to next-of-kin.

As required, notifies Customs.

Handles media inquiries.

Makes the necessary arrangements to remove the aircraft or debris in accordance with instructions from the airport manager or its representative.

3.13.7 POLICE

The Police officer in charge reports to the ECC immediately.

The Senior Police officer or his delegate at the crash site direct the activity of all intervention units.

Ensures that the medical team sets up a triage center.

A constable equipped with a walkie-talkie controls access to the crash site and prevents curiosity-seekers from entering.

As required, notifies Civil Defense.

As required, notifies the coroner.

Helps attend to the injured and administer first aid.

Protects evidence and investigates in co-operation with CAA investigators.

DIPOSAL OF WRECKAGE

It is forbidden for anyone to handle or move wreckage or debris from the damaged aircraft, except to rescue occupants. Authorization to handle or dispose of wreckage must be obtained from the airplane accident investigator.

3.13.8 MEDICAL TEAM

Implements internal hospital emergency procedures.

If the crash site is accessible by road, reports to the site with the ambulances immediately.

Upon arrival at the command station, reports to the police officer in charge (if unavailable, see the AFD officer).

Obtains identification armbands at the command station.

The team leader at the accident site supervises triage and co-ordinates his team's activity (all occupants of the aircraft involved, whether dead, injured or uninjured, must wear a "METTAG" for identification purposes.

The location of each dead body shall be marked with an orange flag identified with the same number of the "METTAG" of the victim.

Medical assistants administer first aid and help transport the injured to the ambulance assembly point.

Passengers not requiring hospitalization are gathered together and transported to a waiting station.

Records whether occupants of the aircraft are evacuated to hospital or to the survivor waiting station.

If the crash site is not accessible by road, the team travels to the site by a means of transportation designated by the ECC.

THE MEDICAL TEAM WILL BE ASSISTED BY AIR CARRIER STAFF IN TRANSPORTATION VICTIMS TO EVACUATION VEHICLES.

3.13.9 AMBULANCE DRIVERS

If the crash site is reasonably accessible by road, report to the site immediately.

Upon arrival at the command station, report to the police officer in charge, (if unavailable, see the AFD officer).

Obtain identification armbands, (from the emergency trailer).

Transport the injured from the crash site to hospital.

IF THE CRASH SITE IS NOT ACCESSIBLE, THE ECC SHALL DETERMINE THE LOCATION OF AN ASSEMBLY POINT, IF APPROPRIATE.

3.13.10 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System

3.13.11 TECHNICAL SERVICES (NAVAIDS & TELECOMMUNICATIONS)

Perform equipment status check.

If the accident occurred near the airport and weather conditions indicate that RVR may have had a direct influence on the accident, enter the time on the RVR record sheet and initial it. One hour after recording the time, remove the roll and lock it away (subsequent RVR recorder recordings for a period of seven days shall also be locked away).

Store the recorder tapes in a safe place.

Store in a safe place (under lock and key) all documents pertaining to the accident.

3.14 MEDICAL EMERGENCY

Index

Objective

ATS

Airport Fire Department (AFD)

Airport Manager or Representative

Air carrier involved

Medical Team

Ambulance

Public Affairs

3.14.1 OBJECTIVE

-To ensure that the services and agencies with responsibilities during such situation work as a team in the interest of passengers and crew, in situation site below;

-Poisoning

-Sickness

-Contagious sickness

-Quarantine

DRAFT

3.14.2 ATS

If the ATS is notified of a medical emergency;

NOTE:

Arrival time:

Number of people sick:

Nature of sickness:

By using the emergency phone (Hospital) advise the doctor on duty the nature of the emergency.

3.14.3 AIRPORT MANAGER OR REPRESENTATIVE

Reports to the ECC without delay, if necessary;

Ensure that the Air Carrier involved is advised;

Ensure that transportation is available for passengers;

Ensures that Hospital has been advised.

TO ADD PROCEDURES FOR EBOLA, SRAS, BIRD FLU ETC.

3.14.4 AIR CARRIER INVOLVED

Implement airline procedures.

DRAFT

3.14.5 MEDICAL TEAM

Implement the hospital emergency procedures.

DRAFT

3.14.6 AMBULANCE

Report to the Assembly Point and wait for instructions or proceed directly to the aircraft.

DRAFT

3.14.7 PUBLIC AFFAIRS

Public Affairs manages all media activities linked to the operation.

- Ensure the presence of a representative at the media reception point
- Establish an information office for the media (*location to be specified*)
- Coordinate media and communications activities (internal and external) with the agencies involved
- Communicate to the Air Terminal Building operation all messages to be broadcast on the Public Address System