



Preparation Guideline

(Typical) **AIRPORT EMERGENCY PLAN (AEP)** - Volume 2B

CRISIS / EMERGENCY / INCIDENT RESPONSE - CHECKLISTS

Checklists are listed *functionally* in this AEP Volume 2B - i.e. by *type of responder* (see list page 34)



Relevant to:

Airport Authority / Operator / Management Company (+ Air Traffic Control Operators; Aircraft Operators; Ground Handling Operators; other, appropriate Airport Tenants & Franchisees; Responders in the 'Surrounding Community' etc.)

In general the production, maintenance and exercising of an Airport Emergency Plan (AEP) is both an international (ICAO) and national regulatory requirement - for almost all civil, licensed (certificated) aerodromes

If a response to an airport related crisis / emergency / incident is to be fully effective, efficient and expeditious - all concerned must be 100% aware (*training*) of the requirements of 'their own' AEP and practised (*exercised*) in same. Of course, this is not just the responsibility of *airport operator* staff only - but also relates (to a greater or lesser degree) to many others based at the airport - particularly *aircraft operators* and / or their local representative(s) e.g. *Ground Handling Operators / Agents*

Appropriate responders in the '*off-airport surrounding community*' will also have vital roles to play in the preparation & use of an associated AEP. Liaison, co-operation, support, training & exercising for / with the airport(s) concerned will help to ensure that such response is always as fully 'fit for purpose' as possible

www.aviationemergencyresponseplan.com (Parent Website)



Please take time to read the 'orientation' notes below before proceeding further

Note 1 - The document you are reading right now is an AEP preparation 'guideline'

This guideline's purpose is to provide comprehensive information and instruction re the preparation, implementation, operation (plus ongoing maintenance and review) of an *airport emergency response plan (AEP)* - with this particular guideline element (AEP Volume 2B) dealing exclusively with AEP related *checklists*

Whilst a guideline such as this cannot be regarded as a *true template* for the actual (direct) production of an AEP (or elements of an AEP), it is nonetheless an extremely useful aid in such task - and has been specifically designed to be used as such accordingly, when producing a new AEP from the start - or when upgrading an existing AEP

Note 2 - This document (AEP Volume 2B) must be read in conjunction with (*separate documents*):

(Typical) AIRPORT EMERGENCY PLAN - Volume 1 - General Information

(Typical) AIRPORT EMERGENCY PLAN - Volume 2A - Checklists (notional document only)

Note - AEP Volume 2 exists in two *separate* formats (i.e. by use of two *separate* documents)

Volume 2A (notional document only) will list checklists collectively by **EMERGENCY / CRISIS type**

Volume 2B does the same thing - **BUT by type of FUNCTIONAL RESPONDER**

(Reminder - you are currently reading AEP Volume 2B)

Please also see **Note 9B** now

Note 3 - The AEP guideline document is based on a *fictitious* but 'representative' commercial airport:

- The 'fictitious' airport used is known as 'XYZ International Airport (3 letter code = XIA)'
- The airport authority ('airport operator / airport management company') responsible for managing & operating XIA is known as the 'XYZ Airports Company'
- XIA is located in a country named XXX
- XIA is nationally regulated by the XXX 'Civil Aviation Authority'

It can be assumed that XIA is a large, busy international airport hub located on the outskirts of a modern and well developed city (population around 2 million) with excellent infrastructure. The airport is equipped to handle aircraft up to Airbus A380 size



The surrounding terrain (within a 100 nautical mile radius of the airport) is neither mountainous nor 'naturally hazardous' in any way i.e. not prone to earthquake, hurricane / typhoon, tornado, tsunami, volcanic eruption, flooding, forest fire etc.

A straight coastline (e.g. the sea, a very large lake etc.) lies within 10 nautical miles of XIA. All approaches and departures to / from XIA are partially made over this body of water

Note 4 - *Terms, abbreviations & concepts* used in this document are mainly **generic** i.e. *not specific to any particular airport, airline, GHA, external (off-airport) agency* etc.

Whilst many (*terms, abbreviations & concepts*) will be the same or similar to those in *actual use* at many airports, the 'generic' use & nature of same in this document should always be remembered & accounted for accordingly - e.g. if producing a 'real' AEP based on this guideline

With the exception (in some areas) of Air Traffic Services, 'standardisation' around the world does **not** exist for airport emergency response operations. This causes unnecessary and unacceptable confusion amongst users of same - especially e.g. for an aircraft operator flying to hundreds of different airport - all with different AEP layouts, terminologies etc. In order to alleviate this problem, adoption by **all** commercial airports worldwide of the terms, abbreviations & concepts contained in **this** AEP guideline, will go some considerable way toward such standardisation

Note 5 - 'Controlled Document' type information has (in general) been deliberately omitted from this document for the sake of brevity & clarity. Those using this document to produce or update AEPs should ensure that their versions comply with generally accepted 'controlled document' procedures e.g. list of effective pages with effective dates; documented revision procedure etc.

Note 6 - It is important that **Aircraft Operators, Ground Handling (GHA)** companies etc. - are aware of the concepts & information contained in a typical AEP - in order that they can better understand the required integration process of their own emergency response plans (especially Aircraft Operator & GHA Station / Destination Airport emergency response plans) with those of the airports they operate to / at. As a general 'rule', Aircraft Operator & GHA emergency response plans for their Stations / Destination Airports **must** be generally based on the AEP for the airport at which the Station / Destination is located

Note 7 - There are typically two types of **strategic** 'overall command and control authority' models utilised in airport emergency planning (*security related emergencies excepted*). The first involves the **airport operator** itself assuming such strategic authority for on-airport incidents. The second involves an **off-airport** entity (usually the off-airport Police / equivalent) assuming such 'on-airport' strategic authority - with the airport operator assuming a subordinate (but nevertheless very important) role. There are advantages and disadvantages to both models

This AEP guideline document has been predicated on the former model i.e. the airport operator assumes (**strategic**) 'overall command and control authority' of all **on-airport** crises / emergencies / incidents (excepting those having major security related implications)



Note 8 - Whilst experience and logic has been used to order / sequence individual checklists *items* within the checklists themselves (as shown in this document) - this is advisory only. This order / sequence should be changed to suit local and / or operational circumstances - as required. Similarly, additional items may be added and existing items deleted, as required by the potential user

Note 9A - Please See 'important notes' 1 and 2 - page 267 - now

Note 9B - Please see 'reminders' page 732 - now - with particular regard to the fact that AEP Volume 2A exists only *notionally* i.e. it does *not* exist in reality

Note 10A

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Note 12 - This AEP Volume 2B document necessarily contains **all** checklists (by functional responder) in just this one *single* document. However, individual department / business unit users will no doubt wish to **extract** & use (as separate documents) only the checklist set(s) applicable to themselves

A significant amount of internal cross referencing has been used in this *single* Volume 2B document. Accordingly, a degree of care will be required if / when extracting and using a specific checklist set(s) as per above - in order that page numbering, cross referencing etc. - still continues to make the same sense / intent in the **extracted** version(s) - as it does in this 'original' Volume 2B version

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End of Orientation Notes



DOCUMENT LAYOUT & USE

The complete guideline AEP (Volumes 1, 2A & 2B taken together) covers the most common crises / emergencies / incidents, aircraft related or otherwise, which might be anticipated to occur at or in the vicinity of XYZ International Airport (XIA)

The AEP also documents typical airport 'responses' to such crises - together with **suggested** responses for selected organisations in the **surrounding community** - i.e. those expected to assist XIA during its emergency planning preparations / operations (including pre-planning, implementation and actual (real or exercise) response)

In this guideline, such 'responses' generally (but not exclusively) take the form of checklists. (Such checklists make up the vast majority of Volumes 2A & 2B of this AEP [reminder - the document which you are reading now is Volume 2B])

Reminder - For ease of use & clarity the guideline AEP has been split into three **separate** volumes:

The Volume 1 element of the AEP (**separate** document i.e. not the document you are reading now) contains general reference and explanatory material - plus the small number of suggested crisis **responses** which are not in checklist format. Some examples of the latter are:

- Fuel Spills
- Dangerous Goods Crisis
- Public Health Crisis

The Volumes 2A & 2B elements of the AEP (separate documents i.e. separate from each other and also from Volume 1) generally contain crisis response checklists only (the difference between them being only in the manner in which they are presented)

The intended purpose of this AEP document three-way split is that document users should use the information in Volume 1 to pre-acquire the knowledge required in order to respond effectively, efficiently & expeditiously to the various crises anticipated - the appropriate checklists in Volumes 2A and / or 2B then being used to guide the actual response '*on the day*' of the crisis itself

Practical (suggested) use of the XIA AEP will, therefore, require **all potential users** to become **fully familiar** with all of the information contained in Volume 1 as part of the overall pre-preparation for crisis response at or in the area of XIA i.e. before any crisis occurs. It is expected that this will be achieved by a process of self-study, training and testing (exercising) - both on an initial and recurrent time basis

Once the required level of Volume 1 familiarity has been achieved as per above - **then there should generally only be the need for use of the relevant checklists** (contained in Volumes 2A and 2B) during actual crisis response operations, associated exercises etc.

REMINDER - **AEP Volume 2A does not actually exist** - for further details of why this is so - see last 'reminder' note shown on page 732 of AEP Volume 2B (i.e. of the document you are now reading)



IMPORTANT NOTE - Delegated Responsibilities for AEP Volume 2 Checklists

The AEP Volume 2A and Volume 2B documents are already large enough (*however, do note that 'deliberately blank' dividing pages have been inserted between each checklist - meaning that the thickness of the document is not directly indicative of the amount of text contained therein!*). *Accordingly, it is considered counter-productive to make these documents any larger* - despite the very real need to further expand some of their already included checklists (as you will see further below)

But why would we want to expand some of these checklists further?

Well, as typical examples, if you look at *most* (but not all) of the checklists, it should be fairly obvious that they often require several *different* persons, sometimes in *different locations* - to possibly carry out *different* responses from the *same* single checklist (as shown herein)..... **Concurrently!**

Accordingly, *if* separate (*additional*) checklists *were* to be produced for each of such separate responders and then included in AEP Volumes 2A and 2B - the resulting documents would be even larger than they already are! On the other hand, the very real need to expand them is driven mainly by the need for clarity, effectiveness and efficiency in checklists usage - which **must not be ignored**

Accordingly, it has been decided **not** to expand the checklists further (at least, not as an inclusive part of *this* AEP guideline) - so an alternative & hopefully effective solution is recommended below:

The recommended solution lies in the reasonable assumption that responsibility for *each particular checklist* documented in AEP Volumes 2A and 2B (other than external [*off-airport / surrounding community*] owned checklists) will be *delegated* to appropriate (airport based) checklist *sponsors/users*

For example

- Airport Fire & Rescue Services (AFS) would 'sponsor & use' **all** AFS related checklists
- Airport Police would 'sponsor & use' **all** airport police related checklists
- XYZ Airports Company would 'sponsor & use' **all** checklists *directly* relating to itself only - e.g. XIA's 'Normal Operations Control Centre', 'Emergency Operations Centre', 'Mobile Incident Command Centre' etc.

Note carefully that whilst the XYZ Airports Company **always** retains ultimate 'ownership' of the **entire** AEP (i.e. Volumes 1, 2A and 2B), it is effectively *delegating* responsibility (i.e. via permitting sponsoring / use for *certain checklists*) - to *other airport based* parties / agencies

A fairly simple way of looking at and implementing the above concept is as follows:

- All AEP Volume 2A & 2B checklists which relate to 'on-airport' responders may be regarded as '**master** template' checklists - i.e. the primary repository (parent document) for such master template checklists being AEP Volumes 2A and 2B respectively
- Designated & delegated 'on-airport' sponsors (*users*) of such master template checklists (as described above) are responsible **themselves** for expanding them further (but only *if considered necessary*), in order to achieve exactly what is required from such expansion, in terms of improved effectiveness, efficiency & clarity - whilst simultaneously maintaining the general intent of what the 'parent' master template checklist was designed to originally achieve



- The 'final' versions of such 'sponsored' checklists (expanded or not) should be documented in **separate AEP 'sub-plans'** - *as pertinent to & maintained by each such checklist sponsor/user*

Where a particular checklist does not require expansion, it will be exactly the same (same wording etc.) as the corresponding (parent) master template contained in AEP Volumes 2A and 2B. However, such checklists must still be **additionally** included in the appropriate sponsor / user **sub-plan** for the purposes of context, clarity, standardisation and reference

Where a particular checklist **has** been expanded, it will obviously differ (in wording and scope) from its corresponding (parent) master template. However, it must nevertheless be prepared in such a way as to achieve the overall intent of the latter. Expanded checklists should appear in **sub-plans only**

- All AEP **sub-plans** (*plus* any subsequent **sub-plan** revisions etc.) shall be approved by the XYZ Airports Company before coming into force
- Revisions to **master** template checklists (as managed by XYZ Airports Company and documented in the AEP Volumes 2A and 2B **master** documents) **must** (in turn) be reflected in all associated AEP **sub-plans** - where appropriate / applicable
- All AEP **sub-plans** shall be subject to regular internal & external audit

Note that whilst the purpose of all of the above is for delegated 'sponsors / users' themselves to adapt & expand the appropriate master template checklists if so required - a direct result (positive spin-off) is that the vast majority of checklist sponsors / users need concern themselves (e.g. for preparation, production, training, exercising, maintaining, reviewing & actual crisis response operations) with **only** their own and possibly one or two other operationally related checklist **types**. For example:

AFS should be 100% familiar with its own 'sponsored' checklists + probably those of **Civil Defence** (off-airport fire & rescue services); **Airport Police**; **Airport Medical Centre (AMC)** etc.

AMC should be 100% familiar with all of its own sponsored checklists + probably those of **Off-airport medical (hospital) & ambulance services**; **AFS**..... and so on

Note: Where thought appropriate, the above concept might also be 'discretely / tactfully recommended' for airport related emergency response checklists as used by **external (off-airport / surrounding community) agencies** - where the latter are actual and / or potential responders under the requirements of this AEP

Note: Some on-airport AEP checklists sponsors / users as described above have **additional** checklists to complete which **are totally independent** of XIA AEP requirements - and thus are not included in this AEP guideline document. The most obvious such sponsor / user is the (accident airline's) aircraft operator representative(s) at XIA - including not only directly employed (accident airline) staff (if any) - but also any local representative(s) - i.e. typically an appropriate (contracted & XIA based) GHA(s)

Examples include specific checklists for the accident airline's 'Crash Site Team'; the airline's XIA EOC rep; how to conduct the 'passenger manifest verification' process; how to deal with the media; dealing with C4 requirements originating with airline HQ etc.

IT IS IMPORTANT THAT APPROPRIATE XIA AIRPORT STAFF UNDERSTAND THE ABOVE AND ACCOUNT FOR IT ACCORDINGLY



XYZ International Airport (XIA)

Airport Emergency Plan

VOLUME 2B

CHECKLISTS (by type of responder)

Important Reminder: *Volume 1* of this AEP is a **SEPARATE** document

Important Reminder: *Volume 2A* of this AEP is a **SEPARATE (notional)** document only

The objective of aerodrome emergency planning is to anticipate the effects an emergency might have on life, property and aerodrome operations - and to prepare a course, or courses of action to minimise those effects, particularly in respect of saving lives

International Civil Aviation Organisation (ICAO) surveys show that in most accidents on or near airports, the majority of aircraft occupants survive

A comprehensive and frequently practised Airport Emergency Plan, developed and maintained in consultation with all responsible agencies (on and off-airport), is obviously essential to ensure that loss of life and suffering in the event of an accident is minimised

Note: In the United Kingdom, the United Arab Emirates and Oman (and perhaps a small number of other countries) the equivalent of this Volume 2B document (and Volume **2A** also) is known by the term '**Emergency Instructions**'

For more information on the latter (as it applies in UK), follow the link below - and then review Chapter 9, paragraphs 9.32 to 9.38 (PDF document page 410 / actual document page 408). (Doc size 8.4 MB - may take some time to download)

<http://publicapps.caa.co.uk/modalapplication.aspx?catid=1&pagetype=65&appid=11&mode=detail&id=6114>



AEP - XYZ International Airport (XIA) - Volume 2B

Contents Page

(Reminder - AEP Volume 1 is a separate document)

(Reminder - AEP Volume 2A is a separate document and is 'notional' only i.e. it does not exist in reality)

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Acronyms / Abbreviations

| | |
|-----------|---|
| ACI | Airports Council International |
| AEP | Airport Emergency Plan |
| AEPC | Airport Emergency Planning Committee (XIA & Surrounding Community Reps) |
| AFS | Airport Fire & Rescue Service (XIA) [see also 'RFFS'] |
| AMC | Airport Medical Centre (Airport Clinic) (at XIA) |
| AOC | Airline Operator's Committee (XIA) |
| ASAP | As soon as possible |
| ATC/S | Air Traffic Control / Services |
| C4 | Command, Control, Co-ordination & Communication |
| CCS | Casualty Clearing (or 'Clearance') Station |
| CEO | Chief Executive Officer (XYZ Airports Company) |
| CRC (A) | (Uninjured Survivor) Crew Reception Centre - Airside (at XIA) |
| DAC/DG | Dangerous Air Cargo / Dangerous Goods |
| DOHMS | (XXX Government) Department of Health & Medical Services |
| EOC | (XIA) Airport's Emergency Operations Centre |
| ECC | Emergency Call / Contact / Information Centre |
| ERP | (Aircraft Operators') Emergency Response Plan |
| FAC | Family Assistance Centre (a common, alternative name for 'HAC') |
| FCP | Forward Command Post (see 'MICC') |
| FEC | FR Enquiry Card |
| FIDS | Flight Information Display System |
| FOD | Foreign Object Damage |
| FR | Family, Relatives & Friends (of associated accident victims) |
| FRRC | FR Reception Centre (located XIA [or very close to XIA] - landside) |
| GHA | Ground Handling Agent(s) (at XIA) |
| HAC | Humanitarian Assistance Centre (another [preferred] name for FAC) |
| HAT | (Airline provided) Humanitarian (Family / Special) Assistance Team |
| IATA | International Air Transport Association |
| ICAO | International Civil Aviation Organisation |
| ICT | (XIA Airport based & sourced) - Immediate Care Team |
| MGFR | Meeters & Greeters / including any FR present |
| MICC | Mobile Incident Command Centre (based at XIA) [see also 'FCP'] |
| PIC | Person in Charge |
| POB | Persons on Board |
| PPE | Personal Protective Equipment |
| P/VRC | (4 in 1) Passenger/Victim Record Card (Also used for Crew and any Ground Victims) |
| RA (A) | Reuniting Area - Airport (at or very close to XIA) |
| RA (O) | Reuniting Area - Off-airport |
| RFFS | (Airport) Rescue & Fire-fighting Services (alternative term for AFS) |
| RVP | Rendezvous Point(s) |
| SAR / RCC | Search & Rescue / Rescue Co-ordination Centre |
| SOP | Standard Operating Procedure |
| SRC (A) | (Uninjured) Survivor (Passenger) Reception Centre - Airside (at XIA) |
| XCAA | XXX Civil Aviation Authority |
| XIA | XYZ International Airport - 3 letter designator code (IATA) |
| XXX | Name of the country in which XIA is situated |
| XYZ | Name of the airport which is the subject of this document |



XIA AEP

VOLUME 2B / Sections 1 & 2

Note to User / Reader

Sections 1 and 2 of this Guideline AEP Volume **2B** document do **not** actually exist

They have been notionally included herein purely to ensure that the Section numbering in this Volume 2B of the XIA AEP corresponds with the equivalent **Volume 1** Section numbering *i.e. so that Sections 3 & 4 of this Volume 2B correspond to Sections 3 & 4 of (and as referred to in) **Volume 1***

*This has been done in order to try to achieve a degree of co-ordinated consistency between **Volume 1** and Volume 2B section numbering*

Accordingly, this document (the one you are now reading) effectively starts on the next page by going straight into 'Section 3'



XIA AEP

VOLUME 2B / **Section 3**

CHECKLISTS - (listed by 'type' of functional responder)

Aircraft Related Accidents / Incidents

INTRODUCTION to XIA AEP Volume 2B / Section 3



XIA AEP Volume 2B is limited to relatively simple reminders as to airport related crisis response operations (i.e. 'what to do') - typically shown in a checklist format

This Section 3 of Volume 2B generally shows the above in the following format (i.e. as related to each type of *aircraft related* accident / incident checklist included):

- The title of the type of crisis e.g. 'aircraft accident - on-airport'
- The title / name of the responding agencies concerned e.g. 'airport medical centre'
- How responding agencies are alerted and activated (and who they might alert and activate in turn - where appropriate)
- The general roles, responsibilities and duties of appropriate responding agencies
- The specific roles, responsibilities and duties of appropriate responding agencies (*i.e. checklists*)

Reminder - Section 4 of this Volume 2B also generally follows the same format as **Section 3**. However, note that Section 4 is concerned with **non-aircraft related** accidents and incidents. Section 4 can be found starting on page 656



Security Related Crisis - Some Background Information (1)

Checklists for **BOMB WARNING / SABOTAGE** & similar - *aircraft* related emergency

General - Bomb Warning / Sabotage checklists shown elsewhere in this *AEP Volume 2B* cover *threats made against an aircraft* - either in-flight or on the ground at XIA. For in-flight situations, there must obviously be a relevance and connection to XIA e.g. XIA might be a departure / arrival / transit airport (or otherwise involved in some manner) for the affected flight

Typically, a threat is assumed herein to cover a bomb (warning) of some type. However, the checklists and below related information may be adapted for similar threats to aircraft such as those posed by chemical / biological agents, radio-active / nuclear material (and similar) - when made with criminal intent. Similar applies to sabotage

Related Documentation - The *XXX National Aviation Security* and *XIA Airport Aviation Security Programmes* are the primary references for providing direction (planning & response) to the appropriate *XXX* agencies (and others also - typically non-*XXX* air carriers operating to / from / over *XXX* territory) involved with aviation related *security* incidents within *XXX*, within *XXX* airspace - or elsewhere where *XXX* has a significant 'interest' in the security incident of concern

For security reasons, it will be necessary for the reader of this *AEP Volume 2B* to consult the above references *separately* from this AEP (if permitted to do so due the security classification of the material) for higher level guidance and information on this subject - together with *other*, limited distribution documents, as *produced locally by XYZ Airports Company* in co-ordination with other relevant parties (e.g. Airport & General Police; appropriate anti-terrorist organisations etc.), specifically for security incidents affecting XIA

Accordingly XYZ Airports Company senior management shall ensure that copies of all such restricted distribution reference material referred to above are made easily available (but on a strictly 'need to know' basis) for those XIA and similar personnel deemed as 'needing to know'. Apart from these latter personnel, no other XIA or similar personnel will be permitted access to the reference material - and said senior management shall ensure that appropriate document / information security procedures are put in place accordingly

Particular care should be exercised by XYZ Airports Company senior management in deciding which personnel are permitted to have access to said restricted distribution documents on the 'need to know' basis



The related security procedures *which have been included within this AEP* are deemed permissible for reproduction without restriction - but the reader is reminded again to consult the other restricted access reference material mentioned above (if so permitted on a 'need to know' basis) for more in depth guidance and information

Command & Control of Security Type Incidents - Specialist **XXX** Off-airport Police / Security and / or Military / Paramilitary Services and similar - are expected to play the major roles in all **XXX** specific, serious (aircraft related) security incidents - including responsibility for strategic Command & Control - together with tactical / operational Command & Control in appropriate areas. This includes involvement in threat assessment & countermeasures procedures - time & circumstances permitting

It is assumed herein that such organisations will already have pre-prepared plans and procedures in place for such contingencies, together with having completed associated training and exercising of same (initial and recurrent training and exercising)

Typical Bomb Threat Situation - *Aircraft on Ground at XIA or about to Land at XIA*

This type of threat poses potential risk to the aircraft and all on board - together with risk to the airport (facilities) and persons at the airport and / or elsewhere

Therefore, when 'assessing' the threat using appropriate procedures - XYZ Airports Company (the 'airport operator') can expect to be part of the 'assessment team' (together with security services, aircraft operator etc.) - and is also expected to play a significant *response* role, under the overall direction of the agency having ultimate command and control authority of the security incident

Typical Bomb Threat Situation - *Aircraft in Flight (not expected to Land at XIA)*

This situation will generally involve flights which have already departed from XIA and which are not expected to return - or flights originally expected to arrive at XIA but which will no longer do so due the security situation e.g. diverted elsewhere

Whilst the aircraft remains in flight, it is expected that the aircraft operator or designated representative shall be primarily responsible for threat and risk assessment - together with any subsequent countermeasures used. These tasks will almost always be eventually channelled for action in the air - to the aircraft commander

Whilst security / military services are also expected to be primarily involved to the degree necessary - the *airport* operator's response is expected to be typically targeted at the welfare of any family, relatives and friends (of those thought to be on board the incident flight) who gather at XIA. This task will be co-ordinated with the relevant aircraft operator and other appropriate parties, as required



Objectives

The objectives of the 'bomb warning / sabotage' checklists contained in this Section 3 of *AEP Volume 2B* (and *other* appropriate [restricted distribution] procedures not included in this plan) - are aimed at providing for:

- A rapid response
- Conducting of effective and efficient Command, Control, Co-ordination and Communication operations
- An early assessment of the threat and risks involved
- The safety of the aircraft and all persons on board
- The safety of other persons & property as appropriate to circumstances 'on the day'
- Containment of the incident
- Implementation of appropriate countermeasures
- Successful resolution of the incident
- Detection and apprehension of person(s) responsible for incident
- Minimising disruption to normal operations

Key Roles - Security and Military Services

See 'Command & Control of Security Type Incidents' paragraphs further above

Such security and / or military services are also generally responsible for providing the appropriate and specialist personnel (e.g. bomb disposal specialists), animals (e.g. dogs trained to detect explosives) and equipment (e.g. explosive screening equipment, appropriate personal protective equipment etc.) required to respond to a high risk bomb threat and similar

Key Roles - Aircraft Operator and / or Representative - The aircraft operator (and / or local representative at XIA) shall comply with the objectives shown above insofar as is relevant and within the capacity and authority of the operator so to do. In particular, it is generally (but not exclusively) only the aircraft commander plus crew who might be able to conduct initial countermeasures whilst the aircraft remains in flight

The aircraft operator (*and / or* local representative at XIA) is also expected to provide relevant and appropriate technical expertise, logistical support and information (supported by the airport operator where appropriate) relating to the crisis, if appropriate to circumstances 'on the day' e.g. contribute to the threat assessment process; provide (or arrange to provide) manpower - specialist or otherwise; provide (or arrange to provide) list of all persons on board incident aircraft, list of dangerous goods on board, estimate of fuel on board, ground servicing equipment and services, catering, medical support, refuelling etc.



In conjunction with the airport operator, XIA Ground Handling Agents and others - the aircraft operator should also provide suitable welfare facilities for any family, relatives and friends (FR) (of persons suspected to be on board the incident flight) who might have gathered at XIA

In the event of the aircraft operator not being able to meet all / some of the above key roles (for whatever reason) - the airport operator *and / or* the aircraft operator's local representative (e.g. GHA) - should be fully prepared to meet them on behalf of the aircraft operator

Key Roles - Airport Operator (XYZ Airports Company) (see 'Typical Bomb Threat Situation' paragraphs above)

- For threats directly affecting XIA (other than pure XIA ATS involvement) - participate in any threat and risk assessment procedure - together with any countermeasures implemented
- The overall *local* co-ordination of contingency measures put in place by itself, the aircraft operator, the GHA, ATS etc. - in support of (superior / ultimate authority) Security Services and / or Military operations, so as to ensure the safeguarding of airport property, airport personnel and the Public, insofar as possible - together with continuity of normal airport operations with minimal disruption - circumstances permitting
- Runway blocking procedure plus procedures for the de-activation of runway lights, navigation aids etc. These procedures will be found in separate (restricted distribution) documents produced by the airport operator
- Undertake appropriate security incident response roles and responsibilities on behalf of an *aircraft* operator - where the latter is unable to do so itself at XIA. An appropriate method of accomplishing this might be (mandatory) delegation of such roles & responsibilities to an appropriate XIA based GHA(s). All of this obviously needs to be **pre**-planned (and possibly pre-contracted), trained for and exercised
- Ensure that appropriate, associated training and exercising is carried out (by all concerned) at periodic intervals - and that suitable records of same are maintained / retained for audit purposes

Initial Actions to be taken on Receipt of a **Telephoned** Bomb Warning or Similar Threat

Use Section 1 of the Bomb Threat Report Form (see page 21) in conjunction with the following:

- ✚ Listen carefully and try to make a note of the actual words used
- ✚ Note the time and duration of the call
- ✚ Try to keep the caller talking for as long as possible
- ✚ Check any 'caller ID' function on the telephone set taking the call, if appropriate - and note any telephone number displayed
- ✚ Attract the attention of anyone nearby and (without alerting the person making the bomb threat call) ask the nearby person to immediately call any emergency Police and / or Security number - with a view to tracing the origin of the threat call



Ask the bomb threat caller:

- ✚ **WHERE** is the bomb located?
- ✚ **WHEN** will it explode?
- ✚ **HOW** will it explode? (Manual detonation; timer; tilt switch; barometric switch etc.)
- ✚ **WHAT** does it look like?
- ✚ **WHY** is this being done?
- ✚ **WHO** are 'you' and / or **WHICH** organisation(s) do you represent?

Note - Make the questions 'open' rather than 'leading' e.g. ask '**Where exactly is the bomb located?**' rather than '**Is the bomb located in the aircraft's hold?**'

- ✚ Immediately alert Airport Police, airport operations, aircraft operator etc. (if not already done)
- ✚ Finish completing Sections 1 and 3 of the Bomb Threat Report Form (see page 21) and forward to all appropriate parties immediately

Initial Actions to be taken on Receipt of a **Written** Bomb Warning or Similar Threat

- ❖ Avoid touching the paper further - to the greatest degree possible
- ❖ Retain any envelope / packaging etc. and also avoid touching further
- ❖ Alert Police, Security etc.
- ❖ Complete Sections 2 and 3 of the Bomb Threat Report Form (see page 21) and forward to all appropriate parties immediately
- ❖ Arrange for Police / Security etc. to take possession of document, envelope, packaging etc.

Bomb Threat Assessment Group - Detailed procedures for the Bomb Threat Assessment Group are contained in separate 'restricted distribution' documentation already referred to further above.

However (and for information purposes only), bomb threats are generally assessed as **RED**, **AMBER** or **GREEN** - with **RED** being the highest level of risk, and thus requiring the strongest of the countermeasure actions available

Countermeasures - To give the reader an indication of some *typical* countermeasures which might be considered for the various risk assessments, see Appendix V to this AEP (*separate document - AEP Volume 1*). *Specific* countermeasures which might possibly be used 'on the day' during a security incident at XIA are contained in separate 'restricted distribution' documentation, the concept of which has already been referred to further above



Isolated Aircraft Parking Positions (IAPP)

DEFINITION - An IAPP is an on airport location(s) to which a bomb threat aircraft (or similar) can be re-located for reasons of safety and security

The IAPP(s) at XIA are located at (TBA and inserted here by XYZ Airports Company)

Activation of the XIA EOC & MICC for Security Type Incidents - The airport operator shall decide if the seriousness of a particular security incident warrants the set-up, manning and operation of the **XIA Emergency Operations Centre (EOC)** and the appointment of an **Overall Commander** to represent the airport operator's interests and participation in the response

Should the EOC be activated, the airport operator shall direct / invite suitable airport and other agencies to participate, as appropriate to circumstances on the day

Depending on such circumstances, it might be more appropriate to hand over (offer to hand over) use of the XIA EOC facility to the Security and / or Military organisation having ultimate Command & Control authority of the security incident. In such circumstances, the airport operator and other relevant parties (e.g. aircraft operator, Airport Police etc.) should maintain an active presence in the EOC - both to protect any vested interests and in support of the said Security and / or Military organisations

Where required by circumstances on the day, the **XIA Mobile Incident Command Centre (MICC)** shall deploy in support of countermeasures to security incidents and will be manned by relevant parties having a vested interest in the response

As with the EOC, the MICC can also be placed at the complete disposal of the Security and / or Military services having ultimate responsibility for the Command & Control of the Incident

Public Relations (Crisis Communications)

Any press or media enquiries re security incidents (unless of a minor nature) **must** be passed on immediately to the organisation having ultimate responsibility for the Command & Control of such incident

Press statements and releases should typically reflect the jointly agreed position of the **XXX** Government, organisation responsible for ultimate Command & Control of the incident, Airport Operator (XYZ Airports Company) and Aircraft Operator - plus any other parties, as appropriate to circumstances on the day



Incident Stand Down - Security incidents may be stood down when either a **GREEN** threat assessment has been made OR, for **RED** or **AMBER** assessments, when the appropriate countermeasure actions have been effected - either with no findings of suspect items or evidence of sabotage or when the incident is otherwise concluded

Generally, stand down of such incidents shall be jointly agreed between all major parties involved

For **RED** security incidents, a full post incident report shall be produced by the relevant authorities and submitted to the Security and Military Authorities, XIA Airport Authority, **XXX** Department of Transport and **XXX** Civil Aviation Authority etc. - as appropriate

Security Related Checklists in this Section 3

The security related checklists in this Sub-section **3** of *AEP Volume 2B* are predicated on the highest level security state (for bomb threat / sabotage) being in force - termed in the checklists as:

RED Security Alert / RED Threat Assessment

For lower level security states (e.g. amber or green) the checklists should be adapted according to circumstances of the actual threat, on the day

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'



THREAT REPORT FORM - Aircraft Operator / Airport Operator / Ground Handling Agent & Similar

* Please **print this form** and place it underneath / next to your telephone

- When taking a threat call remain calm & courteous. Listen and do not interrupt the threat caller unduly
- Attract the attention of anyone nearby e.g. by use of a pre-arranged signal - and (without alerting the person making the bomb threat) ask the nearby person to immediately call any emergency services Police / Security Services number - with a view to tracing the origin of the threat call
- Form (starts next page) to be completed by person receiving threat & then the following contacted immediately by telephone and briefed on the situation:

- 1) 24H Operations Control Centre or equivalent (insert contacts here xxx xxxx)
- 2) Head of company security or designated alternate person (insert contacts here xxx xxxx)
- 3) Police and / or equivalent security organisation (insert contacts here xxx xxxx)
- 4) Airline's / Airport's etc. top manager (insert contacts here xxx xxxx)

- **Completed** form copies to be sent immediately to agencies / persons listed above. Recipients then responsible for further (onward) transmission & appropriate action - as required

Note 1 - Contact information above to include landline & mobile (cell) phone numbers; email; FAX number; SITA address etc.

Note 2 - Assumption has been made that **threat will be passed via telephone call**. If a **written** threat - see second box at bottom of this page. If the threat is **spoken 'face to face'** - complete as much as possible of the form below ASAP - from memory

Note 3 - Assumption has been made that **threat will be related to a bomb**. If not, adapt the form accordingly when completing

Note 4 - Make your questions below 'open' rather than 'leading' e.g. ask 'Where exactly is the bomb located?' rather than - 'Is the bomb located in the Passenger Terminal?'

If threat is telephoned - complete Section 1 below

If threat is written (i.e. in any written format) - complete Section 2 below



Record the call if possible - has this call been recorded? Yes / No

| | | | |
|------------------------|---------------------|----------------|---------------|
| <i>Call made from:</i> | Mobile (cell) phone | Landline phone | External Call |
| | Internal Call | Payphone | Not known |

Did caller's number register on your telephone's caller ID (if any)? If so record number here:

| | | | | | |
|--|----------|------------------|---------------|----------------------------------|------------|
| Aircraft | Terminal | Airline Premises | Catering Unit | Fuel Farm | Cargo Area |
| Other (Provide details): | | | | | |
| Airline: | | Flight Number: | | Flight Route - from / to / date: | |
| Details: | | | | | |
| Did the person appear familiar with the stated threat target by his / her description of the bomb location? Yes/ No | | | | | |

| | | | | |
|--------------------------|----------------|-----------|-------------|-----------|
| If moved | After take off | In-Flight | At Altitude | If opened |
| Date: | Time: | Day: | Other: | |
| <i>More Information:</i> | | | | |



WHAT does the bomb look like & where is it located now?

Details:

WHO are you? (Insert here *details of the organisation / person making the threat call* - if available)

Organisation's name:

Individual's name:

Where are you now?

Other:

More Information:

Ask Caller **WHY** he / she is caller doing this?

Details:

CALLER / CALL CHARACTERISTICS (*Applicable to telephoned threat*)

Voice: Loud Soft High pitched Low pitched / deep Rasping Pleasant
Intoxicated/drugged

Other (describe):

Speech: Fast Slow Clear Distorted Stutter Slurred
Nasal

Other (describe):

Language(s) Spoken & Accent:

Language 1:

Language 2:



| | | | | |
|--------------------------------------|-----------|------|------|------|
| <i>Command of spoken language 1:</i> | Excellent | Good | Fair | Poor |
| <i>Command of spoken language 2:</i> | Excellent | Good | Fair | Poor |

| | | | |
|----------------------|---------------|--------------------|--|
| <i>Caller's Sex:</i> | MALE / FEMALE | <i>Caller Age:</i> | CHILD / TEEN / YOUNG ADULT / MIDDLE AGED / OLD / UNKNOWN |
|----------------------|---------------|--------------------|--|

| | | | | | | |
|-------------------------|------------------------------|-------------------------------|-----------------------|---------------------------|---------------|-----------|
| <i>Manner:</i> | Calm Emotional Obscene | Angry Laughing Arrogant | Sensible Righteous | Not sensible Courteous | Clear Rude | Not clear |
| <i>Other (describe)</i> | | | | | | |

| | | | | |
|--|----------|---|--------------------|---------------------|
| <i>Background Noise(s):</i> | Aircraft | Road Traffic | Train | |
| Public Announcements (e.g. Airport or Station) | | | Machinery (office) | Machinery (factory) |
| Kitchen | Hotel | Voices (describe e.g. adult / children / language etc.) | | |
| Music | Party | Animals | None | |
| <i>Other (describe)</i> | | | | |

When as much as possible of the above has been completed, fill out / sign box found at bottom of next page



SECTION 2 - Non-Telephoned Threat + other detail to be provided - if not already included above:

| | | |
|---------------------------|--------------|------------------------------|
| <i>Your Company Name:</i> | <i>Date:</i> | <i>Time threat received:</i> |
|---------------------------|--------------|------------------------------|

Initial Actions to be taken on Receipt of a **Written Bomb / Similar Threat**

- ✓ Avoid touching the paper / packaging further
- ✓ Retain any envelope or packaging and avoid touching further
- ✓ Alert those parties shown in the box on page 21
- ✓ Complete appropriate sections of the Bomb Threat Report Form above (as applicable) and forward to all relevant parties
- ✓ Arrange for Security / Police etc. - to take possession of document, envelope, packaging etc.

Details (e.g. how and when was written threat delivered; who delivered written threat etc.)

DETAILS of PERSON COMPLETING THIS FORM:

| | |
|--|-----------------------------------|
| Name: | Position / Title: |
| Your <u>full</u> contact details (including mobile (cell), office and home / residence telephone numbers): | Local Date / Time form completed: |
| Threat Report form copies passed to: | |
| At (local date / time) | |
| Signature (with date) of person completing form: | |



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Security Related Crisis - Some Background Information (2)

Checklists for **UNLAWFUL INTERFERENCE** & similar - *aircraft* related emergency

General - The **UNLAWFUL INTERFERENCE** checklists shown elsewhere in this *AEP Volume 2B* suggest the roles & responsibilities of the parties concerned in dealing with *incidents of unlawful interference to aircraft* - more commonly known as 'hijacking' (but also including additional unlawful acts *other* than those covered under the 'bomb warning / sabotage' category). Note that the term 'hijack' and similar will be used herein to generically cover all such eventualities

The checklists and this background information must be read in conjunction with the appropriate 'restricted access' documentation on the subject - issued by or on behalf of the **XXX** Government (see below paragraphs under the title '*Related Documentation*')

It is considered that there are *two likely hijack scenarios* for which contingency plans should be prepared as part of this XIA AEP:

Hijack of an Aircraft En-Route to a Destination *other* than XIA

Such incidents are expected to primarily involve **XXX** Air Traffic Services (ATS), which might include those located at XIA. Obviously, other **XXX** organisations will also be involved (such as the **XXX** Government, Security Services, Armed Forces etc.) whilst the hijacked aircraft remains within **XXX** airspace. Even more obviously, much greater '**XXX** attention' will be put on such an incident if the hijacked aircraft belongs - or is chartered to - an **XXX** carrier airline or similar

Accordingly, the interest of **XIA** in such a scenario is expected to be relatively low key - apart from possible XIA ATS involvement or if the hijacked aircraft is XIA based

However, where the aircraft had departed XIA prior to hijack occurrence - the airport should be prepared to provide appropriate humanitarian and welfare services to any associated family, relatives and friends (FR) who are present and / or eventually arrive at XIA

Aircraft Hijacked on the Ground at XIA or expected to Land at XIA

Operationally, such an incident will typically involve ATS, Police, Airport Authority / Operator (XYZ Airports Company) etc. - in addition to **XXX** Government organisations already indicated a little further above - especially those from the security services and the military /paramilitary

In this scenario, the **XXX** Police and similar security / military services are expected to undertake *absolute (ultimate) command & control (C4)* of the security situation



Related Documentation - The *XXX National Aviation Security* and *XIA Airport Aviation Security Programmes* are the primary references for providing direction (planning & response) to the appropriate *XXX* agencies (and others also - typically non-*XXX* air carriers operating to / from / over *XXX* territory) involved with aviation related *security* incidents within *XXX*, within *XXX* airspace - or elsewhere where *XXX* has a significant 'interest' in the security incident of concern

For security reasons, it will be necessary for the reader of this *AEP Volume 2B* to consult the above references *separately* from this AEP (if permitted to do so due the security classification of the material) for higher level guidance and information on this subject - together with *other*, limited distribution documents, as *produced locally by XYZ Airports Company* in co-ordination with other relevant parties (e.g. Airport & General Police), specifically for security incidents affecting XIA

Accordingly XYZ Airports Company senior management shall ensure that copies of all such restricted distribution reference material referred to above are made easily available (but on a strictly 'need to know' basis) for those XIA and similar personnel deemed as 'needing to know'. Apart from these latter personnel, no other XIA or similar personnel will be permitted access to the reference material - and said senior management shall ensure that appropriate, associated document / information security procedures are put in place accordingly

Appropriate care should be exercised by XYZ Airports Company senior management in deciding which personnel are permitted to have access to said restricted distribution documents on the 'need to know' basis

The related security procedures *which have been included within this AEP* are deemed permissible for reproduction without restriction - but the reader is reminded again to consult the other restricted access reference material mentioned above (if so permitted on the 'need to know' basis) for more in depth guidance and information

Command & Control of Security Type Incidents - Specialist *XXX* Off-airport Police / Security and / or Military / Paramilitary Services are expected to play the major roles in all *XXX* specific, serious aircraft security incidents, including responsibility for strategic (ultimate / overall) Command & Control - together with tactical & operational Command & Control in appropriate areas. This will include involvement in any threat assessment, negotiations and countermeasures to be used - time and circumstances permitting

Such organisations are assumed to already have pre-prepared plans and procedures in place for such contingencies, together with having completed associated training and exercising of same (initial and recurrent training and exercising)



Objectives - The objectives of the 'unlawful interference' checklists contained in this Section 3 (and *other* appropriate [restricted distribution] procedures not included in this plan) - are aimed at providing for:

- A rapid response to the incident together with effective Command, Control, Co-ordination and Communication
- An assessment of the threat and risks involved
- The safety of the aircraft and all persons on board
- The safety of other persons and property as appropriate
- Containment of the incident
- Implementation of appropriate countermeasures
- Successful resolution of the incident
- Detection and apprehension of person(s) responsible for incident
- Minimising disruption to normal operations

Key Roles - Security and / or Military Services (and / or equivalent organisation[s])

See 'Command & Control of Security Type Incidents' paragraphs on the **previous** page

Such responding services are typically responsible for providing the appropriate and specialist personnel (bomb disposal specialists, special forces, hostage negotiators etc.), animals (dogs trained to detect explosives) and equipment (explosive screening equipment, appropriate personal protective equipment etc.) required to respond to a hijack or similar 'unlawful interference' incident

Key Roles - Aircraft Operator and / or latter's Local Representative(s) - The aircraft operators (and / or local representative where appropriate e.g. a GHA) shall comply with the 'objectives' shown a little further above, especially those relevant to safety, insofar as it is within the capacity and authority of the operator to do so. In particular, it is generally only the relevant aircraft commander plus crew who might be able to conduct *initial* countermeasures (including negotiation) whilst the incident aircraft remains in flight

The aircraft operator (supported by the airport operator and local representative [e.g. GHA] - where appropriate) is also expected to provide crisis response technical expertise & logistical support, if appropriate to circumstances e.g. contribute to threat assessment process; provide (or arrange to provide) manpower - specialist or otherwise; provide (or arrange to provide) aircraft tugs, tow-bars, boarding steps, ground power, portable lighting; food and beverage; toilet emptying; litter removal; medical support etc.

In conjunction with the airport operator (XYZ Airports Company), aircraft operator contracted / other XIA based GHAs and other appropriate agencies - the aircraft operator should assist in providing suitable welfare facilities for any incident victims (where able / permitted so to do) and associated family, relatives and friends (of persons suspected to be on board the incident flight) who might have gathered at XIA



In the event of the aircraft operator not being able to meet the above roles & responsibilities (for whatever reason) - the **airport operator shall be fully prepared to meet and / or delegate them** - on behalf of the aircraft operator e.g. delegation to an appropriate GHA(s)

Key Roles - Airport Operator (XYZ Airports Company) (refer to 'Likely Hijack Scenarios' page 27)

- For threats directly affecting XIA (other than pure XIA ATS involvement) - participate in any threat and risk assessment procedure - together with any countermeasures proposed
- The airport operator is further responsible for the overall **local** co-ordination of contingency measures put in place by itself, the aircraft operator, the GHA, ATS etc. - in support of (superior / absolute / ultimate authority) Security Services and / or Military operations, so as to ensure the safeguarding of airport property, airport personnel and the Public, insofar as possible / permitted - and to also continue normal airport operations with minimal disruption - circumstances permitting
- Runway blocking procedure and procedures for the de-activation of runway lights, navigation aids etc. - will be found in separate (restricted distribution) documents produced by the airport operator
- As already mentioned - the airport operator should be fully prepared to meet appropriate security incident response roles and responsibilities on behalf of an **aircraft** operator - where the latter is unable to do so itself at XIA. An appropriate method of accomplishing this might be (mandatory) delegation of such roles & responsibilities to an appropriate XIA based GHA. All of this needs to be **pre-planned** (and possibly **pre-contracted**), trained for and exercised (on an initial **and** recurrent basis)
- The airport operator shall ensure that appropriate training and exercising of the above key roles and responsibilities is carried out (by all concerned / involved) at periodic intervals - and that suitable records of same are maintained and retained for audit and other purposes

Alerting Procedure - Any person receiving information re the potential or actual hijack of an aircraft which directly or indirectly affects XIA is to alert the **XXX** Police (or any other Police Force if appropriate to circumstances) immediately on any known emergency number(s). XIA ATC (and / or any other appropriate airport based entity) is also to be advised where possible and appropriate

Command, Control, Co-ordination & Communication (C4) - Principles

No hard and fast 'rules' for **C4** can be documented for the potentially fluid situation involved with a hijack / similar incident - except to state that **absolute C4** of the situation is always expected to ultimately lie with the relevant (specialist) security and / or military services or similar / equivalent authority



Within this absolute C4 responsibility come other forms of 'subordinate' C4 - such as that applied by the Aircraft Commander / Aircraft Operator, Air Traffic Control, the Airport Operator, Local Police etc. Many (if not most) of the **major** decisions for action taken by such organisations (but see below) should typically be cleared / approved by the absolute C4 authority before implementation

The responsibility under law of the Aircraft Commander, for the safety and security of all on board the incident aircraft, must be constantly accounted for by all other responding parties

Whenever possible, the Aircraft Commander's requirements will be ascertained and every effort made to meet them - the security situation and other factors so permitting. Note that it is generally only the aircraft commander plus crew who might be able to conduct initial countermeasures (including negotiation) whilst the aircraft remains in flight

Negotiations

Initial (external) communications with the hijacker(s) are expected to be via the first responsible 'official' to be in contact with the aircraft after the hijack has occurred. In most circumstances this person is expected to be an Air Traffic Control Officer / equivalent person

As early as is practicable, external communication with the hijacked aircraft will be transferred to a person trained so to do in such circumstances e.g. a hostage negotiator

Isolated Aircraft Parking Positions (IAPP)

An IAPP is an on-airport (usually remote) location(s) to which an aircraft on the ground (being the subject of a significant security related incident) can be re-located - for reasons of safety and security

The IAPP(s) at XIA are located at (TBA by XYZ Airports Company)

Activation of the XIA EOC & MICC for Security Related Incidents

The Airport Operator shall decide if the seriousness of a particular security incident warrants the setup, manning and operation of the **XIA Emergency Operations Centre (EOC)** and the appointment of an **Overall Commander** to *represent the Airport Operator's interests and participation* in the response

Should the XIA EOC be activated, the Airport Operator shall invite suitable airport and other agencies to attend / participate, as appropriate to circumstances on the day

Depending on circumstances, it might be more appropriate to hand over (offer to hand over) command of the XIA EOC facility to the Security and / or Military organisation having overall (absolute) C4 of the security incident. In such circumstances, the Airport Operator and other appropriate parties (e.g. Aircraft Operator, Airport Police etc.) should maintain an active presence in the EOC - both to protect any vested interests - and in support of the external Security and / or Military organisations present



Where required by circumstances 'on the day', the Airport Operator's **Mobile Incident Command Centre (MICC)** shall deploy in support of countermeasures to security incidents - and can, where required, be jointly manned by relevant parties having a vested interest in the response and / or by representatives from the appropriate security agencies (having overall C4 accountabilities) involved

As with the EOC, the XIA MICC can also be placed at the complete disposal of such security agencies

Public Relations (Crisis Communications)

It is vital that any press or media enquiries re security incidents (unless such incident is of a very minor nature) should be passed on exclusively and immediately to the organisation having overall (absolute / ultimate) responsibility for Command & Control of the security incident

This is particularly important during hijack incidents, as any inadvertent disclosure of security sensitive information may jeopardise the safety of all persons on board the hijacked aircraft and / or those involved in the associated countermeasures operation

Press statements / releases are expected to reflect the jointly agreed position of the **XXX** Government, the organisation(s) responsible for overall (absolute) C4 of the Incident, the airport operator, the aircraft operator - plus any other parties, as appropriate to circumstances on the day

All press statements / releases, conferences etc. - shall only be issued / undertaken strictly under the approval of and co-ordination with the organisation having overall (absolute) charge of the particular incident and / or any Crisis Communications representative appointed by same

Incident Stand Down

Security incidents can typically be stood down when either the appropriate countermeasure actions have been successfully effected - or when an otherwise unsuccessful conclusion has been reached

Generally, stand down of such incidents shall be jointly agreed between all major parties involved - with the final say belonging to the organisation in overall (absolute) charge of the particular incident

For hijack security incidents, a full post incident report shall be produced by the relevant authorities and submitted to the **XXX** Government, Security & Military Authorities, **XXX** Civil Aviation Authority, XIA Airport Operator, Aircraft Operator etc. - as appropriate



'General Responsibilities' & 'Actions'

The General Responsibilities and Actions for a hijack situation at or affecting XIA, as documented (check-listed) in this Section 3 of the *Volume 2B AEP* are to be interpreted and carried out as applicable to actual circumstances on the day i.e. for a hijack actually occurring at or in the vicinity of XIA itself, it is expected that the required checklist actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hijack where the aircraft is merely transiting **XXX** (XIA or **XXX** ATS Area Control Centre) airspace, many of the required checklist actions will **not be applicable**

Common sense and logic should be used accordingly in deciding which particular actions are required 'on the day'

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'



AEP Guideline Volume 2B - Section 3 Checklists - Aircraft Related Accidents / Incidents

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| ▪ 3P/ <i>Airport</i> Operator's - Emergency Operations Centre | 487 |
| ▪ 3Q/ <i>Airport</i> Operator's - Mobile Incident Command Centre | 530 |
| ▪ 3R/ <i>Airport</i> Operator - Crisis Communications (Corporate Communications / PR) | 559 |
| ▪ 3S/ <i>Airport</i> Operator's - IT Department / Business Unit | 592 |
| ▪ 3T/ <i>Airport</i> Customs Agency | 595 |
| ▪ 3V/ <i>Airport</i> Immigration Agency | 623 |



Types of Emergency / Incident Response (included in each sub-section of Section 3)

- Aircraft Accident / On Airport
- Aircraft Accident Off-airport / Land
- Aircraft Accident Off-airport / Water
- Full Emergency
- Local Standby
- Aircraft Ground Incident
- Bomb Warning / Sabotage
- Unlawful Interference

Note - most (Section 3) sub-sections will include checklists related to **all** of the above types of emergency / incident response

However, a small number of sub-sections will omit checklists for **some** of the above types of emergency / incident response e.g. for a 'Local Standby' type incident there is no requirement to include a checklist for the 'Airport Operator's - Emergency Operations Centre' - as the latter will typically not be activated for this type of incident

Exception

- For aircraft related 'Fuel Spillage' incident - see (separate document) AEP **Volume 1 / Sub-section 3**). (Included in **Volume 1** as it does not readily lend itself to a checklist type format)

Reminder:

See again information provided on pages **7 & 8** of this document - and apply it (as required by your own, specific AEP checklist requirements) to **all of the checklists which follow herein**

Reminder:

Non-Aircraft Related Accidents / Incidents

See Section 4 of this document - starts page **656**



AEP Volume 2B / Sub-section 3A / Air Traffic Services



Aircraft Accident / Incident Related Checklists

Important - For any initial **emergency** message from an aircraft to an Air Traffic Services Unit - it is **vital** that the **first** action taken by the latter is to **acknowledge the emergency** to the pilot / caller

Important - Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis - the airport's '**normal** operation control centre' temporarily assumes such C4 on behalf of the EOC. The following ATS checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Info Only - unless the dead have already been removed from the **initial** location where 'expiry of life' occurred - all bodies / body parts are to be left where they are - unless such removal is considered over-riding in order to preserve evidence for the eventual judicial and air accident enquiries. If such removal **is** required, photographs / sketches of such bodies / body parts should be taken / made (if possible and safe so to do) - before removing them. The same applies to any personal effects found close to bodies

Info Only - for some examples of how ATS might be better prepared to respond to any aircraft related emergency, during any phase of flight (i.e. not necessarily at / near an airport) - please follow the below links:

<http://publicapps.caa.co.uk/modalapplication.aspx?appid=11&catid=1&id=1685&mode=detail&pagetype=65> (2005)

https://www.skybrary.aero/index.php/Guidelines_for_Dealing_with_Unusual/Emergency_Situations_in_ATC (currency [effective date] of this website will be indicated at the bottom of the opened webpage)



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Aircraft Accident - On Airport

XIA - **Air Traffic Services** - (Air Traffic Control [ATC])

Alerted By: Various Inputs
Alerts Whom: See further below

General Responsibilities:

- Initiate alerting and activation process for **Aircraft Accident - On Airport**
- Obtain and relay (and continue to obtain / relay / update as required) essential information required by initial, mobile (e.g. AFS; AMC; Airport Police etc.) on-airport agencies e.g. number of persons on board; fuel on board; dangerous goods on board etc.
- Advise all aircraft as appropriate
- Maintain safe air traffic and airside vehicle operations, management & control
- *Initial* (very short-term) **co-ordination** of all appropriate (on-airport) mobile emergency response agencies (Until such time as a more appropriate [on-airport] agency [e.g. FCP; MICC; temporary EOC; full EOC] is ready and able to assume such responsibility)
- Provide ATS input to selection of most appropriate staging area(s); RVP(s); crash gate(s) etc. - as appropriate to circumstances 'on the day'
- Consult / decide on & oversee any manoeuvring area and / or apron closures - as appropriate
- Consult / decide on & oversee withdrawal of any navigation aids from service - as appropriate
- Initiate appropriate NOTAM action where necessary (e.g. due - airport closure; navigations aids not in use; AFS reduced category; temporary obstruction(s); temporary restricted airspace etc.)
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required
- Anything else as appropriate to actual circumstances 'on the day'

General actions required: See next two checklists following below:



Aircraft Accident - On Airport - ATS / ATC Control Tower [Visual Control Room]

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Declare Aircraft Accident 'on-airport' and activate Crash Alarm | |
| 2 | Pass 'crash message' to AFS watch-room duty officer - obtain acknowledgement (<i>insert appropriate contact details here if required xxxxxxxx</i>) [Note - use on-airport gridded crash map for accident location and associated reference] | |
| 3 | <p>Include following information in 'crash message', as available (do not let unavailability of such information delay transmission of what information you do have):</p> <ul style="list-style-type: none"> ▪ Accident location (use on-airport grid crash map) ▪ Aircraft Type ▪ Nature of Emergency ▪ Total Number of Persons on Board ▪ Estimated Fuel Type and Amount on Board (at time of accident) ▪ Very brief summary of any Dangerous Goods on Board | |
| 4 | Repeat 'crash message' to AFS and other mobile responders (e.g. airport medical centre; airport police; aircraft operator / representative etc.) on designated frequency / frequencies etc. - until certain that all have received the required information | |
| 5 | Advise ATC Supervisor / Watch Manager (<i>insert contact details here xxxxxxxx</i>) | |
| 6 | Maintain safe Control Tower (aerodrome control) type operations - as appropriate | |
| 7 | Provide initial (very short-term) co-ordination of all appropriate (on-airport) mobile emergency response agencies (Until such time as a more appropriate [on-airport] agency [e.g. FCP; MICC; temporary EOC; full EOC] is ready and able to assume such responsibility) | |
| 8 | When available, relay to AFS & other airport based mobile responders (via designated frequency / frequencies etc.) details of selected staging area(s); RVP(s); crash gates etc. | |
| 9 | Maintain log of events | |
| 10 | <p>Obtain below additional details ASAP and pass on to AFS / others (e.g. via AFS watch-room duty officer; by broadcasting on the designated frequency / frequencies etc.)</p> <ul style="list-style-type: none"> ▪ Any information not initially obtained /passed as per checklist item 3 above ▪ Aircraft Operator Name and Flight Number ▪ Further details of nature / situation of Emergency - as required ▪ Updates on dangerous goods carried (if any) - plus type, location etc. ▪ Any other appropriate information | |
| 11 | Concurrently carry out ATC Supervisor / Watch Manager checklist (see next page) - should this latter person and deputy be temporarily unavailable - for whatever reason | |
| 12 | Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day' | |
| End of Checklist | | |



Aircraft Accident - On Airport - ATS / ATC Supervisor / Watch Manager

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | <p>Immediately inform (or arrange to inform [delegate task insofar as is reasonably possible]):</p> <ul style="list-style-type: none"> All relevant aircraft - as appropriate to circumstances 'on the day' Parent ATS Area / En-route Control Centre (ACC) <i>(insert contacts here xxxxxxxx)</i> Rescue Co-ordination Centre / Search & Rescue Authority - as appropriate <i>(insert contacts here xxxxxxxx)</i> Other Airports (as appropriate e.g. the alternate aerodrome(s) for the accident flight) <i>(insert most likely contacts here xxxxxxxx)</i> Duty Airport / ATC Engineering & similar <i>(insert contacts here xxxxxxxx)</i> CAA and Air Accident Investigation Authority <i>(insert contacts here xxxxxxxx)</i> Top 3 managers - XYZ Airports Company <i>(insert contacts here xxxxxxxx)</i> Top 3 managers - XIA Air Traffic Services <i>(insert contacts here xxxxxxxx)</i> Duty Meteorological Forecaster for XIA <i>(insert contacts here xxxxxxxx)</i> Anyone else - as required by circumstances 'on the day' | |
| 2 | Ensure overall safety of any ongoing ATS operations | |
| 3 | Close any part of the XIA Movements Area and Apron - as required by circumstances 'on the day'. (Appropriate NOTAM action shall be taken) | |
| 4 | <ul style="list-style-type: none"> Provide ATS input re selection of appropriate staging area(s); RVP(s); crash gate(s); on-airport routes to / from accident site; helicopter (medevac) site(s) etc. Direct ATC Tower to pass on the results to all on-airport mobile responders Ensure AFS Watch-room / whoever passes on results to other airport responders Ensure AFS Watch-room / whoever passes on results to off-airport responders - as per SOP / any mutual emergency aid agreements in force etc. | |
| 5 | <p>Withdraw from service any navigation aids which might have contributed to accident</p> <p>(Note - such navigation aids shall not be restored to service until the appropriate technical section has confirmed their serviceability & appropriate permission has been obtained from the Air Accident Investigator(s) / whoever. Appropriate NOTAM action shall be taken)</p> | |
| 6 | Impound & safeguard appropriate / relevant ATS voice, radar etc. recordings | |
| 7 | When XIA EOC activates, ask if an ATC presence is required there. Respond accordingly | |
| 8 | Double check that all ATS activities associated with the emergency (including your own) are being (have been) logged | |
| 9 | Conduct other actions as directed / required (at your discretion for latter) by circumstances 'on the day' | |
| 10 | Ensure ATS staff receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / On Land

XIA - Air Traffic Services [ATS]

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate XIA AEP alerting and activation process for **Aircraft Accident Off-airport / On Land**
- Facilitate the making of a **very rapid** decision as to what airport resources (if any) can be deployed off-airport. (Decision typically based on maintaining appropriate fire & rescue capability at the airport [should flight operations etc. continue] and also in accordance with any appropriate 'mutual aid emergency support agreement(s)' in force). Communicate the decision accordingly
- Obtain and relay (and continue to obtain / relay / update as required) essential information required by initial, on-airport responders e.g. number of persons on board; fuel on board; dangerous goods on board etc. (Where any doubt exists as to whether or not appropriate **external [off-airport]** responding agencies will **also** receive such essential information **without delay** - appropriate action shall be taken with whoever [e.g. AFS Watch-room; Airport Operator; Airport Police; direct contact with off-airport agencies concerned etc.] - to **ensure** rapid and ongoing provision / update of same - to such off-airport responders)
- Advise all aircraft as appropriate
- Maintain safe air traffic and airside vehicle operations, management & control
- **Initial** (very short-term) co-ordination of all appropriate (on-airport) mobile emergency response agencies whilst they remain **on-airport** (Until such time as a more appropriate **airport** agency (e.g. temporary EOC; full EOC) is ready and able to assume such **on-airport** responsibility)
- Ensure that the airspace around and above the accident location is kept clear - except for emergency response aircraft / helicopters
- Provide ATS input to selection of most appropriate staging area(s); RVP(s); crash gate(s) etc. - as appropriate to circumstances 'on the day'
- Consult / decide on & oversee any manoeuvring area and / or apron closures - as appropriate
- Consult / decide on & oversee withdrawal of any navigation aids from service - as appropriate
- Initiate appropriate NOTAM action where necessary (e.g. due airport closure; navigations aids not in use; AFS reduced crash category; obstructions; restricted airspace around / above accident site - etc.)
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required
- Anything else as appropriate to actual circumstances 'on the day'

See 'Important Note' (starting page 146) before reading further [for info only]

General Actions: See next two checklists below



Aircraft Accident - Off-airport / On Land - ATS / ATC Control Tower

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Declare Aircraft Accident 'Off-airport / On Land' & activate Crash Alarm | |
| 2 | Pass 'crash message' to the AFS watch-room duty officer - obtain acknowledgement (insert AFS watch-room contact details here if required xxxxxxx) [Note - use <u>off</u> -airport gridded crash map for accident location reference - if appropriate] | |
| 3 | Include following information in 'crash message', as available (do not let unavailability of such information delay transmission of what you do have): <ul style="list-style-type: none"> Accident location (use <u>off</u>-airport grid crash map if appropriate) Aircraft Type Nature of Emergency Total Number of Persons on Board Estimated Fuel Type & Amount on Board (at time of accident) Very brief summary of any Dangerous Goods on Board | |
| 4 | Repeat 'crash message' to AFS and other mobile responders (e.g. airport medical centre; airport police; aircraft operator / representative etc.) on designated frequency / frequencies etc. - until certain that all have received the required information | |
| 5 | Advise ATC Supervisor / Watch Manager (insert contact details here xxxxxxx) | |
| 6 | Maintain safe Control Tower (aerodrome control) type operations - as appropriate | |
| 7 | Initial (very short-term) co-ordination of all appropriate (on-airport) mobile emergency response agencies whilst they remain <u>on-airport</u> (Until such time as a more appropriate <u>airport</u> agency [e.g. temporary EOC; full EOC] is ready and able to assume such responsibility) | |
| 8 | When available, relay to AFS & other airport based mobile responders (via designated frequency / frequencies etc.) details of selected staging area(s); RVP(s); crash gates etc. | |
| 9 | Maintain log of events | |
| 10 | Obtain below additional details ASAP and pass on to AFS / others (e.g. via AFS watch-room duty officer; by broadcasting on the designated frequency / frequencies etc.) <ul style="list-style-type: none"> Any information not initially obtained /passed as per checklist item 3 above Aircraft Operator and Flight Number Further details of nature / situation of Emergency - as required Update on dangerous goods carried (if any) - plus type, location etc. Any other appropriate information | |
| 11 | Concurrently carry out ATC Supervisor / Watch Manager checklist (see next page) - should this latter person be unavailable - for whatever reason | |
| 12 | Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day' | |
| End of Checklist | | |



Aircraft Accident - Off-airport / On Land - ATS / ATC Supervisor / Watch Manager

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | <p>a) Consult immediately with appropriate (airport) senior management as to <i>decision</i> re deployment of AFS 'Off-airport / On Land'</p> <p>b) Convey <i>decision</i> made to the AFS watch-room and also direct ATC Control Tower to broadcast same on the appropriate frequency / frequencies (Note - the remainder of this checklist assumes that off-airport deployment is so authorised)</p> | |
| 2 | Ensure overall safety of any ongoing ATS operations | |
| 3 | <p>Immediately inform (or arrange to inform [delegate task insofar as is reasonably possible]):</p> <ul style="list-style-type: none"> All relevant aircraft - as appropriate to circumstances 'on the day' Parent ATS Area / En-route Control Centre (ACC) (<i>insert contacts here xxxxxxxx</i>) Rescue Co-ordination Centre / Search & Rescue Authority - as appropriate (<i>insert contacts here xxxxxxxx</i>) Other Airports (as appropriate e.g. the alternate aerodrome(s) for the accident flight) (<i>insert most likely contacts here xxxxxxxx</i>) Duty Airport and ATC Engineering & similar (<i>insert contacts here xxxxxxxx</i>) CAA and /or Air Accident Investigation Authority (<i>insert contacts here xxxxxxxx</i>) Top 3 managers - XYZ Airports Company (<i>insert contacts here xxxxxxxx</i>) Top 3 managers - XIA Air Traffic Services (<i>insert contacts here xxxxxxxx</i>) Duty Meteorological Forecaster for XIA (<i>insert contacts here xxxxxxxx</i>) Anyone else - as required by circumstances 'on the day' | |
| 4 | a). Provide ATS input (if required) re selection of appropriate staging area(s); crash gate(s) etc. b). Direct ATC Tower to pass on associated info to all on-airport mobile responders. c). Ensure AFS watch-room / whoever passes on associated info to other, appropriate airport responders | |
| 5 | Oversee establishment of required clear airspace area around/above accident location | |
| 6 | Maintain log of events | |
| 7 | Close any part of the XIA Movements Area and Apron - as required by circumstances 'on the day'. (Appropriate NOTAM action shall be taken) | |
| 8 | Withdraw from service any navigation aids which might have contributed to accident (Note - such navigation aids shall not be restored to service until the appropriate technical section has confirmed their serviceability & appropriate permission has been obtained from the Air Accident Investigator(s) / whoever. Appropriate NOTAM action shall be taken) | |
| 9 | Impound & safeguard appropriate / relevant ATS voice, radar etc. recordings | |
| 10 | When XIA EOC activates, ask if an ATC presence is required there. Respond accordingly | |
| 11 | Conduct any other actions as directed / required (at your discretion for latter) by circumstances 'on the day' | |
| 12 | Ensure ATS staff receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident [Off - Airport / on or over Water](#)

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be supplied by Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|-------|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident [Off - Airport / on or over Water](#) should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator responders**
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-rafts of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources itself - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

XIA - Air Traffic Services [ATS]

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate XIA AEP alerting & activation plan for aircraft accident **Off-airport / On or Over Water**
- Facilitate the making of a very rapid decision as to what airport resources (if any) can be deployed off-airport. (Decision typically based on maintaining appropriate fire and rescue capability at the airport [should flight operations etc. continue] and also in accordance with any appropriate 'mutual aid emergency support agreement(s)' in force). Communicate the decision accordingly
- Obtain and relay (and continue to obtain / relay / update as required) essential information required by initial, on-airport responders e.g. number of persons on board; fuel on board; dangerous goods on board; details of flotation aids, life-rafts & location aids carried etc. (Where any doubt exists as to whether or not the appropriate external [**off-airport**] responding agencies will **also** receive such essential information **without delay** - appropriate action shall be taken with whoever (e.g. AFS Watch-room; Airport Operator; Airport Police; direct contact with off-airport agencies concerned etc.) - to **ensure** rapid and ongoing provision / update of same to such off-airport responders)
- Advise all aircraft as appropriate
- Maintain safe air traffic and airside vehicle operations, management & control
- **Initial** (very short-term) co-ordination of all appropriate (on-airport) mobile emergency response agencies whilst they remain **on-airport** (Until such time as a more appropriate **airport** agency (e.g. temporary EOC; full EOC) is ready and able to assume such **on-airport** responsibility)
- Ensure that airspace around and above the accident location is kept clear - except for emergency response aircraft / helicopters
- Provide ATS input to selecting most appropriate staging area(s); RVP(s); crash gate(s) etc. - as appropriate to circumstances 'on the day'
- Consult / decide on & oversee any manoeuvring area and / or apron closures - as appropriate
- Consult / decide on & oversee withdrawal of any navigation aids from service - as appropriate
- Initiate appropriate NOTAM action where necessary (e.g. due airport closure; navigations aids not in use; AFS reduced crash category; restricted airspace around / above accident site - etc.)
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required
- Anything else as appropriate to actual circumstances 'on the day'

See 'Important Note' (starting page **146**) before reading further [for info only]

General Actions: See next two checklists below



Aircraft Accident - Off-airport / on or over Water

XIA Air Traffic Services - ATC Control Tower

| | Action | ☑ ? |
|------------------|--|-----|
| 1 | Declare Aircraft Accident 'Off-airport / On or Over Water' & activate Crash Alarm | |
| 2 | Pass 'crash message' to the AFS watch-room duty officer - obtain acknowledgement (insert AFS watch-room contact details here if required xxxxxxxx) [Note - use <u>off</u> -airport gridded crash map for accident location reference - if appropriate] | |
| 3 | Include following information in 'crash message', as available (do not let unavailability of such information delay transmission of what you do have): <ul style="list-style-type: none"> Accident location (use <u>off</u>-airport grid crash map if appropriate) Aircraft Type Nature of Emergency Total Number of Persons on Board Estimated Fuel Type and Amount on Board (at time of accident) Very brief summary of any Dangerous Goods on Board | |
| 4 | Repeat 'crash message' to AFS and other mobile responders (e.g. airport medical centre; airport police; aircraft operator / representative etc.) on designated frequency / frequencies etc. - until certain that all have received the required information | |
| 5 | Advise ATC Supervisor / Watch Manager (insert contact details here xxxxxxxx) | |
| 6 | Continue to maintain Control Tower type ATS operations - where appropriate | |
| 7 | Initial (very short-term) co-ordination of all appropriate (on-airport) mobile emergency response agencies whilst they remain <u>on-airport</u> (Until such time as a more appropriate <u>airport</u> agency [e.g. temporary EOC; full EOC] is ready and able to assume such responsibility) | |
| 8 | When available, relay to AFS & other airport based mobile responders (via designated frequency / frequencies etc.) details of selected staging area(s); RVP(s); crash gates etc. | |
| 9 | Maintain log of events | |
| 10 | Obtain below additional details ASAP and pass on to AFS / others (e.g. via AFS watch-room duty officer; by broadcasting on the designated frequency / frequencies etc.) <ul style="list-style-type: none"> Any information not initially obtained /passed as per checklist item 3 above Aircraft Operator and Flight Number Further details of nature / situation of Emergency - as required Update on dangerous goods carried (if any) - plus type, location etc. Any other appropriate information | |
| 11 | Concurrently carry out ATC Supervisor / Watch Manager checklist (see next page) - should this latter person be unavailable - for whatever reason | |
| 12 | Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day' | |
| End of Checklist | | |



Aircraft Accident - Off-airport / On or Over Water

XIA - ATS / ATC Supervisor / Watch Manager

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | <p>a) Consult immediately with appropriate (airport) senior management as to <i>decision</i> re deployment of AFS 'Off-airport / On or Over Water'</p> <p>b) Convey <i>decision</i> made to the AFS watch-room and also direct ATC Control Tower to broadcast same on the appropriate frequency / frequencies (Note - the remainder of this checklist assumes that off-airport deployment is so authorised)</p> | |
| 2 | Ensure overall safety of any ongoing ATS operations | |
| 3 | <p>Immediately inform (or arrange to inform [delegate task insofar as is reasonably possible]):</p> <ul style="list-style-type: none"> All relevant aircraft - as appropriate to circumstances 'on the day' Parent ATS Area / En-route Control Centre (ACC) (<i>insert contacts here xxxxxxxx</i>) Rescue Co-ordination Centre / Search & Rescue Authority - as appropriate (<i>insert contacts here xxxxxxxx</i>) Coastguard / Navy / Harbourmaster etc. (<i>insert contacts here xxxxxxxx</i>) Other Airports (as appropriate e.g. the alternate aerodrome(s) for the accident flight) (<i>insert most likely contacts here xxxxxxxx</i>) Duty Airport and ATC Engineering & similar (<i>insert contacts here xxxxxxxx</i>) CAA and /or Air Accident Investigation Authority (<i>insert contacts here xxxxxxxx</i>) Top 3 managers - XYZ Airports Company (<i>insert contacts here xxxxxxxx</i>) Top 3 managers - XIA Air Traffic Services (<i>insert contacts here xxxxxxxx</i>) Duty Meteorological Forecaster for XIA (<i>insert contacts here xxxxxxxx</i>) Anyone else - as required by circumstances 'on the day' | |
| 4 | <p>a). Provide ATS input (if required) re selection of appropriate staging area(s); crash gate(s) etc. b). Ascertain which 'Off-loading / Landing Points' are to be used c). Direct ATC Tower to pass on all such info to all on-airport mobile responders d). Ensure AFS watch-room / whoever passes on associated info to other, appropriate airport responders</p> | |
| 5 | Oversee establishment of required clear airspace area around/above accident location | |
| 6 | Maintain log of events | |
| 7 | Close any part of the XIA Movements Area and Apron - as required by circumstances 'on the day'. (Appropriate NOTAM action shall be taken) | |
| 8 | <p>Withdraw from service any navigation aids which might have contributed to accident (Note - such navigation aids shall not be restored to service until the appropriate technical section has confirmed their serviceability & appropriate permission has been obtained from the Air Accident Investigator(s) / whoever. Appropriate NOTAM action shall be taken)</p> | |
| 9 | Impound & safeguard appropriate / relevant ATS voice, radar etc. recordings | |
| 10 | When XIA EOC activates, ask if an ATC presence is required there. Respond accordingly | |
| 11 | Conduct any other actions as directed / required (at your discretion for latter) by circumstances 'on the day' | |
| 12 | Ensure ATS staff receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |



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FULL EMERGENCY

XIA - **Air Traffic Services** [ATS]

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate alerting & activation process for **Full Emergency**
- Obtain and relay (and continue to obtain / relay / update as required) essential information required by initial, mobile (e.g. AFS; AMC; Airport Police etc.) on-airport agencies e.g. number of persons on board; fuel on board; dangerous goods on board etc.
- Advise all aircraft as appropriate
- Maintain safe air traffic and airside vehicle operations, management & control
- **Initial** (very short-term) **co-ordination** of all appropriate (**on-airport**) mobile emergency response agencies (Until such time as a more appropriate **on-airport** agency [e.g. FCP; MICC; temporary EOC; full EOC] is ready and able to assume such responsibility)
- Provide ATS input to selection of most appropriate staging area(s); RVP(s); crash gate(s) etc. - as appropriate to circumstances 'on the day'
- Consult / decide on & oversee any manoeuvring area and / or apron closures - as appropriate
- Consult / decide on & oversee withdrawal of any navigation aids from service - as appropriate
- Initiate appropriate NOTAM action where necessary (e.g. due - airport closure; navigations aids not in use; AFS reduced category; temporary obstruction(s); temporary restricted airspace etc.)
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required
- Anything else as appropriate to actual circumstances 'on the day'

General Actions: See next two checklists



FULL EMERGENCY

XIA - Air Traffic Services / ATC Control Tower

| Action | | ✓ ? |
|------------------|---|-----|
| 1 | Declare Aircraft Full Emergency and activate Crash Alarm | |
| 2 | Pass 'full emergency' message to the AFS watch-room duty officer - and obtain acknowledgement (<i>insert AFS watch-room contact details here if required xxxxxxx</i>) | |
| 3 | Repeat 'emergency message' to AFS and other mobile responders (e.g. airport medical centre; airport police; aircraft operator / representative etc.) on designated frequency / frequencies etc. - until certain that all have received the required information | |
| 4 | Include following information in the 'full emergency' message, as available: <ul style="list-style-type: none"> Expected time of arrival of emergency aircraft (as appropriate) Aircraft Type Nature of Emergency Total Number of Persons on Board Estimated Fuel Type & Amount on Board (at time of emergency declaration) Very brief summary of any Dangerous Goods on Board | |
| 5 | Advise ATC Supervisor / Watch Manager (<i>insert contact details here xxxxxxx</i>) | |
| 6 | Continue to maintain safe Control Tower type ATS operations | |
| 7 | Provide <i>initial</i> (very short-term) co-ordination of all appropriate (<i>on-airport</i>) mobile emergency response agencies (Until such time as a more appropriate [<i>on-airport</i>] agency [e.g. FCP; MICC; temporary EOC; full EOC] is ready and able to assume such responsibility) | |
| 8 | Maintain log of events | |
| 9 | Obtain below <i>additional</i> details ASAP and pass on to AFS / others (e.g. via AFS watch-room duty officer; by broadcasting on the designated frequency / frequencies etc.) <ul style="list-style-type: none"> Any information not <i>initially</i> obtained /passed as per checklist item 4 above Aircraft Operator Name and Flight Number Further details of nature / situation of Emergency - as required Updates on dangerous goods carried (if any) - plus type, location etc. Any other appropriate information | |
| 10 | Concurrently carry out ATC Supervisor / Watch Manager checklist (see <i>next</i> page) - should this latter person and deputy be temporarily unavailable - for whatever reason | |
| 11 | Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day' | |
| 12 | Should Full Emergency become an <i>Aircraft Accident</i> or <i>Local Standby</i> or <i>Aircraft Ground Incident</i> - follow the appropriate checklist located elsewhere in <i>this</i> sub-section 3A | |
| End of Checklist | | |



FULL EMERGENCY

XIA - Air Traffic Services / ATC Supervisor / Watch Manager

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | <p>Immediately inform (or arrange to inform [delegate task insofar as is reasonably possible]):</p> <ul style="list-style-type: none"> All relevant aircraft - as appropriate to circumstances 'on the day' Parent ATS Area / En-route Control Centre (ACC) <i>(insert contacts here xxxxxxxx)</i> Rescue Co-ordination Centre / Search & Rescue Authority - as appropriate <i>(insert contacts here xxxxxxxx)</i> Other Airports (as appropriate e.g. the alternate aerodrome(s) for the accident flight) <i>(insert most likely contacts here xxxxxxxx)</i> Duty Airport / ATC Engineering & similar <i>(insert contacts here xxxxxxxx)</i> CAA and Air Accident Investigation Authority <i>(insert contacts here xxxxxxxx)</i> Top 3 managers - XYZ Airports Company <i>(insert contacts here xxxxxxxx)</i> Top 3 managers - XIA Air Traffic Services <i>(insert contacts here xxxxxxxx)</i> Duty Meteorological Forecaster for XIA <i>(insert contacts here xxxxxxxx)</i> Anyone else - as required by circumstances 'on the day' | |
| 2 | Ensure that safe ATS operations (in general) continue - as appropriate | |
| 3 | Consider the possibility of an 'off-airport' aircraft accident scenario - and make some initial consultations / decisions re this e.g. in what circumstances may AFS deploy off-airport; how many AFS appliances to deploy; off-airport agencies to be notified etc. | |
| 4 | In conjunction with AFS, XYZ Airports Company Ops, Airport Police etc. - provide advice re (precautionary) pre-selection of appropriate staging areas, access (crash) gates and RVP(s) - which might be applicable to this particular emergency | |
| 5 | Double check that all ATS crisis response activities / information is being logged | |
| 6 | Impound & safeguard appropriate / relevant ATS voice, radar etc. recordings | |
| 7 | If XIA EOC activates, ask if an ATC presence is required there. Respond accordingly | |
| 8 | Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day' | |
| 9 | Should Full Emergency become an Aircraft Accident or Local Standby or Aircraft Ground Incident - follow the appropriate checklist located elsewhere in <u>this</u> sub-section 3A | |
| 10 | Once the emergency has come to a conclusion decide on appropriate actions to take (if any) re e.g. withdrawal of suspect navigation aids; closure of any part of the XIA Manoeuvring Area and Apron etc. (Take appropriate NOTAM action if necessary) | |
| 11 | Ensure ATS staff receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |



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LOCAL STANDBY - Aircraft In-flight

XIA - Air Traffic Services

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate alerting & activation process for LOCAL STANDBY - aircraft in-flight
- Advise all other aircraft as appropriate
- Maintain safe air traffic and airside vehicle operations, management & control
- *Initial* (very short-term) **co-ordination** of all appropriate (on-airport) mobile emergency response agencies (Until such time as a more appropriate [on-airport] agency [e.g. FCP; MICC; temporary EOC] is ready and able to assume such responsibility)
- Upgrading / standing-down incident as appropriate - (in conjunction with Pilot in Command - if practicable)
- Anything else as appropriate to actual circumstances 'on the day'

General Actions: See next two pages



LOCAL STANDBY - Aircraft In-flight

XIA - Air Traffic Services / ATC Control Tower

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Declare LOCAL STANDBY - aircraft in-flight | |
| 2 | Pass 'alerting' message to the AFS watch-room duty officer - and obtain acknowledgement (<i>insert AFS watch-room contact details here if required xxxxxxxx</i>) | |
| 3 | Repeat alerting message to AFS and other mobile responders (e.g. airport medical centre; airport police; aircraft operator / representative etc.) on designated frequency / frequencies etc. - until certain that all have received the required information | |
| 4 | Include following information in the alerting message, as available: <ul style="list-style-type: none"> Expected time of arrival of 'local standby' aircraft (as appropriate) Aircraft Type Nature of problem Total Number of Persons on Board Estimated Fuel Type & Amount on Board (at time of alert declaration) Very brief summary of any Dangerous Goods on Board | |
| 5 | Advise ATC Supervisor / Watch Manager (<i>insert contact details here xxxxxxxx</i>) | |
| 6 | Maintain safe Control Tower type ATS operations - as appropriate | |
| 7 | Provide <i>initial</i> (very short-term) co-ordination of all appropriate (<i>on-airport</i>) mobile emergency response agencies (Until such time as a more appropriate [<i>on-airport</i>] agency [e.g. FCP; MICC; temporary EOC] is ready and able to assume such responsibility) | |
| 8 | Maintain log of events | |
| 9 | Obtain below <i>additional</i> details ASAP and pass on to AFS / others (e.g. via AFS watch-room duty officer; by broadcasting on the designated frequency / frequencies etc.) <ul style="list-style-type: none"> Any information not <i>initially</i> obtained /passed as per checklist item 4 above Aircraft Operator Name and Flight Number Further details of nature / situation of problem - as required Updates on dangerous goods carried (if any) - plus type, location etc. Any other appropriate information | |
| 10 | Concurrently carry out ATC Supervisor / Watch Manager checklist (see <i>next</i> page) - should this latter person & deputy be temporarily unavailable - for whatever reason | |
| 11 | Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day' | |
| 12 | If aircraft lands safely - stand-down to normal operations readiness & notify other associated parties of same | |
| 13 | Should Local Standby - Aircraft In-flight become an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate checklist located elsewhere in <i>this sub-section 3A</i> | |
| End of Checklist | | |



LOCAL STANDBY - Aircraft In-flight

XIA - Air Traffic Services / ATC Supervisor / Watch Manager

| | Action | ☑ ? |
|-------------------------|--|-----|
| 1 | The ATC Supervisor shall inform : <ul style="list-style-type: none"> All other aircraft as deemed necessary The appropriate XIA ATS Senior Manager(s) | |
| 2 | Ensure safe ATS operations (in general) continue - as appropriate | |
| 3 | Ensure all ATS activities associated with the occurrence are being logged | |
| 4 | Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day' | |
| 5 | If aircraft lands safely - double check that ATC Tower Controller has initiated stand-down to normal operations readiness & notified other associated parties of same | |
| 6 | Should Local Standby - Aircraft In-flight become an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate checklist located elsewhere in this sub-section 3A (In which case also impound & safeguard appropriate / relevant ATS voice, radar etc. recordings) | |
| 7 | Once the occurrence has come to a conclusion, decide on appropriate actions to take (if any) re e.g. withdrawal of suspect navigation aids; closure of any part of the XIA Manoeuvring Area and Apron etc. (Take appropriate NOTAM action if necessary) | |
| <i>End of Checklist</i> | | |

Some examples of when '**Local Standby**' **Aircraft in-flight**' might typically be declared at XIA:

- An aircraft at or near the airport is known or suspected to have developed defects or problems, the nature of which are **not** expected to cause any **serious difficulty** in carrying out a safe landing. Such defects might typically include:
 - ❖ Single engine shutdown (assumes that aircraft has more than one engine and can operate safely with one engine inoperative)
 - ❖ Hydraulic system malfunction (non-catastrophic)
 - ❖ Cabin pressurisation problem (non-catastrophic) etc.
- An aircraft at or near the airport is subject to a **suspected** bomb threat
- An aircraft at or near the airport is subject to a **suspected** 'unlawful seizure / act'



- An aircraft at or near the airport is operating in weather conditions very close to its or its pilots' limitations (otherwise known at some airports as '*weather standby*')
weather standby
- etc.

The objective of declaring '*Local Standby Aircraft in-flight*' is to alert key airport response personnel and agencies to *prepare* for rapid reaction in the unlikely event of a more serious situation occurring during the approach and landing of the aircraft (or any other phase of flight as appropriate) - until such time as the incident is terminated



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Aircraft Ground Incident

General

An **Aircraft Ground Incident** is an occurrence, *other than an aircraft accident*, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation

The following occurrences are typical examples of the above:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences)
- etc.

It is generally not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an outline checklist *has* been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of **aircraft ground incidents** (if required so to do) - should use logic, common sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the checklist), depending on developing actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B may *also* be used / adapted for additional guidance in how to respond to aircraft ground incidents. *Off-airport* responders are invited to do likewise

Important Note - An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **not** typically lead to death, serious injury, serious damage to an aircraft (or to anything else) etc.



Aircraft Ground Incident

XIA - Air Traffic Services

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate alerting & activation for Aircraft Ground Incident
- Advise all other aircraft as appropriate
- Maintain safe air traffic and airside vehicle operations, management & control
- *Initial* (very short-term) **co-ordination** of all appropriate (on-airport) mobile emergency response agencies (Until such time as a more appropriate on-airport agency [e.g. FCP; MICC; temporary EOC; full EOC] is ready and able to assume such responsibility)
- Upgrading / standing-down incident - in conjunction with AFS
- Co-ordinate any runway, taxiway or apron closures - as required
- If required - initiate appropriate NOTAM action (e.g. due - airport closure; navigations aids not in use; AFS reduced crash category; obstruction(s); restricted airspace etc.)
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required
- Anything else as appropriate to actual circumstances 'on the day'

General Actions: See next two checklists



Aircraft Ground Incident

XIA - Air Traffic Services / ATC Control Tower

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Declare Aircraft Ground Incident & pass 'alerting message' and incident location to AFS watch-room duty officer - obtain acknowledgement (<i>insert contact details here xxxxxxxx</i>) [Note - use on-airport gridded crash map for incident location reference] | |
| 2 | Repeat alerting message to AFS and other mobile responders (e.g. airport medical centre; airport police; aircraft operator / representative etc.) on designated frequency / frequencies etc. - until certain that all have received the required information | |
| 3 | Include following information in the alerting message, as available: <ul style="list-style-type: none"> Aircraft Type Nature of problem Total Number of Persons on Board Estimated Fuel Type & Amount on Board (at time of alert declaration) Very brief summary of any Dangerous Goods on board | |
| 4 | Advise ATC Supervisor / Watch Manager (<i>insert contact details here xxxxxxxx</i>) | |
| 5 | Continue to maintain safe Control Tower type ATS operations - as appropriate | |
| 6 | Provide <i>initial</i> (very short-term) co-ordination of all appropriate (<i>on-airport</i>) mobile emergency response agencies (Until such time as a more appropriate [<i>on-airport</i>] agency [e.g. FCP; MICC; temporary EOC] is ready and able to assume such responsibility) | |
| 7 | Maintain log of events | |
| 8 | Obtain below <i>additional</i> details ASAP and pass on to AFS / others (e.g. via AFS watch-room duty officer; by broadcasting on the designated frequency / frequencies etc.) <ul style="list-style-type: none"> Any information not <i>initially</i> obtained /passed as per checklist item 3 above Aircraft Operator Name and Flight Number Further details of nature of problem - as required Updates on dangerous goods carried (if any) - plus type, location etc. Any other appropriate information | |
| 9 | Concurrently carry out ATC Supervisor / Watch Manager checklist (see <i>next</i> page) - should this latter person & deputy be temporarily unavailable - for whatever reason | |
| 10 | Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day' | |
| 11 | Should 'Aircraft Ground Incident' become an <i>Aircraft Accident</i> - follow the appropriate checklist found elsewhere in this sub-section 3A | |
| 12 | When incident is terminated, <i>stand-down</i> AFS etc. to normal readiness (Note - Upgrading / Standing-down of an Aircraft Ground Incident - must always be effected in conjunction with AFS) | |
| End of Checklist | | |



Aircraft Ground Incident

XIA - Air Traffic Services / ATC Supervisor / Watch Manager

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | <p>Immediately inform (or arrange to inform [delegate task insofar as is reasonably possible]):</p> <ul style="list-style-type: none"> All relevant aircraft - as appropriate to circumstances 'on the day' Parent ATS Area / En-route Control Centre (ACC) [if appropriate] <i>(insert contacts here xxxxxxxx)</i> Other Airports (if appropriate) <i>(insert most likely contacts here xxxxxxxx)</i> Duty Airport / ATC Engineering & similar <i>(insert contacts here xxxxxxxx)</i> CAA and Air Accident Investigation Authority <i>(insert contacts here xxxxxxxx)</i> Top 3 managers - XYZ Airports Company <i>(insert contacts here xxxxxxxx)</i> Top 3 managers - XIA Air Traffic Services <i>(insert contacts here xxxxxxxx)</i> Duty Meteorological Forecaster for XIA <i>(insert contacts here xxxxxxxx)</i> Anyone else - as required by circumstances 'on the day' | |
| 2 | Ensure that safe ATS operations (in general) continue - as appropriate | |
| 3 | In conjunction with AFS, XYZ Airports Company Ops, Airport Police etc. - provide advice re (precautionary) pre-selection of appropriate staging areas, access (crash) gates and RVP(s) - which might be applicable to this particular incident | |
| 4 | Double check that all ATS crisis response activities / information is being logged | |
| 5 | Impound & safeguard appropriate / relevant ATS voice, air & ground radar etc. recordings | |
| 6 | If XIA EOC activates, ask if an ATC presence is required there. Respond accordingly | |
| 7 | Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day' | |
| 8 | Should 'Aircraft Ground Incident' becomes an Aircraft Accident - follow the appropriate checklist found elsewhere in this sub-section 3A | |
| 9 | Supervise ATS and AFS stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down - as required | |
| 10 | Ensure ATS staff receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |



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Bomb Threat / Sabotage - **Aircraft** Related

RED Security Alert / **RED** Threat Assessment Made **Air** Traffic Services

IMPORTANT NOTE

The following checklists relate to '**bomb threat / sabotage**' as associated with aircraft operations directly impacting on XIA. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) OR on the ground at XIA

Depending on the actual '**bomb threat / sabotage**' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will generally declare any of '**Full Emergency**', '**Aircraft Ground Incident**' or '**Local Standby**'. (Each of these declarations has its own, associated [& *separate*] checklist located elsewhere in this sub-section **3A**)

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate '**bomb threat / sabotage**' checklist - **and also** (concurrently / at the same time) by the appropriate '**Full Emergency**' OR '**Aircraft Ground Incident**' OR '**Local Standby**' checklist

As always, should the situation develop into an '**Aircraft Accident**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3A** checklist (**Aircraft Accident**) must be used. Should the '**bomb threat / sabotage**' situation **still exist** after such '**aircraft accident**' occurrence / declaration - then the appropriate '**bomb threat / sabotage**' checklist must **also** continue to be addressed **concurrently** with the **aircraft accident** checklist

Lastly, the '**bomb threat / sabotage**' situation might be combined with an act (further act) of '**unlawful interference (aircraft related)**' - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by all concerned / involved (along with associated implications, complications & consequences) it might be better for such ***combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist to cover such a complex situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!*

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. '**..... commence alerting & activation.....**'

****Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. *If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences***



IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

Note

For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the relatively close vicinity (e.g. within 2 - 400 metres and possibly greater distances depending on circumstances 'on the day') of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services at or in the relatively close vicinity of the aircraft or its baggage, cargo and mail, *this should strictly be on a **voluntary** basis only*

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents *is both permitted and expected*

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage'
- see pages 14 - 25



Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Air Traffic Services

Alerted By: Various Inputs
Alerts Whom: See below

General Responsibilities:

- Safety and Control of Air Traffic
- Invoke *Full Emergency* or *Local Standby* or *Aircraft Ground Incident* procedure, as appropriate to circumstances 'on the day'
- Initiate XIA ATS internal alerting & activation plan for 'Bomb Threat / Sabotage - Aircraft Related'
- *Initial* co-ordination of **on-airport** emergency response agencies
- Establish & maintain communications with Aircraft Commander of bomb threat aircraft as directed or as appropriate to circumstances 'on the day'
- Provide appropriate advice, assistance & facilities etc. (e.g. use of ATS facilities - including radio) to security services charged with management of incident
- Maintain airside vehicle management (as dictated by security situation) - providing priority to traffic operating in support of the security threat
- Implement appropriate action for re-routing of aircraft (on the ground and / or in the air) and vehicle ground movements - if applicable
- Ensure that the XIA Isolated Aircraft Parking Position (IAPP) is prepared & available for use
- Close all parts of the airport (including any 'work in progress' tasks) which might be at risk from the security threat and initiate appropriate NOTAM action as required
- Runway blocking procedure & / or withdrawal of runway lights & navigation aids - as directed
- In the event that the security incident becomes an *Aircraft Accident* - follow the appropriate (equivalent) checklist located elsewhere in this **sub-part 3A**
- When 'Incident Stand Down' declared - re-open any parts of the Manoeuvring Area etc. previously closedand initiate NOTAM action accordingly
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required

General Actions: See next two checklists

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that ATC is taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to consider evacuation of ATS facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the safety of air traffic operations. Where no such 'continuity' type plans / facilities exist - all and any appropriate measures should be considered 'on the day' in an attempt to ensure such safety of operations



Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

XIA - Air Traffic Services - Control Tower

Note - it is important that much of this checklist is actioned without delay. If possible, delegate actions for checklist items below accordingly - if appropriate to circumstances 'on the day'

| | Action | ☑ ? |
|----|---|-----|
| 1 | Upon initial notification of a RED or equivalent (security threat) related assessment (or at own discretion depending on circumstances 'on the day') - declare LOCAL STANDBY Note - where circumstances 'on the day' so require declare FULL EMERGENCY or AIRCRAFT GROUND INCIDENT immediately (i.e. omit / bypass the 'Local Standby' phase) | |
| 2 | Maintain safety & control of air & ground traffic for which you are responsible | |
| 3 | Advise Airport Police , XIA AFS, ATS Duty Manager and XYZ Airports Company Duty Manager directly (<i>insert contact information xxxxxx</i>) | |
| 4 | Provide initial (very short-term) co-ordination of all appropriate (on-airport) mobile emergency response agencies (Until such time as a more appropriate [on-airport] agency [e.g. FCP; MICC; temporary EOC; full EOC] is ready and able to assume such responsibility) | |
| 5 | If incident aircraft is in the air and an explosive device or similar is confirmed as being on board or is subsequently found - upgrade alert to FULL EMERGENCY (if not already at this alert level) | |
| 6 | If incident aircraft is on the ground & an explosive device or similar is confirmed as on board or is subsequently found - upgrade alert to AIRCRAFT GROUND INCIDENT (if not already at this alert level) | |
| 7 | If the aircraft deploys emergency escape chutes / slides after landing - declare AIRCRAFT GROUND INCIDENT (if not already at this alert level) | |
| 8 | Depending on incident state (alert) declared - use your equivalent Full Emergency OR Local Standby OR Aircraft Ground Incident checklist (found elsewhere in this sub-section 3A) to concurrently supplement / provide further guidance to this Bomb Threat / Sabotage checklist | |
| 9 | Where an 'unlawful interference' act is taking place in conjunction with (additional to) the 'bomb threat / sabotage' incident - use your equivalent UNLAWFUL INTERFERENCE checklist (found elsewhere in this sub-section 3A) to concurrently supplement / provide further guidance to this Bomb Threat / Sabotage checklist | |
| 10 | Ensure Control Tower ATS activities associated with incident are logged in writing | |
| 11 | Initiate remainder of ATC alerting & activation process (<i>insert contact information xxxxxx</i>) | |
| 12 | Establish and / or maintain communications with Aircraft Commander of bomb threat aircraft as directed OR as appropriate to circumstances 'on the day' | |



Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

XIA - Air Traffic Services - Control Tower - *continued*

| | | |
|-------------------------|--|--|
| 13 | Provide priority to airside vehicular traffic deploying in support of the security alert | |
| 14 | If / when incident aircraft is on the ground, take suitable action for it to be positioned on the XIA Isolated Aircraft Parking Position (IAPP) without delay (unless directed otherwise) | |
| 15 | <p>Obtain following information if available (probably from aircraft operator and / or local representative) (<i>insert contact information xxxxxxxx</i>) - and be prepared to distribute immediately to appropriate parties if incident circumstances so require:</p> <ul style="list-style-type: none"> ▪ Incident Aircraft Type ▪ More information on Nature of Occurrence ▪ Total Number of Persons on Board ▪ Estimated Type & Amount of Fuel on Board (Update this info as required) ▪ Initial details of any Dangerous Goods on board ▪ Anything else as appropriate e.g. flight number; flight route etc. | |
| 16 | Concurrently carry out ATC Supervisor / Watch Manager checklist (see next page) - should this latter person and deputy be unavailable - for whatever reason | |
| 17 | Should security incident become the equivalent of an Aircraft Accident - (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) concurrently follow your appropriate (equivalent) checklist located elsewhere in sub-section 3A of this document | |
| 18 | Use all of the above for guidance (as required) re lower grade security alert declarations (i.e. lower than RED or equivalent threat assessment) - concerning bomb-threat / sabotage | |
| <i>End of Checklist</i> | | |



Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

XIA - Air Traffic Services - Duty Supervisor / Watch Manager

| | Action | ☑ ? |
|---|---|-----|
| 1 | Maintain overall safety & control of all air traffic for which you are responsible | |
| 2 | Unless specifically directed otherwise by the security authorities in overall charge of the incident, keep all air & ground traffic well clear of the incident aircraft - with possible exception of security and / or rescue etc. type flight operations | |
| 3 | Depending on incident state (alert) declared - use your equivalent <i>Full Emergency</i> OR <i>Local Standby</i> OR <i>Aircraft Ground Incident</i> checklist (found elsewhere in this sub-section 3A) to supplement / provide further guidance to <u>this</u> Bomb Threat / Sabotage checklist | |
| 4 | Where an 'unlawful interference' act is taking place in conjunction with (additional to) the 'bomb threat / sabotage' incident - use your equivalent ' <i>UNLAWFUL INTERFERENCE</i> ' checklist (found elsewhere in this sub-section 3A) to <u>concurrently</u> supplement / provide further guidance to <u>this</u> Bomb Threat / Sabotage checklist | |
| 5 | <p>Inform (or arrange to inform):</p> <ul style="list-style-type: none"> ▪ Appropriate security forces / military / government departments as appropriate <i>(insert contacts here xxxxxxxx)</i> ▪ Parent ATS Area / En-route Control Centre (ACC) [if appropriate] <i>(insert contacts here xxxxxxxx)</i> ▪ Other Airports (if appropriate) <i>(insert most likely contacts here xxxxxxxx)</i> ▪ Duty Airport / ATC Engineering & similar <i>(insert contacts here xxxxxxxx)</i> ▪ CAA and Air Accident Investigation Authority <i>(insert contacts here xxxxxxxx)</i> ▪ Top 3 managers - XYZ Airports Company <i>(insert contacts here xxxxxxxx)</i> ▪ Top 3 managers - XIA Air Traffic Services <i>(insert contacts here xxxxxxxx)</i> ▪ Anyone else - as required by circumstances 'on the day' | |
| 6 | Provide appropriate advice, assistance & facilities (e.g. use of ATS radios) to security services charged with management of incident | |
| 7 | Ensure that the XIA Isolated Aircraft Parking Position (IAPP) is prepared/available for use | |



Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

XIA - Air Traffic Services - Duty Supervisor / Watch Manager - continued

| | | |
|-------------------------|---|--|
| 8 | Close any part of the XIA Manoeuvring Area & Apron which is at risk from the security threat. Similarly, suspend any 'work in progress' which is at risk. Initiate any associated NOTAM action as appropriate | |
| 9 | When so directed by an appropriate authority - arrange for appropriate invocation of 'runway blocking' procedure | |
| 10 | When so directed by an appropriate authority - arrange for appropriate action to be taken to withdraw aerodrome lighting and navigation aids from service Note: For checklists items 9 & 10 - ensure safety of all air & ground traffic before invoking (this may exceptionally not include the incident aircraft where so directed by an 'appropriate' authority) | |
| 11 | Provide an ATS representative to XIA EOC - if activated and if so required | |
| 12 | Ensure all ATS activities associated with the occurrence are logged in writing | |
| 13 | Should security incident become the equivalent of an Aircraft Accident - (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) concurrently follow your appropriate, equivalent checklist located elsewhere in sub-section 3A of this document | |
| 14 | When appropriate, impound all appropriate ATS radio (relevant frequencies) and radar picture recordings | |
| 15 | Use any / all of the above for guidance re lower security alert declarations (i.e. lower than RED or equivalent) - related to 'bomb-warning' and 'sabotage' type incidents etc. | |
| 16 | When the security incident is over, recover any parts of the XIA Manoeuvring Area etc. which might have been closed and initiate the appropriate NOTAM action | |
| 17 | Take all and any actions other required for expeditious return to normal operations | |
| 18 | Ensure ATS staff receive appropriate, emotional support - if so required / requested | |
| <i>End of Checklist</i> | | |



Notes:

Action by ATC - incident aircraft arrival at XIA **imminent** - bomb threat assessment **not** yet made

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Initiate LOCAL STANDBY when incident aircraft is within 5 minutes of landing | |
| | | |

Action by ATC - incident aircraft in flight & diverted to alternate aerodrome (i.e. **not** landing XIA)

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Take appropriate action to alert alternate airport plus relevant other ATS (e.g. en route) - then notify all other interested parties | |
| | | |



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UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

Air Traffic Services

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring **at** XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) airspace, many of the required checklist actions (starting page **76**) will / may **not** be applicable - and / or might need 'adjustment'

Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances 'on the day'

Unlawful Interference (typically Hijack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete both the 'Bomb Warning / Sabotage' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations; management etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by **XXX** ATS authorities..... or where there is a direct and adverse impact on **XXX** / XIA in some other, valid manner



UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar) Air Traffic Services

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Safety and Control of Air Traffic
- Invoke *Full Emergency* OR *Local Standby* OR *Aircraft Ground Incident* procedure, as appropriate to circumstances
- Initiate XIA ATS internal alerting & activation plan for 'Unlawful Interference / Aircraft'
- *Initial* co-ordination of **on-airport** emergency response agencies
- Establish & maintain communications with aircraft commander of incident aircraft as directed or as appropriate to circumstances
- Provide appropriate advice, assistance & facilities etc. (e.g. use of ATS facilities - including radio) to security services charged with management of incident
- Maintain airside vehicle management (as dictated by security situation) - providing priority to traffic operating in support of the security threat
- Implement appropriate action for re-routing of aircraft (on the ground and / or in the air) and vehicle ground movements - if applicable
- Ensure that the XIA Isolated Aircraft Parking Position (IAPP) is prepared & available for use
- Close all parts of the manoeuvring area & apron etc. (including any 'work in progress' tasks) which might be at risk from the security threat - & initiate appropriate NOTAM action as required
- Runway blocking procedure & / or withdrawal of runway lights & navigation aids - as directed
- In the event that the security incident becomes an *Aircraft Accident* - follow the appropriate (equivalent) procedure located elsewhere in this **sub-section 3A**
- When Incident Stand-down declared - re-open any parts of Manoeuvring Area etc. (previously closed) as soon as possible
- Initiate any appropriate NOTAM action accordingly - re appropriate items above
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required

General Actions: See next two checklists:

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that ATC is taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to consider evacuation of ATS facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the safety of air traffic operations. Where no such 'continuity' type plans / facilities exist - all and any appropriate measures should be considered 'on the day' in an attempt to ensure such safety of operations



UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

Air Traffic Services

General (e.g. for - **ATC Control Tower**) - to be completed on an 'as required' basis

| | Action | ☑ ? |
|----|---|-----|
| 1 | <p>Upon initial notification of an 'Unlawful Interference' or equivalent (security threat) assessment (or at own discretion depending on circumstances 'on the day') - declare LOCAL STANDBY</p> <p>Note - where circumstances 'on the day' so require declare FULL EMERGENCY or AIRCRAFT GROUND INCIDENT immediately (i.e. omit / bypass the 'Local Standby' phase)</p> | |
| 2 | Maintain safety & control of air & ground traffic for which you are responsible | |
| 3 | Advise Airport Police , XIA AFS, ATS Duty Manager and XYZ Airports Company Duty Manager directly (<i>insert contact information here xxxxxxxx</i>) | |
| 4 | Provide initial (very short-term) co-ordination of all appropriate (on-airport) mobile emergency response agencies (Until such time as a more appropriate [on-airport] agency [e.g. FCP; MICC; temporary EOC; full EOC] is ready and able to assume such responsibility) | |
| 5 | If incident aircraft is in the air and 'Unlawful Interference' or similar is confirmed or is subsequently confirmed - upgrade alert to FULL EMERGENCY (if not already at this alert level) | |
| 6 | If incident aircraft is on the ground and 'Unlawful Interference' or similar is confirmed or is subsequently confirmed - upgrade alert to AIRCRAFT GROUND INCIDENT (if not already at this alert level) | |
| 7 | If the aircraft deploys emergency escape chutes / slides after landing - declare AIRCRAFT GROUND INCIDENT (if not already at this alert level) | |
| 8 | Depending on incident state (alert) declared - use your own, equivalent Full Emergency OR Local Standby OR Aircraft Ground Incident checklist (found elsewhere in this sub-section 3A) to concurrently supplement / provide further guidance to this 'Unlawful Interference' checklist | |
| 9 | Where a 'bomb threat / sabotage' act is taking place in conjunction with (additional to) the 'Unlawful Interference' incident - use your own, equivalent BOMB THREAT / SABOTAGE checklist (found elsewhere in this sub-section 3A) to concurrently supplement / provide further guidance to this 'Unlawful Interference' checklist | |
| 10 | Ensure all ATS Control Tower activities associated with incident are logged in writing | |
| 11 | Initiate remainder of ATC alerting/activation process (<i>insert contact information xxxxxxxx</i>) | |
| 12 | Establish and / or maintain communications with Aircraft Commander of bomb threat aircraft as directed OR as appropriate to circumstances 'on the day' | |



UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

Air Traffic Services

General (e.g. for - **ATC Control Tower**) - to be completed on an 'as required' basis / *continued*

| | | |
|-------------------------|--|--|
| 13 | Brief 'security personnel' on situation when (if) they arrive at the ATC Control Tower | |
| 14 | <p>As appropriate and in conjunction with the Aircraft Operator (or local representative) and XYZ Airports Company (Airport Operator) etc. arrange for attendance at the Control Tower of local 'specialists' who might be able to assist ATC and / or the Security Services (or who might otherwise have a vested interest in the incident) e.g.</p> <ul style="list-style-type: none"> ▪ Aircraft operator senior representative ▪ Experienced pilot current on the aircraft type involved ▪ Aircraft engineer familiar with the aircraft type ▪ Airport police / security representative ▪ Airport engineer (electronic, structural etc.) representatives ▪ etc. | |
| 15 | Provide priority to airside vehicular traffic deploying in support of the security alert | |
| 16 | If / when incident aircraft is on the ground, take suitable action for it to be positioned on the XIA Isolated Aircraft Parking Position (IAPP) without delay (unless directed otherwise) | |
| 17 | <p>Obtain following information if available (probably from aircraft operator and / or local representative) (insert contact information xxxxxxxx) - and be prepared to distribute immediately to appropriate parties if incident circumstances so require:</p> <ul style="list-style-type: none"> ▪ Incident Aircraft Type ▪ More information on Nature of Occurrence ▪ Total Number of Persons on Board ▪ Estimated Type & Amount of Fuel on Board (Update this info as required) ▪ Initial details of any Dangerous Goods on board ▪ Anything else as appropriate e.g. flight number; flight route etc. | |
| 18 | Concurrently carry out ATC Supervisor / Watch Manager checklist (see next page) - should this latter person and deputy be unavailable - for whatever reason | |
| 19 | <p>Should 'Unlawful Interference' incident become the equivalent of an Aircraft Accident - (e.g. a bomb / similar explodes on board; the aircraft crashes; mass murders commence etc.) concurrently follow your appropriate (equivalent) checklist located elsewhere in sub-section 3A of this document (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident)</p> | |
| 20 | Use all of above for guidance re lower grade 'Unlawful Interference' & similar incidents | |
| End of Checklist | | |



UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Air Traffic Services / continued

General (e.g. for **ATC Supervisor / Watch Manager**) - to be completed on an 'as required' basis

| | Action | ☑ ? |
|---|---|-----|
| 1 | Maintain overall safety & control of all air traffic for which you are responsible | |
| 2 | Unless engaged in security and / or rescue etc. operations or as specifically directed otherwise by the security authorities in overall charge of the incident, keep all air & ground traffic well clear of the incident aircraft | |
| 3 | Depending on incident state (alert) declared - use your equivalent Full Emergency OR Local Standby OR Aircraft Ground Incident checklist (found elsewhere in this sub-section 3A) to concurrently supplement / provide further guidance to this 'Unlawful Interference' checklist | |
| 4 | Where a 'bomb threat / sabotage' act is taking place in conjunction with (additional to) this 'Unlawful Interference' incident - use your own (equivalent) BOMB THREAT / SABOTAGE checklist (found elsewhere in this sub-section 3A) to concurrently supplement / provide further guidance to this 'Unlawful Interference' checklist | |
| 5 | <p>Inform (or arrange to inform):</p> <ul style="list-style-type: none"> ▪ Appropriate security forces / military / government departments as appropriate <i>(insert contacts here xxxxxxxx)</i> ▪ Parent ATS Area / En-route Control Centre (ACC) [if appropriate] <i>(insert contacts here xxxxxxxx)</i> ▪ Other Airports (if appropriate) <i>(insert most likely contacts here xxxxxxxx)</i> ▪ Duty Airport / ATC Engineering & similar <i>(insert contacts here xxxxxxxx)</i> ▪ CAA and Air Accident Investigation Authority <i>(insert contacts here xxxxxxxx)</i> ▪ Top 3 managers - XYZ Airports Company <i>(insert contacts here xxxxxxxx)</i> ▪ Top 3 managers - XIA Air Traffic Services <i>(insert contacts here xxxxxxxx)</i> ▪ Anyone else - as required by circumstances 'on the day' | |
| 6 | Provide appropriate advice, assistance & facilities (e.g. use of ATS radios) to security services charged with management of incident | |
| 7 | Ensure that the XIA Isolated Aircraft Parking Position (IAPP) is prepared/available for use | |



UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Air Traffic Services / continued

General (e.g. for **ATC Supervisor / Watch Manager**) - to be completed on an 'as required' basis

| | | |
|-------------------------|--|--|
| 8 | Close any part of the XIA Manoeuvring Area & Apron considered as being at risk from the security threat. Similarly, suspend any 'work in progress' tasks deemed to be at risk. Initiate any associated NOTAM action as required | |
| 9 | When so directed by an appropriate authority - arrange for appropriate invocation of 'runway blocking' procedure | |
| 10 | When so directed by an appropriate authority - arrange for appropriate action to be taken to withdraw aerodrome lighting and navigation aids from service Note: For checklists items 9 & 10 - ensure safety of all air & ground traffic before invoking (this may exceptionally not include the incident aircraft where so directed by an 'appropriate' authority) | |
| 11 | Provide an ATS representative to XIA EOC - if activated and so requested | |
| 12 | Ensure all ATS activities associated with the occurrence are logged in writing | |
| 13 | Should the 'Unlawful Interference' incident become the equivalent of an Aircraft Accident - (e.g. a bomb / similar explodes on board; the aircraft crashes; mass murders commence etc.) concurrently follow your appropriate, (equivalent) checklist located elsewhere in sub-section 3A of this document (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident) | |
| 14 | When appropriate, impound all appropriate ATS radio (relevant frequencies) and radar picture recordings | |
| 15 | Use any / all of above for guidance re lower grade unlawful incident type alerts / similar | |
| 16 | When the security incident is over, recover any parts of the XIA Manoeuvring Area etc. which might have been closed due the threat and initiate the appropriate NOTAM action | |
| 17 | Take all and any actions other required for expeditious return to normal operations | |
| 18 | Ensure ATS staff receive appropriate, emotional support - if so required / requested | |
| <i>End of Checklist</i> | | |



Supplement

UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Air Traffic Services - Specific Situation # 1

Specific Situation 1 - i.e. for hijack / similar of an aircraft en-route to a destination **other** than XIA - but receiving an Air Traffic Service from XIA ATS (checklist below to be completed **in addition to** (concurrently with) appropriate parts of the *first two (General) ATC checklists shown further above* (pages 76 to 79) - as required)

* This checklist to be completed by the most appropriate ATS person(s) available

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Attend promptly to requests from the aircraft commander - especially those pertaining to information relating to the intended route of the flight and the potential destination aerodrome(s) | |
| 2 | Provide all and any assistance to safeguard the flight and to expedite the conduct of all phases of the flight. The necessity to make an emergency en-route descent should be operationally accounted for at all times | |
| 3 | Relay appropriate messages between incident aircraft and the relevant authorities / whoever | |
| 4 | Air Traffic Service to the incident flight is generally only to be relinquished by XIA ATS when a handover to another (different) ATS unit has been successfully effected OR the incident flight is positively known to be receiving such service from another ATS unit - OR when the aircraft is known to have left XXX airspace and / or radio coverage / similar etc. | |
| End of Checklist | | |



UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Air Traffic Services - Specific Situation # 2

Specific Situation 2 - for Aircraft hijacked on the ground at XIA or expected to land at XIA (to be completed **in addition to** (concurrently with) appropriate parts of the *first two (General) ATC checklists shown further above (pages 76 to 79)* - as required)

* This checklist to be completed by the most appropriate ATS person(s) available

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | Attend promptly to requests from the aircraft commander (pilot(s)) - especially (if the aircraft is in flight) those pertaining to information relating to the intended route of the flight and the destination aerodrome, which in this case should be / is XIA | |
| 2 | For aircraft in flight - provide all and any assistance to safeguard the flight and to expedite the conduct of all phases of the flight. The necessity to make an emergency en-route descent should be operationally accounted for during all phases of flight | |
| 3 | Relay appropriate messages between incident aircraft and the relevant authorities | |
| 4 | Designate and make available a suitable ATS frequency and equipment for potential use by any 'negotiator' communicating with the hijacked aircraft | |
| 5 | Advise the hijack aircraft pilot of the location of the XIA Isolated Aircraft Parking Position if so directed by the authorities in charge of the incident and, if also so directed, request the pilot to move (or be towed) the aircraft to that location - as appropriate to circumstances 'on the day' | |
| 6 | Where directed by the authorities in overall charge of the incident - invoke runway blocking procedure and / or procedures for the de-activation of runway lights, navigation aids etc. | |
| 7 | Unless engaged in rescue operations or so directed by the authorities in overall charge of the incident, all air and ground traffic should be kept well clear of the incident aircraft | |
| 8 | Initiate appropriate NOTAM action re any of the above - as applicable | |
| End of Checklist | | |



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AEP Volume 2B / Sub-section 3B

Airport Fire & Rescue Service (AFS)



Aircraft Accident / Incident Related Checklists

Note 1 - In this AEP guideline the assumption has been made that (*on-airport based*) AFS will assume delegated 'command and control' of all external (*off-airport based*) fire & rescue resources *deployed to the airport* in support of AFS. Whilst this is true for many airports - the opposite may (fairly rarely) apply in reality i.e. *off*-airport fire and rescue resources assume control of *on*-airport fire and rescue operations (including delegated command & control of AFS) upon arrival of the former at the incident airport

Note 2 - Until such time as the XIA Emergency Operations Centre (EOC) is capable of assuming tactical (SILVER) and / or possibly strategic (GOLD) C4 responsibilities for an *on*-airport crisis - the airport's '*normal*' operations control centre' shall temporarily assume such tactical C4 itself. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Note 3 - Unless the dead have already been removed from the *initial* location where they were found - leave all bodies / body parts / personal effects where they are, unless such removal is considered overriding e.g. in order to preserve evidence for the eventual judicial & air accident enquiries. If such removal *is* required, try to take photographs / make sketches of such bodies / body parts / personal effects before removing them (if possible and safe so to do so of course). Brief other appropriate responders accordingly

Reminder - See again the definition of '**Primacy**' (AEP Volume 1 [separate document] / Glossary)

Reminder - See again information provided on pages 7 & 8 of this document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3B



Aircraft Accident - On Airport XIA - Airport Fire & Rescue Services (AFS)

Alerted By: ATS and / or via crash alarm and / or visually and / or via some other source

Alerts Whom: See next page:

General Responsibilities:

- Continue '**Aircraft Accident - On Airport**' alerting & activation process, as required
- Use SOPs to deploy on-airport as directed or, exceptionally, at own discretion
- Conduct Fire-fighting & Rescue Operations (as per circumstances 'on the day')
- Assume temporary on-scene 'operational' (BRONZE) command & control of local situation (as '**Temporary** On-scene Commander' - operating from the designated 'Forward Command Post - FCP' vehicle / facility)
- Activate and operate the appropriate 'communications plan'
- Direct / co-ordinate operational on-site activities / requirements until relieved
- Provide inputs to most appropriate choices of staging area(s); RVP(s), Crash Gate(s) to use etc.
- Receive / request / frequently update (from whoever [aircraft operator; GHA ; Temporary / Full EOC etc.] and as available) the accident flight's initial Passenger (PAX) and Crew lists + Dangerous Goods (DG) details (if any) + estimate of fuel on board the aircraft at time of accident
- Respond appropriately re any dangerous goods known to have been on board
- Reconcile (try to match) victim numbers accounted for with PAX & crew lists provided (in conjunction with Airport Police, Aircraft Operator [or representative / GHA] etc.)
- Oversee / manage replenishment of essential AFS resources (water; foam etc.)
- Monitor AFS 'fire & rescue' category throughout and keep ATS & EOC updated
- Where sufficient 'spare' AFS manpower is available - set up and operate Triage and Immediate Medical Care operations - until supplemented / relieved by more appropriate personnel
- Brief & hand-over on-site operational control to the designated On-scene Commander
- Provide an appropriate AFS liaison representative to the MICC vehicle / facility - as required
- Provide an appropriate AFS liaison representative to the XIA 'full' EOC when active
- Maintain a log of events throughout
- Determine when AFS Fire & Rescue operations are complete and advise (and / or arrange for such advising e.g. via AFS Watch-room; via EOC etc.) all other appropriate agencies accordingly
- Assist in managing AFS stand-down; replenishment of resources; maintaining / regaining appropriate crash category; debriefing / lessons learned; staff welfare etc.
- Ensure AFS staff have access to appropriate 'emotional support' resources - as required

Information Note

It may be that the **airport** operator is able to provide 'temporary' shelter' for triage and immediate medical care operations at or close to the accident site. Such shelter typically takes the form of inflatable / other suitable tents - sometimes with power, lighting and temperature control (via generators & other appropriate equipment). At its most extreme, enough tents are procured by some airports (and colour coded accordingly) for the different levels of triage required (again by standard triage colour code) and subsequent / associated immediate medical treatment. At many airports having such a facility, it is **AFS** which typically deploys such tents (or equivalent) and sets them up (typically [for the setting-up] as assisted by e.g. AMC staff; Airport Police / Security personnel; XYZ airports staff; Airline / GHA staff etc.)



Airport provided buses (with or without seats removed) are another option for use as a victim collection point and also from which to conduct triage, immediate medical care operations etc. Such (bus) deployment and use at time of crisis should have already been **pre-planned** / resourced, documented, trained & exercised (+ re-trained/re-exercised) by all concerned. Provision & deployment of such buses is typically a shared responsibility of airport operator, the involved aircraft operator and an appropriate Ground Handling Agent(s) i.e. AFS is typically **not directly** involved

Note - The assumption has been made throughout this AEP guideline that XIA has both inflatable tents + normal & modified (seats removed) airport type buses at its disposal (as described above) - for emergency response operations, both on & off-airport

Notifications to be made by AFS Watch-room:

The AFS **watch-room** person in charge (PIC), on initial alerting and activation for an '**aircraft accident - on airport**', shall acknowledge the crash message / equivalent and immediately notify brief details (as per SOP) to:

- **ATS** - if not already aware (insert or cross refer to contact details here xxxxxxxx)
- **AFS Sub-station(s)** - if not already aware (including any off-airport sub-stations where appropriate) (insert or cross refer to contact details here xxxxxxxx)
- **AMC** (insert or cross refer to contact details here xxxxxxxx)
- **Airport Police** (insert or cross refer to contact details here xxxxxxxx)
- **Civil Defence / Off-airport Fire Fighting & Rescue** etc. services (insert or cross refer to contact details here xxxxxxxx)
- **Appropriate off-airport Health / Medical / Ambulance** etc. services (insert or cross refer to contact details here xxxxxxxx)
- **XYZ Airports Company - Normal Operations Control Centre** (insert or cross refer to contact details here xxxxxxxx)
- **Aircraft Operator / Local Representative** (including Ground Handling Agent[s] - GHA) (insert or cross refer to contact details here xxxxxxxx)
- **Senior Fire Officer - XIA** (insert or cross refer to contact details here xxxxxxxx)
- **Police General HQ** (off-airport) - Operations / Major Incident Dept (insert or cross refer to contact details here xxxxxxxx)
- **XYZ Airports Company - Top Manager** & deputy / deputies / stand-ins etc. (insert or cross refer to contact details here xxxxxxxx)
- **XYZ Airports Company - Director Engineering** / Maintenance / equivalent (insert or cross refer to contact details here xxxxxxxx)
- **XYZ Airports Company - Director Corporate Communications** / PR (insert or cross refer to contact details here xxxxxxxx)
- **Others 'to be decided'** and then also listed here also (insert or cross refer to contact details here xxxxxxxx)

AFS Specific Actions Required: See checklist starting on next page:



Aircraft Accident - On Airport - XIA - Airport Fire & Rescue Service (AFS)

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Deploy to accident location (as per SOP or as directed or exceptionally as self-initiated) | |
| 2 | Commence fire-fighting and rescue operations (as per actual circumstances 'on the day') | |
| 3 | (Deploying AFS Team Leader to -) Obtain more detailed information as available - ref accident circumstances & updated position + details of POB, DG (if any) & estimated fuel on board (<i>Insert appropriate ATS & AFS Watch-room contact info here xxxxxxxx</i>) | |
| 4 | (AFS Watch-room person in charge [PIC] to -) Maintain overall AFS log of events | |
| 5 | (Deployed AFS Team Leader to -) *Identify / mark-out, establish, sign-post & operate a 'Forward Command Post (FCP)' (Based on his / her own AFS appliance / vehicle) *1). Do this in conjunction with Airport Police + anyone else present, as appropriate. 2). Clearly identify / mark FCP [e.g. by use of appropriate markings, pennants, beacons, signs etc.] | |
| 6 | (Deployed AFS Team Leader to -) Assume role of temporary 'On-scene Commander' (Wear associated & appropriate identifying apparel / clothing / safety equipment etc.) | |
| 7 | Establish and maintain appropriate SOP communications - as per 'Radio Communications Plan'found at appendix P to (<i>separate</i>) document - AEP Volume 1 | |
| 8 | *Oversee operational direction of all other on-site emergency / support agencies * On-scene Commander (operating from MICC) will eventually take-over such on-site operational command & control of crisis - upon his / her arrival (on-site) | |
| 9a | (In conjunction with ATS + Airport Police + AMC + EOC [or XYZ Airports Company ' <i>Normal</i> ' Ops Control Centre' until EOC activates] + whoever) *Confirm / decide on most appropriate staging area(s); RVP(s); crash gate(s); accident site access / exit routes; helicopter (Medevac) landing / take-off site(s) etc. - to be used for this particular emergency *1). Direct AFS Watch-room / whoever to co-ordinate immediate forwarding of the resulting decisions to appropriate on and off-airport emergency response / support agencies Note: Delegate this <u>complete</u> task to AFS Watch-room if necessary (e.g. due your workload) | |
| 9b | (In conjunction with Airport Police + AMC + EOC [or XYZ Airports Company ' <i>Normal</i> ' Ops Control Centre' until EOC activates] + whoever) *Decide on type & amount of off-airport emergency support resources required *1). Especially resources related to fire & rescue ops; medical / health; ambulance [ground & air]; stretcher / stretcher bearer; body bags; medical supplies replenishment etc.) 2). Direct AFS Watch-room / whoever to co-ordinate immediate forwarding of such requirements to appropriate off-airport emergency response / support agencies Note: Delegate this <u>complete</u> task to AFS Watch-room if necessary (e.g. due your workload) | |
| 10 | (Fire and Rescue operations permitting) *Identify, mark out, establish & sign-post 'Collection (x 3 i.e. one each for the injured, uninjured and the dead), Triage and Immediate Medical Care' areas *1). Do this in conjunction with Airport Police / anyone else present as appropriate. Delegate this entire task to Airport Police / whoever if fire & rescue ops do not permit AFS involvement 2). Airport Police responsible for setting up the accident site inner and outer cordons + choosing & marking / lighting the most appropriate access / exit routes to / from a). Accident site itself b). Inner & Outer Cordons c). FCP / MICC d). Collection, Triage & Immediate Medical Care Areas..... etc. | |



Aircraft Accident - On Airport - AFS actions / continued

| Action | | ☑ ? |
|------------------|---|-----|
| 11 | (Fire and Rescue operations permitting) *Commence collection, triage and immediate first aid operations until relieved by an appropriate agency / agencies * In conjunction with AMC; Airport Police; (Volunteer) Uninjured / slightly injured PAX and crew (esp. those with appropriate medical / first-aid experience); Off-airport medical staff as they become available on-site; anyone else as appropriate etc. | |
| 12a | (In conjunction with on-site Airport Police; Aircraft Operator and / or Representative; whoever) Reconcile (try to match) the number of victims believed to be / have been on board the accident aircraft - with any available PAX and crew lists available (latter lists typically provided by aircraft crew OR 'Aircraft Operator' OR latter's local representative [e.g. GHA] OR XIA EOC [temporary or full EOC] etc.) Note - delay this task until such lists are available | |
| 12b | (Where 'discrepancies' arise from the '12a' checklist item above) *Resolve discrepancies as required * e.g. if it is indicated that some victims remain unaccounted for, take appropriate action accordingly e.g. search the aircraft / surrounding areas again etc. Note - expect all such lists to be updated / amended several times during the on-site and subsequent response | |
| 13 | Oversee replenishment of essential AFS resources (water; foam etc.) as required | |
| 14 | Monitor AFS 'fire & rescue' category and keep AFS Watch-room, ATS & EOC updated | |
| 15 | Oversee completion of an on-site AFS log of events - insofar as is practically possible | |
| 16 | As required (and only in the absence of the MICC / On-scene Commander) appoint an appropriate AFS representative to attend the EOC | |
| 17 | Brief and hand over on-site operational Command & Control of response to designated On-scene Commander, upon his / her arrival on-site (usually arrives in the MICC) | |
| 18 | Ensure AFS liaison person appointed to MICC as appropriate (i.e. upon arrival via and operates from the MICC) | |
| 19 | Determine when Fire & Rescue operations are complete and advise (and / or arrange for such advising e.g. via AFS Watch-room; via EOC etc.) all appropriate agencies accordingly | |
| 20 | Manage AFS stand-down; replenishment of resources; maintaining / regaining appropriate crash category; debriefing / lessons learned; staff welfare etc. | |
| 21 | Ensure AFS staff (and their families - as required) receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |

IMPORTANT - Should AFS receive notification of an aircraft accident / similar other than via ATC, they shall commence response as per above - and also ensure that ATC is advised immediately



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Aircraft Accident - Off-airport / On Land

XIA - Airport Fire & Rescue Service (AFS)

Alerted By: ATC and / or direct via Crash Alarm and / or via some other source

Alerts Whom: See next page:

General Responsibilities:

- Continue aircraft accident 'Off-airport / On Land' alerting & activation process, as required
- Man up assigned fire & rescue vehicles **only** - ready for immediate deployment off-airport
- Provide inputs to most appropriate choices of staging area(s); RVP(s), Crash Gate(s) to use etc.
- When (if) so directed by an appropriate authority, deploy to **off-airport** accident site
- At accident site, assume responsibilities of 'Operational Commander / Airport Operator' - until arrival of MICC (whereupon the appropriate MICC person shall assume this responsibility)
- Follow the appropriate 'communications plan' - as per actual circumstances 'on the day'
- Conduct Fire Fighting & Rescue Operations (as per actual circumstances 'on the day' - and typically under direction of the appropriate **off-airport** agency having 'on-site' primacy **AND / OR** in accordance with any 'Mutual Aid Emergency Support Agreement' in force - **OR** [exceptionally] at own discretion)
- **If first to arrive** at accident site - **additionally** take on role of **Temporary On-scene Commander** (Conducting operational command & control from own 'Forward Command Post - FCP' vehicle i.e. direct / co-ordinate on-site activities / requirements until relieved by most appropriate agency / person)
- Receive / request / frequently update (from whomever [e.g. aircraft operator/rep; Temporary / Full EOC etc.] and as available) the accident flight's **Passenger (PAX) & Crew lists + Dangerous Goods (DG)** details (if any) + estimate of fuel on board the aircraft at time of accident. Share same with other, appropriate responding agencies on site, as a matter of urgency
- Respond appropriately re any dangerous goods known to have been on board
- Reconcile (try to match) victim numbers accounted for..... with PAX & crew lists provided (in conjunction with other appropriate parties present e.g. Police, Aircraft Operator/local rep etc.)
- Oversee replenishment of essential **AFS** on-site resources (water; foam etc.)
- Where sufficient '**spare**' AFS manpower is available - set up & operate Triage and Immediate Medical Care operations - **until / unless** assumed by a more appropriate agency
- Brief/hand-over **operational control** to the designated **off-airport On-scene Commander**, upon arrival (as appropriate to actual circumstances 'on the day')
- Provide (manpower permitting) an appropriate AFS liaison representative to the **off-airport On-scene Commander**
- Provide (manpower permitting) an appropriate AFS liaison representative to the XIA MICC upon arrival (as appropriate to actual circumstances 'on the day')
- Provide an appropriate AFS liaison representative to the XIA 'full' EOC when active
- Maintain a log of events throughout
- Determine when AFS Fire & Rescue operations are complete and advise (and / or arrange for such advising e.g. via AFS Watch-room; via EOC etc.) all other appropriate agencies accordingly
- Assist in managing AFS stand-down; replenishment of resources; maintaining / regaining appropriate crash category; debriefing / lessons learned; staff welfare etc.
- Ensure AFS staff have access to appropriate 'emotional support' resources - as required

Reminder: See again 'Information Note' starting bottom of page **84 NOW**



Notifications to be made by AFS Watch-room:

The AFS **watch-room** person in charge (PIC), on initial alerting and activation for an aircraft accident '**Off-airport / On Land**', shall acknowledge the crash message / equivalent - and immediately notify brief details (as per SOP) to:

- **ATS** - if not already aware *(insert or cross refer to contact details here xxxxxxxx)*
- **AFS Sub-station(s)** - if not already aware (including any off-airport sub-stations where appropriate) *(insert or cross refer to contact details here xxxxxxxx)*
- **AMC** *(insert or cross refer to contact details here xxxxxxxx)*
- **Airport Police** *(insert or cross refer to contact details here xxxxxxxx)*
- **Civil Defence / Off-airport Fire Fighting & Rescue** etc. services *(insert or cross refer to contact details here xxxxxxxx)*
- **Appropriate off-airport Health / Medical / Ambulance** etc. services *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - **Normal Operations Control Centre** *(insert or cross refer to contact details here xxxxxxxx)*
- **Aircraft Operator / Local Representative** (including Ground Handling Agent[s] - GHA) *(insert or cross refer to contact details here xxxxxxxx)*
- **Senior Fire Officer** - XIA *(insert or cross refer to contact details here xxxxxxxx)*
- **Police General HQ** (off-airport) - Operations / Major Incident Dept *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - **Top Manager** & deputy / deputies / stand-ins etc. *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - **Director Engineering** / Maintenance / equivalent *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - **Director Corporate Communications / PR** *(insert or cross refer to contact details here xxxxxxxx)*
- **Others** 'to be decided' and then also listed here also *(insert or cross refer to contact details here xxxxxxxx)*

See '**Important Note**' (starting page **146**) before reading further [for info only]

AFS Specific Actions Required: See checklist starting on **next** page



Aircraft Accident - Off-airport / On Land - Airport Fire & Rescue Service (AFS)

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Establish immediate contact with ATC to obtain more detailed accident information. (Ensure dangerous goods details, POB & estimated fuel on board are obtained / provided ASAP) | |
| 2 | All AFS appliances etc. to hold on-airport at immediate readiness | |
| 3 | When so cleared by an appropriate airport authority - designated AFS appliances etc. deploy to off-airport accident location via most appropriate airport exit point(s) (Note - ensure that off-airport gridded crash maps are available - as appropriate) | |
| 4 | AFS watch-room person in charge (PIC) maintains written log of events | |
| 5 | (In conjunction with ATS + Airport Police + AMC + EOC [or XYZ Airports Company 'Normal Ops Control Centre' until EOC activates] + whoever) Confirm / decide on most appropriate airport staging area(s); RVP(s); crash gate(s); accident site access route(s) etc. - to be used for <u>this</u> particular emergency (Note: Delegate this <u>complete</u> task to AFS Watch-room if necessary [e.g. due your workload]) | |
| 6 | On arrival at accident location, AFS Team Leader to identify the person in charge (having local on-site jurisdiction / primacy) and follow his / her directions as to fire-fighting, rescue and initial triage / medical procedures (Manpower permitting for latter) (Note 1 - Assume role of 'Operational Commander / Airport Operator'. Note 2 - If AFS is first fire & rescue team to arrive on-site - or otherwise as necessary , AFS Team Leader shall assume temporary operational command of all on-site operations - until such time as the appropriate, relieving off-airport 'authority' can take over. Whilst acting thus, he / she shall wear the associated & appropriate identifying apparel / clothing / safety equipment etc.) | |
| 7 | Commence fire-fighting and rescue operations (if not already done) | |
| 8 | If Dangerous Goods involved, immediately advise details (as available) to the emergency service having primacy + any other fire & rescue services present. Provide updates as appropriate. (Also provide details of 'fuel on board' & POB if known & update accordingly) | |
| 9 | Establish and maintain appropriate SOP communications - as per 'Radio Communications Plan'found at appendix P to (<u>separate</u>) document - AEP Volume 1 | |
| 10 | Identify & establish an XIA 'Forward Command Post' (Based on AFS Team Leader's own appliance / vehicle. Ensure that the agreed upon method[s] of clearly finding & identifying the FCP as such are implemented [e.g. local signposts, markers, pennants, beacons, signage etc.]) | |
| 11 | In conjunction with all appropriate parties / whoever - *Decide on type & amount of <u>additional</u> airport provided emergency support resources required at accident site / wherever - subject to availability of same and the requirement to maintain airport's crash category etc.] *1). Especially resources related to fire & rescue ops; medical / health; ambulance [ground & air]; stretcher / stretcher bearer; body bags; medical supplies replenishment; set-up and operation of airport based facilities such as the CRC(A) ; SRC (A) ; FRRC ; RA (A) etc.) 2). Direct AFS Watch-room / whoever to co-ordinate immediate forwarding of such requirements to the appropriate airport agency i.e. temporary or full EOC. Note: Delegate this <u>complete</u> task to AFS Watch-room if necessary (e.g. due your workload) | |
| 12 | Liaise / co-ordinate with other emergency support agencies on site - as required | |



Aircraft Accident - Off-airport / On Land - AFS / continued

| | | |
|-------------------------|---|--|
| 13 | (Fire and Rescue operations permitting & with clearance from agency having on-site primacy) *Identify, mark out, establish & sign-post 'Collection (x 3 i.e. one each for the injured, uninjured and the dead), Triage and Immediate Medical Care' areas *1). Do this in conjunction with other agencies present as appropriate. If AFS involvement not possible, ensure agency having on-site primacy oversees completion of this task 2). Ensure agency having on-site primacy oversees set-up of accident site inner & outer cordons + choosing & marking / lighting the most appropriate access / exit routes to / from a). Accident site itself b). Inner & Outer Cordons c). Command Post Vehicles etc. d). Collection, Triage & Immediate Medical Care Areas..... etc. 3). Ensure agency having on-site primacy oversees set-up and operation of (ground and air [helicopter]) ambulance loading points. (Take specialist advice from XIA ATS / whoever appropriate re helicopter MEDEVAC operations) | |
| 14 | (Fire and Rescue operations permitting & with clearance from agency having on-site primacy) *Commence collection, triage and immediate first aid operations until relieved by an appropriate agency / agencies * Do this in conjunction with other agencies present as appropriate + any (volunteer) uninjured / slightly injured PAX, crew (esp. those with appropriate medical / first-aid experience); appropriately experienced (volunteer) on-lookers; medical staff as they become available on-site; anyone else as appropriate etc. | |
| 15a | Reconcile (try to match) the number of victims believed to be / have been on board the accident aircraft - with any available PAX and crew lists available (latter lists typically provided by aircraft crew OR 'Aircraft Operator' OR latter's local representative [e.g. GHA] OR XIA EOC [temporary or full EOC] etc.) Note - delay this task until such lists are available | |
| 15b | (Where 'discrepancies' arise from the '15a' checklist item above) *Resolve discrepancies as required * e.g. if it is indicated that some victims remain unaccounted for, take appropriate action accordingly e.g. search the aircraft / surrounding areas again etc. Note - expect all such lists to be updated / amended several times during the on-site and subsequent response | |
| 16 | Oversee replenishment of essential AFS resources (water; foam etc.) as required | |
| 17 | Monitor AFS 'fire & rescue' category and keep AFS Watch-room, ATS & EOC updated | |
| 18 | Oversee completion of an on-site AFS log of events - insofar as is practically possible | |
| 19 | Brief and hand over on-site 'operational command / airport operator' accountabilities to MICC Commander upon his / her arrival on-site (usually arrives in the XIA MICC). (Note - also assign AFS liaison officer[s] to the MICC and / or the mobile HQ of the off -airport agency having on-site primacy, as appropriate [& subject to AFS primary duties + manpower permitting]) | |
| 20 | Appoint an appropriate AFS representative to attend the EOC (when it opens) | |
| 21 | Determine when Fire & Rescue operations are complete and advise (and / or arrange for such advising e.g. via AFS Watch-room; via EOC etc.) all appropriate agencies accordingly | |
| 22 | Manage AFS stand-down; replenishment of resources; maintaining / regaining appropriate crash category; debriefing / lessons learned; staff welfare etc. | |
| 23 | Ensure AFS staff (and their families as required) receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |

IMPORTANT - Should AFS receive notification of an aircraft accident / similar **other than via ATC**, they shall commence response as per above - whilst ensuring that ATC is advised of the situation **immediately**

Under no circumstances is deployment off-airport permitted without the appropriate clearance from higher authority e.g. ATS; XYZ Airports Company etc.



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **Off - Airport / on or over Water**

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|-------|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident **Off - Airport / on or over Water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

XIA - Airport Fire & Rescue Service (AFS)

Alerted By: ATC and / or direct via Crash Alarm or via some other source

Alerts Whom: See below

General Responsibilities:

- Continue aircraft accident **Off-airport / on or over Water** alerting & activation procedure
- Man up **assigned** fire & rescue vehicles **only** - ready for immediate deployment off-airport
- Ensure that any equipment required for '**on or over water**' operations is loaded
- Provide inputs to most appropriate choices of staging area(s); RVP(s), Crash Gate(s) to use etc.
- When so directed, designated fire & rescue vehicles shall immediately deploy to **closest land point** to accident location and / or the designated **Off-loading / Landing Point** Location(s)
- At accident site, assume responsibilities of '**Operational Commander / Airport Operator**' - until arrival of MICC (whereupon the appropriate MICC person shall assume this responsibility)
- Follow the appropriate 'communications plan' - as per actual circumstances 'on the day'
- Conduct Fire Fighting & Rescue Operations (as per actual circumstances 'on the day' - and typically under direction of the appropriate **off-airport** agency having 'on-site' primacy **AND / OR** in accordance with any 'Mutual Aid Emergency Support Agreement' in force - **OR [exceptionally]** at own discretion)
- **If first to arrive** at destination - **additionally** take on role of **Temporary On-scene Commander** (Conducting operational command & control from own 'Forward Command Post - FCP' vehicle i.e. direct / co-ordinate on-site activities / requirements until relieved by most appropriate agency / person)
- Receive / request / frequently update (from whomever [e.g. aircraft operator/rep; Temporary / Full EOC etc.] and as available) the accident flight's **Passenger (PAX) & Crew lists + Dangerous Goods (DG)** details (if any) + **estimate of fuel on board** the aircraft at time of accident. Share same with other, appropriate responding agencies on site, as a matter of urgency
- Respond appropriately re any dangerous goods known to have been on board
- Reconcile (try to match) victim numbers accounted for..... with PAX & crew lists provided (in conjunction with other appropriate parties present e.g. Police, Aircraft Operator/local rep etc.)
- Oversee replenishment of essential **AFS** on-site resources (water; foam etc.)
- Where sufficient '**spare**' AFS manpower is available - set up & operate (as required) **Off-loading / Landing Point(s), Collection, Triage and Immediate Medical Care** operations - **until / unless** assumed by a more appropriate agency
- Brief/hand-over **operational control** to the designated **off-airport On-scene Commander**, upon arrival (as appropriate to actual circumstances 'on the day')
- Provide (manpower permitting) an appropriate AFS liaison representative to the **off-airport On-scene Commander**
- Provide (manpower permitting) an appropriate AFS liaison representative to the XIA MICC upon arrival (as appropriate to actual circumstances 'on the day')
- Provide an appropriate AFS liaison representative to the XIA 'full' EOC when active
- Maintain a log of events throughout
- Assist in managing AFS stand-down; replenishment of resources; maintaining / regaining appropriate crash category; debriefing / lessons learned; staff welfare etc.
- Ensure AFS staff have access to appropriate 'emotional support' resources - as required

Lifejackets / similar buoyancy aids must always be worn for work carried out over / close to water



IMPORTANT

Reminder: See again 'Information Note' starting bottom of page 84 **NOW**

Notifications to be made by AFS Watch-room:

The AFS *watch-room* person in charge (PIC), on initial alerting and activation for an aircraft accident '**Off-airport / on or over Water**', shall acknowledge the crash message / equivalent - and immediately notify brief details (as per SOP) to:

- **ATC** if not already aware (*insert or cross refer to contact details here xxxxxxxx*)
(**IMPORTANT**: Also **double check** that ATC has notified appropriate Rescue Co-ordination Centre / Search & Rescue agency)
- **AFS Sub-station(s)** - if not already aware (including any **marine off-airport** sub-stations where appropriate) (*insert or cross refer to contact details here xxxxxxxx*)
- **Local Coastguard, Harbour / Port Authority, Military** (Navy / Marines) etc. (*insert or cross refer to contact details here xxxxxxxx*)
- **AMC** (*insert or cross refer to contact details here xxxxxxxx*)
- **Airport Police** (*insert or cross refer to contact details here xxxxxxxx*)
- **Civil Defence / Off-airport Fire Fighting & Rescue** etc. services (*insert or cross refer to contact details here xxxxxxxx*)
- **Appropriate off-airport Health / Medical / Ambulance etc. services** (*insert or cross refer to contact details here xxxxxxxx*)
- **XYZ Airports Company - Normal Operations Control Centre** (*insert or cross refer to contact details here xxxxxxxx*)
- **Aircraft Operator / Local Representative** (including Ground Handling Agent[s] - GHA) (*insert or cross refer to contact details here xxxxxxxx*)
- **Senior Fire Officer** - XIA (*insert or cross refer to contact details here xxxxxxxx*)
- **Police General HQ** (off-airport) - **Operations / Major Incident Dept** (*insert or cross refer to contact details here xxxxxxxx*)
- **XYZ Airports Company - Top Manager** & deputy / deputies / stand-ins etc. (*insert or cross refer to contact details here xxxxxxxx*)
- **XYZ Airports Company - Director Engineering** / Maintenance / equivalent (*insert or cross refer to contact details here xxxxxxxx*)
- **XYZ Airports Company - Director Corporate Communications / PR** (*insert or cross refer to contact details here xxxxxxxx*)
- **Others** 'to be decided' and then also listed here (*insert or cross refer to contact details here xxxxxxxx*)

See 'Important Note' (starting page 146) before reading further [for info only]

AFS Specific Actions Required: See checklist starting on next page



Aircraft Accident - Off-airport / on or over Water | **XIA - Airport Fire & Rescue Service (AFS)**

Lifejackets / similar buoyancy aids must always be worn for any work carried out over / near water

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Establish immediate contact with ATC to obtain more detailed accident information. (Ensure dangerous goods details, POB & estimated fuel on board are obtained / provided ASAP) | |
| 2 | All AFS appliances etc. to hold on-airport at immediate readiness (Note 1 - Specialist water rescue etc. equipment to be loaded on appropriate appliances as required/applicable. Note 2 - If a 'marine' AFS sub-station exists it should be directed to deploy immediately as per 3 below) | |
| 3 | When cleared by an appropriate airport authority - designated AFS appliances etc. deploy (via most appropriate airport exit point[s]) to (or as near as possible to) closest land point to accident location and / or the designated Off-loading / Landing Point(s) - as appropriate. (Note - ensure that off-airport gridded crash maps are available - as appropriate) | |
| 4 | AFS watch-room person in charge (PIC) maintains written log of events | |
| 5 | (In conjunction with ATS + Airport Police + AMC + EOC [or XYZ Airports Company 'Normal Ops Control Centre' until EOC activates] + whoever) Confirm / decide on most appropriate airport staging area(s); RVP(s); crash gate(s); accident site access route(s) etc. - to be used for this particular emergency (Note: Delegate this <u>complete</u> task to AFS Watch-room if necessary [e.g. due your workload]) | |
| 6 | On arrival (at / near accident location and/or off-loading / landing point[s] etc.) AFS Team Leader shall identify person in charge (having on-site primacy) & follow his/her directions as to fire-fighting, rescue, initial triage / medical procedures etc. (Manpower permitting for latter) (Note 1 - Assume role of 'Operational Commander / Airport Operator'. Note 2 - If AFS is first fire & rescue team to arrive on-site - or otherwise as necessary , AFS Team Leader shall also assume temporary operational command of all on-site operations - until such time as the appropriate, relieving off-airport 'authority' can take over. Whilst acting thus, he / she shall wear the associated & appropriate identifying apparel / clothing / safety equipment etc. Note 3 - Be prepared for burning fuel and / or oil on water's surface) | |
| 7 | Commence fire-fighting and rescue operations (if not already done) | |
| 8 | If Dangerous Goods involved , immediately advise details (as available) to the emergency service having primacy + any other fire & rescue services present. Provide updates as appropriate. (Also provide details of 'fuel on board' & POB if known & update accordingly) | |
| 9 | Establish and maintain appropriate SOP communications - as per 'Radio Communications Plan'found at appendix P to (<u>separate</u>) document - AEP <u>Volume 1</u> | |
| 10 | Identify & establish an XIA 'Forward Command Post' (Based on AFS Team Leader's own appliance / vehicle. Ensure that the agreed upon method[s] of clearly finding & identifying the XIA FCP as such are implemented [e.g. local signposts, markers, pennants, beacons, signage etc.]) | |
| 11 | In conjunction with all appropriate parties / whoever - *Decide on type & amount of additional airport provided emergency support resources required at accident site / wherever - subject to availability of same and the requirement to maintain airport's crash category etc. *1). Especially resources related to 'over water' fire & rescue ops; medical / health; ambulance [ground & air]; stretcher / stretcher bearer; body bags; medical supplies replenishment; set-up and operation of airport based facilities such as the CRC(A); SRC (A); FRRC; RA (A) etc.) 2). Direct AFS Watch-room / whoever to co-ordinate immediate forwarding of such requirements to the appropriate airport agency i.e. temporary or full EOC. Note: Delegate this <u>complete</u> task to AFS Watch-room if necessary (e.g. due your workload) | |



Aircraft Accident - Off-airport / on or over Water XIA - AFS / continued

| | | |
|------------------|---|--|
| 12 | Liaise / co-ordinate with other emergency support agencies on site - as required | |
| 13 | (Fire and Rescue operations permitting & with clearance from agency having on-site primacy) *Identify, mark out, establish & sign-post 'Collection (x 3 i.e. one each for the injured, uninjured and the dead), Triage and Immediate Medical Care' areas *1). Do this in conjunction with other agencies present as appropriate. If AFS involvement not possible, ensure agency having on-site primacy oversees completion of this task 2). Ensure agency having on-site primacy oversees choosing & marking / lighting the most appropriate access / exit routes to / from a). Off-loading / Landing Point(s) / equivalent(s) b). Command Post Vehicles etc. d). Collection, Triage & Immediate Medical Care Areas..... etc. 3). Ensure agency having on-site primacy oversees set-up and operation of (ground and air [helicopter]) ambulance loading points. (Take specialist advice from XIA ATS / whoever re helicopter ops) | |
| 14 | (Fire and Rescue operations permitting & with clearance from agency having on-site primacy) *Commence collection, triage and immediate first aid operations until relieved by an appropriate agency / agencies * Do this in conjunction with other agencies present as appropriate + any (volunteer) uninjured / slightly injured PAX, crew (esp. those with appropriate medical / first-aid experience); appropriately experienced (volunteer) on-lookers; medical staff as they become available on-site; anyone else as appropriate etc. | |
| 15a | Reconcile (try to match) the number of victims believed to be / have been on board the accident aircraft - with any available PAX and crew lists available (latter lists typically provided by aircraft crew OR 'Aircraft Operator' OR latter's local representative [e.g. GHA] OR XIA EOC [temporary or full EOC] etc.) Note - delay this task until such lists are available | |
| 15b | (Where 'discrepancies' arise from the '15a' checklist item above) *Resolve discrepancies as required * e.g. if it is indicated that some victims remain unaccounted for, take appropriate action accordingly e.g. search the aircraft / surrounding areas again etc. Note - expect all such lists to be updated / amended several times during the on-site and subsequent response | |
| 16 | Oversee replenishment of essential AFS resources (water; foam etc.) as required | |
| 17 | Monitor AFS 'fire & rescue' category and keep AFS Watch-room, ATS & EOC updated | |
| 18 | Oversee completion of an on-site AFS log of events - insofar as is practically possible | |
| 19 | Brief and hand over on-site 'operational command / airport operator' accountabilities to MICC Commander upon his / her arrival on-site (usually arrives in the XIA MICC). (Note - also assign AFS liaison officer[s] to the MICC and / or the mobile HQ of the off-airport agency having on-site primacy, as appropriate [& subject to AFS primary duties + manpower permitting]) | |
| 20 | Appoint an appropriate AFS representative to attend the EOC (when it opens) | |
| 21 | Determine when Fire & Rescue operations are complete and advise (and / or arrange for such advising e.g. via AFS Watch-room; via EOC etc.) all appropriate agencies accordingly | |
| 22 | Manage AFS stand-down; replenishment of resources; maintaining / regaining appropriate crash category; debriefing / lessons learned; staff welfare etc. | |
| 23 | Ensure AFS staff (and their families as required) receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |

IMPORTANT - Should AFS receive notification of an aircraft accident / similar **other than via ATC**, they shall commence response as per above - whilst ensuring that ATC is advised of the situation **immediately**

Under no circumstances is deployment off-airport permitted without the appropriate clearance from higher authority e.g. ATS; XYZ Airports Company etc.



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FULL EMERGENCY XIA - **Airport Fire & Rescue Service (AFS)**

Alerted By: ATC / Various Inputs

Alerts Whom: See below

General Responsibilities:

- Continue own internal alerting and activation plan for **Full Emergency**
- Come to a state of immediate readiness
- Load any *specialist equipment* required if there is a possibility of an aircraft accident '*off-airport / over water*'
- Participate in decision making process (& associated communication) re *pre*-selection of *potential* RVPs, Crash Gates, Holding / Staging Areas which might be used etc.

Notifications to be made by AFS Watch-room:

The AFS *watch-room* person in charge (PIC), on initial alerting and activation for a **Full Emergency**, shall acknowledge the alerting message and immediately notify brief details (as per SOP) to the following persons / agencies:

- **ATS** - if not already aware (*insert or cross refer to contact details here xxxxxxxx*)
- **AFS Sub-station(s)** - if not already aware (including any off-airport sub-stations where appropriate) (*insert or cross refer to contact details here xxxxxxxx*)
- **AMC** (*insert or cross refer to contact details here xxxxxxxx*)
- **Airport Police** (*insert or cross refer to contact details here xxxxxxxx*)
- **Civil Defence / Off-airport Fire Fighting & Rescue** etc. services (*insert or cross refer to contact details here xxxxxxxx*)
- **Appropriate off-airport Health / Medical / Ambulance** etc. services (*insert or cross refer to contact details here xxxxxxxx*)
- XYZ Airports Company - **Normal Operations Control Centre** (*insert or cross refer to contact details here xxxxxxxx*)
- **Aircraft Operator / Local Representative** (including Ground Handling Agent[s] - GHA) (*insert or cross refer to contact details here xxxxxxxx*)
- **Senior Fire Officer - XIA** (*insert or cross refer to contact details here xxxxxxxx*)
- **Police General HQ** (off-airport) - Operations / Major Incident Dept (*insert or cross refer to contact details here xxxxxxxx*)
- XYZ Airports Company - **Top Manager** & deputy / deputies / stand-ins etc. (*insert or cross refer to contact details here xxxxxxxx*)
- XYZ Airports Company - **Director Engineering** / Maintenance / equivalent (*insert or cross refer to contact details here xxxxxxxx*)
- XYZ Airports Company - **Director Corporate Communications** / PR (*insert or cross refer to contact details here xxxxxxxx*)
- **Others 'to be decided'** and then also listed here also (*insert or cross refer to contact details here xxxxxxxx*)



AFS Specific Actions Required: See checklist below:

FULL EMERGENCY XIA - **Airport Fire & Rescue Service (AFS)**

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Come to a state of Immediate Readiness (designated appliances deploy to appropriate Fire & Rescue <u>runway holding points</u> if so directed) (Note - Consider loading 'over-water' rescue equipment in appropriate circumstances) | |
| 2 | AFS Team Leader to establish contact with ATC and obtain more detailed information re the emergency (if not already passed [particularly dangerous goods info, estimated fuel on board and number of persons on board - POB]) | |
| 3 | AFS watch-room person in charge (PIC) maintains written log of events | |
| 4 | PIC Watch-room + XYZ Airports Company 'Normal Operations Control Centre' + AMC + Airport Police - to jointly pre-decide on type and amount of off-airport emergency support resources <u>anticipated</u> (especially fire & rescue, medical and ambulance resources, off-airport police) - in case the 'full emergency' should become an 'aircraft accident' XYZ Airports Company <u>normal</u> operations centre shall <u>immediately</u> forward these requirements to the appropriate off-airport emergency support agencies - requesting that they come to a state of immediate readiness - in accordance with any Mutual Aid Emergency Support Agreements in place - or otherwise as tactically agreed 'on the day'. Before doing this also see checklist item 5a below and include this information as required | |
| 5a | PIC Watch-room, XYZ Airports Company 'Normal Operations Control Centre', Airport Police and ATS Supervisor shall pre-select the most suitable <u>airport access gates</u> and <u>Rendezvous Points</u> to <u>potentially</u> be used for airport access by off-airport emergency support agencies - & have this information immediately forwarded as required | |
| 5b | Same team as per 5a above shall pre-select the most suitable <u>on-airport staging / holding area(s)</u> to <u>potentially</u> use - & have this information immediately forwarded to all other appropriate on-airport emergency support agencies | |
| 6 | In the event that the Full Emergency becomes an Aircraft Accident OR Local Standby OR Aircraft Ground Incident - follow the appropriate, documented procedure, located <u>elsewhere</u> in this Sub-section 3B | |
| 7 | After (assuming) aircraft has landed safely - designated fire appliances will follow (with ATC approval & clearance from pilot) the aircraft to its final parking location. Where appropriate procedures exist and with ATC permission - AFS may communicate with the aircraft directly on the appropriate Discrete Emergency Frequency used for this purpose at XIA | |
| 8 | AFS to stand-down to normal readiness & arrange notification of same to associated off-airport emergency services accordingly | |
| End of Checklist | | |

IMPORTANT - Should AFS receive notification of an incident **other than via ATC**, they shall commence response as per above - & ensure that ATC is advised of the situation **immediately**



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LOCAL STANDBY - Aircraft In-flight

XIA - Airport Fire & Rescue Service (AFS)

Alerted By: ATC / Various Inputs

Alerts Whom: See below

General Responsibilities:

- Continue own internal alerting and activation plan for LOCAL STANDBY - Aircraft In-flight
- Come to a state of immediate readiness

Notifications to be made by AFS Watch-room:

The AFS watch-room person in charge (PIC), on initial alerting and activation for a 'Local Standby - Aircraft In-flight', shall acknowledge the alerting message - and immediately notify brief details (as per SOP) to:

- **ATC** if not already aware (*insert or cross refer to contact details here xxxxxxxx*)
- **AFS Sub-station(s)** - if not already aware (including any off-airport sub-stations where appropriate) (*insert or cross refer to contact details here xxxxxxxx*)
- **Airport Medical Centre** (*insert or cross refer to contact details here xxxxxxxx*)
- **Airport Police** (*insert or cross refer to contact details here xxxxxxxx*)
- XYZ Airports Company - **Normal Operations Control Centre** (*insert or cross refer to contact details here xxxxxxxx*)
- **Aircraft Operator** and / or **Local Representative** (*insert or cross refer to contact details here xxxxxxxx*)
- **Senior Fire Officer - XIA** (*insert or cross refer to contact details here xxxxxxxx*)
- XYZ Airports Company - **Director Corporate Communications** / PR (*insert or cross refer to contact details here xxxxxxxx*)
- **Others** to be decided (*insert or cross refer to contact details here xxxxxxxx*)

AFS Specific Actions Required: See checklist starting on next page:



LOCAL STANDBY - Aircraft In-flight

XIA - Airport Fire & Rescue Service (AFS)

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | AFS to come to a state of Immediate Readiness (designated appliances may deploy to appropriate Fire & Rescue runway holding points if so directed) | |
| 2 | AFS Team Leader to establish contact with ATC and obtain more detailed information pertaining to the emergency (particularly dangerous goods carried, estimated / actual fuel on board and total number of persons on board - POB) <i>(insert contact details here xxxxxxxx)</i> | |
| 3 | AFS watch-room person in charge (PIC) maintains written log of events | |
| 4 | After (assuming) aircraft has landed safely - designated fire appliances will follow (with ATC approval & clearance from pilot) the aircraft to its final parking location. Where appropriate procedures exist and with ATC permission - AFS may communicate with the aircraft directly on the appropriate Discrete Emergency Frequency used for this purpose at XIA | |
| 5 | In the event that the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3B | |
| 6 | Stand-down to normal operations readiness when incident terminated | |
| End of Checklist | | |

IMPORTANT - Should AFS receive notification of an incident **other than via ATC**, they shall commence response as per above - & ensure that ATC is advised of the situation **immediately**

Some examples of when **Local Standby Aircraft in-flight** might typically be declared at XIA:

- An aircraft at or near the airport is known or suspected to have developed defects or problems, the nature of which are **not** expected to cause any **serious difficulty** in carrying out a safe landing. Such defects might typically include:
 - ❖ Single engine shutdown (assumes that aircraft has more than one engine and can operate safely with one engine inoperative)
 - ❖ Hydraulic system malfunction (non-catastrophic)
 - ❖ Cabin pressurisation problem (non-catastrophic) etc.
- An aircraft at or near the airport is subject to a **suspected** bomb threat
- An aircraft at or near the airport is subject to a **suspected** 'unlawful seizure / act'



- An aircraft at or near the airport is operating in weather conditions very close to its or its pilots' limitations (sometimes known as '*weather standby*')
etc.

The objective of declaring '*Local Standby Aircraft in-flight*' is to alert key airport response personnel and agencies to *prepare* for a rapid reaction in the unlikely event of a more serious situation occurring during the approach and landing of the aircraft (or any other phase of flight as appropriate) - until such time as the incident is terminated



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Aircraft Ground Incident

General

An **Aircraft Ground Incident** is an occurrence, **other than an aircraft accident**, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation

The following occurrences are typical examples of the above:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences)
- etc.

It is generally not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an outline checklist *has* been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of **aircraft ground incidents** (if required so to do) - should use logic, common sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the checklist), depending on developing actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B may *also* be used / adapted for additional guidance in how to respond to aircraft ground incidents. **Off-airport** responders are invited to do likewise

Important Note - An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **not** typically lead to death, serious injury, serious damage to an aircraft (or to anything else) etc.



Aircraft Ground Incident

XIA - Airport Fire & Rescue Service (AFS)

Alerted By: ATC / Various Inputs

Alerts Whom: See below

General Responsibilities:

- Continue own internal alerting and activation plan for Aircraft Ground Incident
- When cleared by ATC - deploy in support of the incident
- Respond to incident circumstances - as appropriate to actual circumstances 'on the day'
- Where necessary - upgrade or stand down incident in conjunction with ATC / Pilot etc.

Notifications to be made by AFS Watch-room:

The AFS watch-room person in charge (PIC), on initial alerting and activation for an **Aircraft Ground Incident**, shall acknowledge the alerting message - and immediately notify brief details (as per SOP) to:

- **ATC** if not already aware (*insert or cross refer to contact details here xxxxxxxx*)
- **AFS Sub-station(s)** - if not already aware (including any off-airport sub-stations where appropriate) (*insert or cross refer to contact details here xxxxxxxx*)
- **Airport Medical Centre** (*insert or cross refer to contact details here xxxxxxxx*)
- **Airport Police** (*insert or cross refer to contact details here xxxxxxxx*)
- XYZ Airports Company - **Normal Operations Control Centre** (*insert or cross refer to contact details here xxxxxxxx*)
- **Aircraft Operator** and / or **Local Representative** (*insert or cross refer to contact details here xxxxxxxx*)
- **Senior Fire Officer** - XIA (*insert or cross refer to contact details here xxxxxxxx*)
- XYZ Airports Company - **Director Corporate Communications** / PR (*insert or cross refer to contact details here xxxxxxxx*)

Depending on aircraft ground incident actual circumstances 'on the day' - it might also be necessary to alert (& possibly activate) the following:

- **Civil Defence / Off-airport Fire Fighting & Rescue** etc. services (*insert or cross refer to contact details here xxxxxxxx*)
- **Appropriate off-airport Health / Medical / Ambulance** etc. services (*insert or cross refer to contact details here xxxxxxxx*)
- **Police General HQ** (off-airport) - Operations / Major Incident Dept (*insert or cross refer to contact details here xxxxxxxx*)



- XYZ Airports Company - **Top Manager** & deputy / deputies / stand-ins etc. *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - **Director Engineering** / Maintenance / equivalent *(insert or cross refer to contact details here xxxxxxxx)*
- **Others** to be decided *(insert or cross refer to contact details here xxxxxxxx)*

AFS Specific Actions Required: See checklist below:

Aircraft Ground Incident

XIA - Airport Fire & Rescue Service (AFS)

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | AFS Team Leader to establish contact with ATC to obtain more detailed accident information (if not already passed [particularly dangerous goods carried, estimated fuel on board and number of persons on board - POB]) <i>(insert ATC contacts here xxxxxxxx)</i> | |
| 2 | Deploy to incident location as per 'Aircraft Ground Incident' SOP Note - use logic and common sense to decide on what particular actions to take, depending on actual incident circumstances 'on the day' | |
| 3 | AFS watch-room person in charge (PIC) maintains written log of events | |
| 4 | Review any appropriate Mutual Aid Emergency Support Agreements in place | |
| 5 | In the event that the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-sections 3B | |
| 6 | Stand-down to normal readiness when incident is terminated Note - Any Upgrading / Standing-down of the Aircraft Ground Incident shall be done in conjunction with AFS | |
| End of Checklist | | |

IMPORTANT - Should AFS receive notification of an incident **other than via ATC**, they shall commence response as per above - & ensure that ATC is advised of the situation **immediately**



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Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

XIA - Airport Fire & Rescue Service (AFS)

IMPORTANT NOTE

The following checklists relate to **'bomb threat / sabotage'** as associated with aircraft operations directly impacting on XIA. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) **OR** on the ground at XIA

Depending on the actual **'bomb threat / sabotage'** situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will generally declare any of **'Full Emergency'**, **'Aircraft Ground Incident'** or **'Local Standby'**. (Each of these declarations has its own, associated [& *separate*] checklist located elsewhere in this sub-section **3B**)

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate **'bomb threat / sabotage'** checklist - **and also** (concurrently / at the same time) by the appropriate **'Full Emergency'** **OR** **'Aircraft Ground Incident'** **OR** **'Local Standby'** checklist

As always, should the situation develop into an **'Aircraft Accident'** (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3B checklist (**Aircraft Accident**) must also be used. Should the **'bomb threat / sabotage'** situation **still exist** after such **'aircraft accident'** occurrence / declaration - then the appropriate **'bomb threat / sabotage'** checklist must also continue to be addressed **concurrently** with the **aircraft accident** checklist

Lastly, the **'bomb threat / sabotage'** situation might be combined with an act (further act) of **'unlawful interference (aircraft related)'** - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by all concerned / involved (along with associated implications, complications & consequences) it might be better for such ***combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!*

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. **'..... commence alerting & activation.....'**

****Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. *If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences***



IMPORTANT

At all stages of a security incident response where serious 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

Note

For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the relatively close vicinity (e.g. within 2 - 400 metres and possibly greater distances depending on circumstances 'on the day') of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are requested to assist the security services at or in the relatively close vicinity of the aircraft or its baggage, cargo and mail, *this should strictly be on a **voluntary** basis only*

For **less serious security alerts** the restrictions documented in the paragraph immediately above will not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such 'less serious' security incidents *is both permitted and expected*

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage'
- see pages **14-25**



Bomb Threat / Sabotage - Aircraft Related **RED** Security Alert / **RED** Threat Assessment Made

XIA - Airport Fire & Rescue Service (AFS)

Alerted By: ATC **Alerts Whom:** See further below

General Responsibilities:

- Respond to emergency states as declared by ATC
- Initiate own Alerting & Activation procedures as required
- Come to a state of immediate readiness
- Attend incident aircraft (with ATC permission) unless directed otherwise
- Provide all and any specialist AFS type support to the security teams responding to the incident - and as required by actual circumstances on the day
- Conduct fire & rescue operations - as appropriate

Note - Seek permission (via ATC or Airport's Normal Ops Control Centre or Airport Police or EOC or AFS Watch-room etc.) from the **authority in overall [absolute] charge of the security incident** - **before** notifying any **off-airport** resource - with the exception of Off-airport (General) Police

Notifications to be made by AFS Watch-room:

The AFS watch-room person in charge (PIC), when alerted for a security incident as per above, shall acknowledge the alerting message and then immediately notify the following persons / agencies:

- Airport Police (even if already alerted by ATC) *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - Airport **Normal** Operations Control Centre *(insert or cross refer to contact details here xxxxxxxx)*
- Airport Medical Centre *(insert or cross refer to contact details here xxxxxxxx)*
- Aircraft Operator and / or Local Representative *(insert or cross refer to contact details here xxxxxxxx)*
- Off-airport Police General HQ - 24H Ops major incident unit *(insert or cross refer to contact details here xxxxxxxx)*
- Chief Fire Officer *(insert or cross refer to contact details here xxxxxxxx)*
- Civil Defence / Off-airport Fire & Rescue Service *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - Top Manager & deputy / deputies / stand-ins etc. *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - Director Engineering / Maintenance / equivalent *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - Director Corporate Communications / PR *(insert or cross refer to contact details here xxxxxxxx)*
- Others 'to be decided' and then also listed here also *(insert or cross refer to contact details here xxxxxxxx)*

AFS Specific Actions Required: See checklist next page:



Bomb Threat / Sabotage - Aircraft Related **RED** Security Alert / **RED** Threat Assessment Made

XIA - Airport Fire & Rescue Service (AFS)

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that ATC, AFS and others are taking direction / advice from appropriate (**specialist / expert**) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to evacuate **AFS** facilities. Where this is required - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of fire and rescue services (circumstances 'on the day' permitting) e.g. use of AFS sub-stations if available

| | Action | ☑ ? |
|---|--|-----|
| 1 | Depending on incident alert state declared by ATC - use AFS Full Emergency OR Local Standby OR Aircraft Ground Incident checklist (found elsewhere in this sub-section 3B) to supplement / provide further guidance to this Bomb Threat / Sabotage checklist | |
| 2 | Where an 'unlawful interference' act is taking place in conjunction with (i.e. additional to) the 'bomb threat / sabotage' incident - use the UNLAWFUL INTERFERENCE checklist (found elsewhere in this sub-section 3B) to supplement / provide further guidance (to) this Bomb Threat / Sabotage checklist | |
| 3 | AFS Team Leader to establish contact with ATC & obtain more detailed information pertaining to the incident (if not already passed [particularly dangerous goods carried; estimated fuel on board & number of persons {POB} on board]) (<i>insert contacts here xxxxxxxx</i>) | |
| 4 | AFS watch-room PIC to maintain a written log of events throughout | |
| 5 | Request (off-airport) Fire & Rescue / Civil Defence Services assistance if appropriate. Do this via person in charge (PIC) AFS Watch-room. (WARNING : Seek permission from the authority in overall [absolute] charge of the security incident - before doing this) | |
| 6 | Consider loading any specialist equipment required e.g. if there is any possibility of the security incident becoming an aircraft accident 'off-airport / over water' | |
| 7 | When directed by ATC - deploy in support of incident, as appropriate to actual circumstances on the day. Use logic, common sense etc. to decide on what particular actions to take - unless specific direction has been issued by an appropriate authority. (Note - AFS shall not approach the incident aircraft without ATC clearance. ATC is not expected to issue same without approval from the authority in overall (absolute) charge of the incident) | |
| 8 | Where required / requested - fire appliances will follow (with ATC approval and clearance from pilot) the incident aircraft (at a safe [briefed] distance depending on security situation) to its parking location. (Note - where appropriate procedures exist & with appropriate permission - AFS may communicate with the aircraft directly on the Discrete Emergency Frequency used for this purpose at XIA) | |
| 9 | Note - use all above for guidance re lower security alert declarations related to bomb threat, and also for similar situations such as sabotage / suspected sabotage etc. | |



Bomb Threat / Sabotage - Aircraft Related **RED** Security Alert / **RED** Threat Assessment Made

XIA - Airport Fire & Rescue Service (AFS)

| | | |
|-------------------------|---|--|
| 10 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3B (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident) | |
| 11 | When incident resolved - stand-down to normal readiness - and also advise appropriate off-airport fire & rescue agencies accordingly | |
| <i>End of Checklist</i> | | |

IMPORTANT - Should AFS receive notification of an incident **other than via ATC**, they shall ensure that ATC is advised of the situation **immediately**

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UNLAWFUL INTERFERENCE - Aircraft (Typically HI-JACK or Similar)

XIA - Airport Fire & Rescue Service (AFS)

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hi-jack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) airspace, many of the required checklist actions (starting page 118) will / may **not** be applicable - and / or might need 'adjustment'

Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances 'on the day'

Unlawful Interference (typically Hi-jack) - combined with concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete both the 'Bomb Warning / Sabotage' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

XIA - Airport Fire & Rescue Service (AFS)

Alerted By: ATC
Alerts Whom: See below

General Responsibilities:

- Respond to emergency states as declared by ATC
- Initiate own Alerting and Activation procedures as required
- Come to a state of immediate readiness
- Attend incident aircraft (with ATC permission) unless directed otherwise
- Provide all and any specialist support to the security teams responding to the incident, as required by actual circumstances on the day
- Conduct Fire & Rescue operations as appropriate

Note - Seek permission (via ATC or Airport's Normal Ops Control Centre or Airport Police or EOC or AFS Watch-room etc.) from the **authority in overall [absolute] charge of the security incident** - *before* notifying any *off-airport* resource - with the exception of Off-airport (General) Police

Notifications to be made by AFS Watch-room:

The AFS watch-room person in charge (PIC), when alerted for a security incident as per above, shall acknowledge the alerting message and then immediately notify the following persons / agencies:

- Airport Police (even if already alerted by ATC) *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - Airport **Normal** Operations Control Centre *(insert or cross refer to contact details here xxxxxxxx)*
- Airport Medical Centre *(insert or cross refer to contact details here xxxxxxxx)*
- Aircraft Operator and / or Local Representative *(insert or cross refer to contact details here xxxxxxxx)*
- Off-airport Police General HQ - 24H Ops major incident unit *(insert or cross refer to contact details here xxxxxxxx)*
- Chief Fire Officer *(insert or cross refer to contact details here xxxxxxxx)*
- Civil Defence / Off-airport Fire & Rescue Service *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - Top Manager & deputy / deputies / stand-ins etc. *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - Director Engineering / Maintenance / equivalent *(insert or cross refer to contact details here xxxxxxxx)*
- XYZ Airports Company - Director Corporate Communications / PR *(insert or cross refer to contact details here xxxxxxxx)*
- Others 'to be decided' and then also listed here also *(insert or cross refer to contact details here xxxxxxxx)*

AFS Specific Actions Required: See checklist next page:



UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

XIA - Airport Fire & Rescue Service (AFS)

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that ATC, AFS and others are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to evacuate **AFS** facilities. Where this is required - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of fire and rescue services (circumstances 'on the day' permitting) e.g. use of AFS sub-stations if available

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Depending on incident alert state declared by ATC - use AFS Full Emergency OR Local Standby OR Aircraft Ground Incident checklist (found elsewhere in this sub-section 3B) to supplement / provide further guidance to this 'Unlawful Interference' checklist | |
| 2 | Where a 'bomb threat / sabotage' act is taking place in conjunction with (additional to) the 'unlawful interference' incident - use the BOMB THREAT / SABOTAGE checklist (found elsewhere in this sub-section 3B) to supplement / provide further guidance to this 'Unlawful Interference' checklist | |
| 3 | AFS Team Leader to establish contact with ATC & obtain more detailed information pertaining to the incident (if not already passed [particularly dangerous goods carried; estimated fuel on board & number of persons {POB} on board]) <i>(insert contacts here xxxxxxxx)</i> | |
| 4 | AFS watch-room PIC to maintain a written log of events throughout | |
| 5 | Request (off-airport) Fire & Rescue / Civil Defence Services assistance if appropriate. Do this via person in charge (PIC) AFS Watch-room. (WARNING : Seek permission from the authority in overall [absolute] charge of the security incident - before doing this) | |
| 6 | Consider loading any specialist equipment required e.g. if there is any possibility of the security incident becoming an aircraft accident 'off-airport / over water' | |
| 7 | When so directed by ATC - deploy in support of incident, as appropriate to actual circumstances on the day. Use logic, common sense etc. to decide on what particular actions to take - unless specific direction has been issued by an appropriate authority. (Note - AFS shall not approach the incident aircraft's without ATC clearance. ATC is not expected to issue same without approval from the authority in overall (absolute) charge of the incident) | |
| 8 | Invoke runway blocking procedure if so directed by ATC | |
| 9 | Where required / requested - fire appliances will follow (with ATC approval and clearance from pilot) the incident aircraft (at a safe [briefed] distance depending on security situation) to its parking location . (Note - where appropriate procedures exist & with appropriate permission - AFS may communicate with the aircraft directly on the Discrete Emergency Frequency used for this purpose at XIA) | |



UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

XIA - Airport Fire & Rescue Service (AFS)

| | | |
|-------------------------|--|--|
| 10 | Should security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes; mass murders commence etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3B (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident) | |
| 11 | When incident resolved - stand-down to normal readiness - and also advise appropriate off-airport fire & rescue agencies accordingly | |
| <i>End of Checklist</i> | | |

IMPORTANT - Should AFS receive notification of an incident **other than via ATS**, they shall ensure that ATS is advised of the situation **immediately**

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AEP Volume 2B / Sub-section 3C

Civil Defence / Off-airport Fire & Rescue Services



Aircraft Accident / Incident Related Checklists

Note 1 - In some countries / jurisdictions the term 'Civil Defence' includes police / security, ambulance and other related services

Note 2 - In this AEP guideline the assumption has been made that (on-airport based) AFS will assume delegated 'command and control' of all external (off-airport based) fire & rescue resources **deployed to the airport** in support of AFS. Whilst this is true for many airports - the opposite may (fairly rarely) apply in reality i.e. off-airport fire and rescue resources assume control of on-airport fire and rescue operations (including delegated command & control of AFS) upon arrival of the former at the incident airport

Note 3 - Until such time as the XIA Emergency Operations Centre (EOC) is capable of assuming tactical (SILVER) and / or possibly strategic (GOLD) C4 responsibilities for an on-airport crisis - the airport's 'normal' operations control centre' temporarily assumes such **tactical** C4 itself. The appropriate, following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Note 4 - Unless the dead have already been removed from the **initial** location where they were found - leave all bodies / body parts / personal effects where they are, unless such removal is considered overriding e.g. in order to preserve evidence for the eventual judicial & air accident enquiries. If such removal **is** required, try to take photographs / make sketches of such bodies / body parts / personal effects before removing them (if possible and safe so to do so of course). Brief other appropriate responders accordingly



Aircraft Accident - On Airport

Civil Defence / **Off-airport** Fire & Rescue Service

Alerted By: XIA AFS Watch-room / other sources
Alerts Whom: TBA

General Responsibilities:

- General Support of the XIA AFS Fire and Rescue + initial Triage and Immediate Medical Care Operations (as appropriate) - in accordance with any standing '**Mutual Aid Emergency Support Agreement**' in force - or otherwise as tactically / implicitly agreed to (with AFS / whoever etc.) depending on actual crisis circumstances 'on the day'
- Provide off-airport fire & rescue service representation at XYZ Airports Company MICC and / or EOC facilities

General actions required:

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own alerting and activation process as required | |
| 2 | Maintain written log of events | |
| 3 | Note (or otherwise obtain) location of XIA airport access / exit gates (main gates and / or crash gates) & rendezvous points (RVPs) / staging areas to be used during this particular crisis. However, do not let lack of such information delay your deployment | |
| 4 | Deploy immediately (or otherwise 'as required / directed') to the nominated OR default access gate(s) and / or rendezvous point (s) / staging area(s) (as appropriate to actual circumstances 'on the day') - and await call forward and escort to accident site | |
| 5 | On arrival at accident site report to AFS person in charge of fire & rescue operation | |
| 6 | Conduct fire and rescue operations as directed | |
| 7 | Conduct other operations (e.g. replenishment of water / foam; casualty clearance; set up of triage, immediate medical care and body holding areas; triage & immediate medical care ops etc.) as directed and within relevant competency | |
| 8 | Appoint a rep to the AFS FCP and / or XIA MICC and / or XIA EOC - as appropriate | |
| 9 | Stand-down to normal operations status when so directed | |
| 10 | Manage stand-down; replenishment of resources; debriefing / lessons learned; staff welfare etc. | |
| 11 | Ensure staff (and their families - as required) receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |

Note - the above details concerning **off-airport** civil defence / fire-fighting & rescue services '**general responsibilities & actions**' are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**. All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page **42**)



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Aircraft Accident - Off-airport / On Land

Civil Defence / Off-Airport Fire & Rescue Service

Alerted By: Various Sources

Alerts Whom: XIA ATC and / or XIA AFS - amongst others and as appropriate to actual circumstances 'on the day'

General Responsibilities:

- Alerting & Activation
- Rescue & Fire Fighting Operations
- *Initial* Triage & Medical Care Operations (manpower resources permitting)
- Use of XIA **AFS** as per any relevant Mutual Aid Emergency Support Agreement OR otherwise as agreed to tactically 'on the day' (subject to any overriding XIA requirements)
- Initial Command & Control (primacy) at accident location - where appropriate
- Subsequent Command & Control at accident location - where appropriate
- Others to be detailed

General actions required of Civil Defence / Off-airport Fire & Rescue Service for an **off-airport accident** are **not** required to be documented in this AEP. However, it is expected that it / they will act (insofar as the XIA AEP is concerned) in accordance with any appropriate *Mutual Aid Emergency Support Agreement* in force at the time of the accident and / or as per their own SOPs and / or as mutually (tactically) agreed to 'on the day'

Note - the above details concerning **off-airport** civil defence / fire-fighting & rescue services '**general responsibilities & actions**' are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**. All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page 42)

See '**Important Note**' (starting page **146**) before reading further [for info only]



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **Off - Airport / on or over Water**

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|--|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident **Off - Airport / on or over Water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator responders**
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

Civil Defence / Off-airport Fire & Rescue Service

Alerted By: Various Sources

Alerts Whom: XIA ATC and / or XIA AFS - amongst others and as appropriate to actual circumstances 'on the day'

General Responsibilities:

- Alerting & Activation
- Rescue & Fire Fighting Operations
- Initial Triage & Medical Care Operations (manpower resources permitting)
- Use of XIA **AFS** as per any relevant Mutual Aid Emergency Support Agreement OR otherwise as agreed to tactically 'on the day' (subject to any overriding XIA requirements)
- Initial Command & Control (primacy) at accident location - where appropriate
- Subsequent Command & Control at accident location - where appropriate
- Others to be detailed

General actions required of Civil Defence / Off-airport Fire & Rescue Service for an **off-airport accident** are **not** required to be documented in this AEP. However, it is expected that it / they will act (insofar as the XIA AEP is concerned) in accordance with any appropriate *Mutual Aid Emergency Support Agreement* in force at the time of the accident and / or as per their own SOPs and / or as mutually (tactically) agreed to 'on the day'

Note - the above details concerning **off-airport** civil defence / fire-fighting & rescue services '**general responsibilities & actions**' are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**. All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page 42)

See '**Important Note**' (starting page **146**) before reading further [for info only]



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FULL EMERGENCY

Civil Defence / **Off-airport Fire & Rescue Service**

Alerted By: AFS / Various Inputs

Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process as required
- Come to a state of immediate readiness in order to rapidly provide general support to any **potential** XIA AFS fire and rescue operation
- Review any appropriate Mutual Aid Emergency Support Agreements in place
- Respond as required

General actions required: See checklist below

| | Action | ☑ ? |
|-------------------------|---|-----|
| 1 | Continue own alerting and activation plan as required <i>(insert contact details here xxxxxxxx)</i> | |
| 2 | Come to a state of immediate readiness | |
| 3 | Consider loading any specialist equipment required if there is a possibility of an aircraft accident 'off-airport / over water ' | |
| 4 | Maintain a written log of events | |
| 5 | Record details of any potential airport access and routing information provided e.g. best routing; access / crash gate(s); RVP(S); staging / holding areas etc. | |
| 6 | Appropriate senior officers + potential responders to review own (Off-airport Fire & Rescue Service) 'XIA Aircraft Accident Plan' and also any appropriate Mutual Aid Emergency Support Agreements in force | |
| 7 | If ' Aircraft Accident ' declared by XIA - act / deploy immediately using the appropriate 'Off-airport Fire & Rescue Service - Aircraft Accident' procedure & checklist - and in accordance with any appropriate <i>Mutual Aid Emergency Support Agreements in force</i> - or otherwise as the situation requires / as mutually (tactically) agreed to (e.g. with other responders) 'on the day' (see 'Aircraft Accident' checklists found elsewhere in this Section 3C) | |
| 8 | If aircraft lands safely - stand-down to normal readiness & notify other associated responders (already alerted by off-airport Fire & Rescue Service) accordingly | |
| <i>End of Checklist</i> | | |

Note - the above details concerning **off-airport** civil defence / fire-fighting & rescue services '**general responsibilities & actions**' are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**. All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page 42)



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Aircraft Ground Incident

General

An **Aircraft Ground Incident** is an occurrence, **other than an aircraft accident**, where an aircraft on the **ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for assistance and / or investigation.

The following occurrences are typical examples of same:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences)
- etc.

It is not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for

Agencies deploying in support of **aircraft ground incidents**, if required so to do - should use logic and common sense to decide on what particular actions to take, depending on actual circumstances prevailing 'on the day'

Checklists already included in other parts of this AEP Volume **2B** may be used / adapted for guidance in how to respond to aircraft ground incidents

Important Note - An aircraft incident (on the ground or in the air) is not the same thing as an aircraft accident. Consequences of an incident do not typically lead to death, serious injury, serious damage to an aircraft or anything else etc.



Aircraft Ground Incident

Civil Defence / Off-airport Fire & Rescue Service

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

General support of XIA AFS - when so requested

General Actions required:

No specific action required unless so requested by XIA AFS

If such action is so requested - it should be implemented in accordance with any *Mutual Aid Emergency Support Agreements* in force - OR otherwise as mutually (tactically / operationally) agreed to 'on the day'

Note - the above details concerning off-airport civil defence / fire-fighting & rescue services '*general responsibilities & actions*' are for *illustrative purposes only*. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' *mutual aid emergency support agreements*. All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see *separate* document AEP Volume 1 - page 42)



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Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Civil Defence / Off-airport Fire & Rescue Service

IMPORTANT NOTE

The following checklists relate to **'bomb threat / sabotage'** *as associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) **OR** on the ground at XIA

Depending on the actual **'bomb threat / sabotage'** situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS at XIA will generally declare any of *'Full Emergency'*, *'Aircraft Ground Incident'* or *'Local Standby'*

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate **'bomb threat / sabotage'** checklist - **and also** (concurrently / at the same time) by the appropriate *'Full Emergency'* **OR** *'Aircraft Ground Incident'* **OR** *'Local Standby'* checklist - as appropriate

***Off-airport responders are typically not alerted for 'Local Standby' type situations**

As always, should the situation develop into an **'Aircraft Accident'** (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3C** checklist (**Aircraft Accident**) must also be used. Should the **'bomb threat / sabotage'** situation **still exist** after such **'aircraft accident'** occurrence / declaration - then the appropriate **'bomb threat / sabotage'** checklist must **also continue** to be addressed **concurrently** with the **aircraft accident** checklist

Lastly, the **'bomb threat / sabotage'** situation might be combined with an act (further act) of *'unlawful interference (aircraft related)'* - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by all concerned / involved (along with associated implications, complications & consequences) it might be better for such ****combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

****For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!**

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be *****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. *'..... commence alerting & activation.....'*

*****Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. If not, be prepared for a **totally ineffective and inefficient response - with associated, adverse consequences****



IMPORTANT

At all stages of a security incident response where serious 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

Note

For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the relatively close vicinity (e.g. within 2 - 400 metres and possibly greater distances depending on circumstances 'on the day') of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where e.g. Fires & Rescue Services, Medical / Ambulance Services, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are requested to assist the security services at or in the relatively close vicinity of the aircraft or its baggage, cargo and mail, *this should strictly be on a **voluntary** basis only*

For **less serious security alerts** the restrictions documented in the paragraph immediately above will not generally apply i.e. involvement in responding to such 'less serious' security incidents *is both permitted **and** expected*

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage'
- see pages 14-25



Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Civil Defence / Off-airport Fire & Rescue Service

Alerted By: AFS / Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate own Alerting and Activation process as required
- Come to a state of immediate readiness in order to rapidly provide general support to any potential XIA AFS fire and rescue operation etc.
- Review any appropriate *Mutual Aid Emergency Support Agreements* in place
- Respond only as directed / requested by XIA AFS OR other appropriate authority (due security situation)
- Remain aware of the *security* related aspects of the situation at all times

General actions required: See checklist below

| Action | | ☑ ? |
|-------------------------|--|-----|
| 1 | Continue own alerting and activation process <i>(insert contact details here xxxxxxxx)</i> | |
| 2 | Come to a state of immediate readiness | |
| 3 | Consider loading any specialist equipment required e.g. if there is any possibility of the incident becoming an aircraft accident 'off-airport / <i>over water</i> ' | |
| 4 | Maintain a written log of events | |
| 5 | Remain aware of the security related aspects of the situation at all times (e.g. give <i>very</i> careful thought to 'what is said' in communications with other parties not directly involved) | |
| 6 | If Aircraft Accident declared by XIA - act / deploy when cleared to do so by XIA AFS / other appropriate (superior) authority - using the appropriate 'Aircraft Accident' procedure - and in accordance with any standing <i>Mutual Aid Emergency Support Agreements</i> in force Otherwise, deploy in support of the incident as directed by XIA AFS / other appropriate (superior) authority - using the most appropriate procedure to guide type of response required by actual circumstances 'on the day' | |
| 7 | When incident resolved - stand-down to normal readiness | |
| <i>End of Checklist</i> | | |

Note - the above details concerning *off-airport* civil defence / fire-fighting & rescue services '*general responsibilities & actions*' are for *illustrative purposes only*. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' *mutual aid emergency support agreements*. All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see *separate* document AEP Volume 1 - page 42)



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UNLAWFUL INTERFERENCE - Aircraft (Typically HI-JACK or Similar)

Civil Defence / Off-Airport Fire & Rescue Service

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hi-jack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) airspace, many of the required actions will / may **not** be applicable

Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / required as per actual circumstances 'on the day'

Unlawful Interference (typically Hi-jack) - combined with concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete both the 'Bomb Warning / Sabotage' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (Typically HI-JACK or Similar)

Civil Defence / Off- Airport Fire & Rescue Service

Alerted By: AFS / Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate own alerting and activation process as required
- Come to a state of immediate readiness in order to rapidly provide general support to any potential XIA AFS fire and rescue operation
- Review any appropriate *Mutual Aid Emergency Support Agreements* in place
- Respond only as directed / requested by XIA AFS or other appropriate authority (due security situation)
- Remain aware of the security related aspects of the situation at all times

General actions required: (Unless mentioned / intimated otherwise - it is to be assumed that the incident aircraft is close to (XIA) or on the ground at XIA)

| | Action | ☑ ? |
|------------------|--|-----|
| 1 | Continue own alerting & activation plan <i>(insert contact details here xxxxxxxx)</i> | |
| 2 | Come to a state of immediate readiness | |
| 3 | Consider loading any specialist equipment possibly required e.g. if there is any possibility of the incident becoming an aircraft accident 'off-airport / over water' | |
| 4 | Maintain a written log of events | |
| 5 | Remain aware of the security related aspects of the situation at all times (e.g. give very careful thought to 'what is said' in communications with other parties not directly involved) | |
| 6 | If Aircraft Accident declared by XIA - act / deploy when cleared to do so by XIA AFS / other appropriate (superior) authority - using the appropriate 'Aircraft Accident' procedure - and in accordance with any standing <i>Mutual Aid Emergency Support Agreements</i> in force Otherwise, deploy in support of the incident as directed by XIA AFS / other appropriate (superior) authority - using the most appropriate procedure to guide type of response required by actual circumstances 'on the day' | |
| 7 | When incident concluded - stand-down to normal readiness | |
| End of Checklist | | |

Note - the above details concerning **off-airport** civil defence / fire-fighting & rescue services '*general responsibilities & actions*' are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**. All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page 42)



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AEP Volume 2B / Sub-section 3D

Airport Police - (and / or Similar-Equivalent On-airport Security Force)



Aircraft Accident / Incident Related Checklists

Note 1 - At XIA (i.e. **on**-airport) the Airport Police have '**primacy**' for all police related matters i.e. **off**-airport police operating **on**-airport in support of a major crisis are subordinate to the appropriate **airport** police commanders. The exception here may be for certain **security** related incidents (See again the definition of '**Primacy**' [AEP Volume 1 {separate document} / Glossary])

Note 2 - unless the dead have already been removed from the **initial** location where they were found - leave all bodies / body parts / personal effects where they are, unless such removal is considered overriding e.g. in order to preserve evidence for the eventual judicial & air accident enquiries. If such removal **is** required, try to take photographs / make sketches of such bodies / body parts / personal effects before removing them (if possible and safe so to do so of course). Brief other appropriate responders accordingly

Note 3 - Until such time as the XIA Emergency Operations Centre (EOC) is capable of assuming **tactical** (SILVER) and / or possibly **strategic** (GOLD) C4 responsibilities for an **on**-airport crisis - the airport's '**normal** operations control centre' shall temporarily assume such tactical C4 itself. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day' (see again Note 7 [page 3] of this AEP Volume 2B guideline document)

Reminder - see again information provided on pages 7 & 8 of this document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this **Sub-section 3D**

Reminder - See again the definition of '**Primacy**' (AEP Volume 1 [separate document] / Glossary)



Aircraft Accident - On Airport

Airport Police + Airport Security (as applicable / available for latter)

Alerted By: AFS / other sources

Alerts Whom: Airport Security, Off-airport Police (as required) + Other Agencies as appropriate
(Note - AFS will additionally notify Off-airport Police)

General Responsibilities:

- Commence / continue own alerting and activation procedure - as required
- Provide overall policing / security at and around accident site
- Set up 'Operational Command / Airport Police' post at most appropriate location
- Enhance policing / security at all other appropriate airport locations
- In conjunction with On-scene Commander - secure & safeguard accident site by use of inner / outer cordon system
- Oversee 'preservation of evidence' principles at accident site - circumstances permitting
- Mark out, signpost (and light at night) the agreed / most appropriate vehicular traffic access & exit lanes to / from accident site
- Assist with set up / marking of collection, triage, immediate medical care & body storage sites
- Assist with set up and marking of ground and air ambulance loading points
- In conjunction with XYZ Airports Company safety, security etc. staff / whoever - safeguard & control / manage etc. nominated airport access / exit locations & procedures
- In conjunction with XYZ Airports Company safety, security etc. staff / whoever - safeguard & control / manage / escort etc. vehicular traffic routing from nominated airport access / exit points to / from RVP(s), staging area(s), accident site, EOC, wherever
- Liaise with 'off-airport police' as to off airport traffic control (clear lane procedure) to / from the airport access gates, appropriate hospitals etc.
- Liaise with 'off-airport police' as to requests for extra police manpower at the airport
- Safeguard any human remains and personal effects found at accident location
- Conduct accident victim headcount reconciliation, in conjunction with AFS, airline rep etc.
- Manpower permitting - provide a liaison rep to the XIA FCP and / or XIA MICC and / or (when it eventually activates) XIA EOC
- Maintain 'law and order' at the airport in general (e.g. crowd control)
- Provide policing, security, containment & other services at the CRC (A), SRC (A), FRRC, RA (A) and any other locations on airport, as per standard procedures and / or as directed
- Disaster Victim Identification (DVI) & Personal Effects (PEs) Recovery ops - in conjunction with Medical Examiner / Forensic Doctor / DVI & PEs specialists etc.
- When so instructed by an appropriate authority, conduct (or assist in conduct of) any associated 'criminal investigation'

| | | |
|---------|---|--|
| CRC (A) | = | Uninjured Crew Reception Centre - Usually located <i>Airside</i> at Airport |
| FRRC | = | Friends & Relatives Reception Centre - Usually located Landside at Airport |
| RA (A) | = | Re-uniting Area - Airport (usually a landside location) |
| SRC (A) | = | Uninjured Passenger Reception Centre - Usually located <i>Airside</i> at Airport |

General actions required: See checklist next page



Aircraft Accident - On Airport - **Airport Police** + Airport Security (as applicable / available for latter)

| | Action | ☑ ? |
|----|---|-----|
| 1 | Alert off -airport police / other agencies as per SOP | |
| 2 | Commence written log keeping | |
| 3 | Deploy to accident site with assigned staff & report to XIA 'FCP / Temporary On-scene Commander' | |
| 4 | Senior Airport Police Officer present assumes role of 'Operational Commander / Airport Police' - and shall wear the appropriate identifying apparel | |
| 5 | Set up 'Operational Command / Airport Police' post at most appropriate location - typically near the AFS FCP (1. Ensure associated identifying signage, markings, pennants, beacons, lights etc. - are used 2. Manpower permitting, assign an airport police liaison officer to the FCP / [Temporary] On-scene Commander) | |
| 6 | Provide general policing / security / safeguarding at and in vicinity of accident site + enhanced policing & security over the remainder of the airport as a whole | |
| 7 | If sufficient manpower resources available - assist with passenger & crew evacuation under AFS direction (if necessary / possible / safe so to do [conduct 'instant' risk assessment]) | |
| 8 | Establish appropriate SOP communications (as per the 'Radio Communications Plan' found at appendix P to <u>separate</u> document - AEP <u>Volume 1</u>) | |
| 9 | Establish accident site Inner / Outer Cordons & set up associated 'hazard warning' signs | |
| 10 | Establish one way (local accident site area) entry <u>and</u> exit lanes to / from an appropriate point on accident site's outer cordon - and mark / light (as appropriate) accordingly | |
| 11 | Identify, mark suitable location(s) for eventual arrival of the XIA Mobile Incident Command Centre (MICC) and other Operational Command Vehicles - all of which should be located in the same approximate area. Note: These locations will <i>probably</i> be in the same (or nearby) position as referred to in item 7 above & in conjunction with item 10 above | |
| 12 | Manpower permitting, assist with identifying, marking, setting up etc. of collection, triage, immediate medical care and temporary body holding areas (latter for deceased [exceptionally] removed from accident site + victims who subsequently die in the collection, triage and immediate medical care areas) | |
| 13 | Assist with moving victims to collection, triage, immediate medical care & temporary body holding areas (as appropriate) | |
| 14 | Assist in conducting victim headcount & reconciliation task, in conjunction with AFS and/or aircraft operator and/or local representative and/or other appropriate responders. Note - you will need a copy of the passenger and crew lists in order to do this | |
| 15 | In conjunction with On-scene Commander + any medical staff present, identify, set up, mark / light (as appropriate for latter) a suitable emergency medical ground transport area and one way 'flow system' to / from same. (Ensure that this is co-ordinated with the actions already taken in checklists items 9, 10, 11 & 12 above and checklist item 19 below | |
| 16 | In conjunction with XIA ATS, On-scene Commander, helicopter operator(s) + any medical staff present - identify, set up, mark / light (as appropriate) a suitable medical helicopter transportation area and one way 'on the ground flow system' to / from same. (Ensure that selection of this area and flow system is co-ordinated adequately with the actions already taken in checklists items 9, 10, 11, 12 & 15 above and checklist item 19 below | |
| 17 | Maintain 'crowd control' at / near accident site | |
| 18 | Assign an airport police liaison officer to XIA 'MICC / On-scene Commander' upon arrival (Where necessary, this can be the same person as nominated in checklist item 7 above) | |



Aircraft Accident - On Airport - Airport Police etc. - continued

| | | |
|-------------------------|---|--|
| 19 | In conjunction with XYZ Airports Company safety and security staff + other appropriate responders - mark out routes (with signage, lighting etc. - as appropriate) and provide escort to / from accident site as required. Note 1 - Route marking facilities should be suitable for both day and night use e.g. at night, lighting markers and methods of illuminating signage shall be put in place. Note 2: Ensure that selection of this area and flow system is co-ordinated adequately with the actions already taken in checklists items 9, 10, 11, 12, 15 & 16 above | |
| 20 | Provide initial safeguarding of accident aircraft or wreckage / the dead (bodies and / or body parts) / baggage, cargo & mail / victims' personal effects etc. | |
| 21 | In conjunction with XYZ Airports Company safety and security staff + other appropriate responders - control all personnel, vehicles, equipment etc. at airport access / exit points, Rendezvous Points (RVP), staging / holding areas, accident site etc. | |
| 22 | In conjunction with XYZ Airports Company safety and security staff + other appropriate responders - issue appropriate airport access identity cards and / or identifying apparel and / or appropriate signage, marking etc. (in accordance with any standard procedures concerning this matter) to all emergency support vehicles and / or personnel deploying to the accident site which / who would otherwise have no such appropriate marking / signage / identification etc. (This includes both off-airport and [as appropriate] on-airport responders) (Arrange for such identity cards / apparel / signage etc. to be returned as vehicles and / or personnel exit the airport and / or cease emergency support functions) | |
| 23 | Liaise with off-airport police / whoever in order that most effective and expedient use of roads around the airport can be made - particularly routes from / to the main hospitals | |
| 24 | Liaise with off-airport police / whoever for extra police manpower to be provided - if so required by actual circumstances 'on the day' | |
| 25 | Arrange for despatch of a suitably experienced and senior airport police liaison officer to the XIA Emergency Operations Centre - <i>when it has been activated</i> | |
| 26 | In conjunction with the XYZ Airports Company, Airport Immigration etc. - facilitate rapid clearance to XIA airport <i>airside</i> of <i>airport operator's Immediate Care Team</i> and <i>accident airline's Humanitarian Assistance Team</i> (if available locally) - if / when deploying to the CRC (A) and SRC (A) - plus similar to the Airport <i>Landside</i> FRRC (i.e. in preparation for <i>possible</i> arrival of uninjured victims from accident site + any associated family, relatives & friends [FR]) from wherever - but typically being associated airport located 'meeters & greeters') | |
| 27 | Assist all concerned agencies with the set up and operation of the CRC (A), SRC (A), FRRC and RA (A) - particularly provision of evacuation, crowd control and general security at such locations + delivery of information, humanitarian assistance & similar services | |
| 28 | When so cleared by Accident Investigator in Charge + Forensic Doctor / Medical Examiner - and in conjunction with person in charge having overall primacy at accident site - assist in removal of the dead from accident location and any temporary body holding area(s) - to a more appropriate location e.g. mortuary | |
| 29 | Assist with Disaster Victim Identification & Personal Effects Recovery ops - in conjunction with the Forensic Doctor / Medical Examiner etc. (as required and if so directed) | |
| 30 | If appropriate, assist in taking initial possession and recording details of victims' personal effects recovered at accident site. Also provide secure storage for same | |
| 31 | Participate in any aircraft recovery / removal / salvage operation (as appropriate/directed) | |
| 32 | Commence initial criminal investigation (as appropriate and if so directed) | |
| 33 | On termination of crisis, ensure impacted airport police staff (and their families as required) receive the appropriate, emotional support (if so required / requested) | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / On Land

Airport Police + Airport Security (as applicable / available for latter)

Alerted By: AFS / Off-Airport Police / Other Sources

Alerts Whom: Airport Security, Off-airport Police (as required) + Other Agencies as appropriate
(Note - AFS will *additionally* notify Off-airport Police)

General Responsibilities:

- Commence / continue own alerting and activation procedure - as required
- Enhance policing / security at all appropriate airport locations
- Using appropriate **Mutual Aid Emergency Support Agreements** for guidance (or otherwise at own discretion depending on actual accident circumstances 'on the day') deploy to accident location in pre-cleared (by most senior Airport Police Officer available) numbers and **1**). Offer appropriate assistance to the person present having on-site primacy & **2**). Set up an 'Operational Command / Airport Police' post at most appropriate location
- Liaise / co-ordinate with General (off-airport) Police as to traffic control (clear lane procedure) between XIA, accident location, local hospitals & mortuaries etc.
- In conjunction with bullet point item immediately above, liaise with other appropriate *airport* agencies as to choice of which staging area(s); crash gate(s), RVP(s) etc. will be used to facilitate other airport responders also deploying to accident site
- Liaise with 'off-airport police' as to requests for extra police manpower at the airport
- In conjunction with XYZ Airports Company safety, security etc. staff / whoever - safeguard & control / manage etc. nominated airport access / exit locations & procedures
- Provide advice (as required) to person in charge at accident site regarding 'preservation of evidence' principles - e.g. restrictions on moving of the dead; their personal effects etc.
- Provide advice (as required) to person in charge at accident site with regard to accident victim headcount reconciliation, in conjunction with AFS, airline rep etc. (if present)
- Provide advice (as required) to person in charge at accident site with regard to Disaster Victim Identification (DVI) & Personal Effects (PEs) Recovery ops - in conjunction with Medical Examiner / Forensic Doctor / DVI & PEs specialists present etc.
- Provide Airport Police Rep to the XIA Emergency Ops Centre (EOC) (when it opens) **and / or** to any deployed XIA MICC **and / or** to on-site HQ Command Post of organisation having primacy
- Provide policing, security & containment ops at **CRC (A)**, **SRC (A)**, **FRRC**, & **RA (A)** - as applicable and *wherever they might be located* (i.e. regardless of whether or not located **on** or **off-airport**)
- When so instructed by an appropriate authority, conduct (or assist in conduct of) the associated 'criminal investigation'
- Look after the welfare of airport police staff involved in the response
- See '**Important Note**' on next page

CRC (A) = Uninjured **Crew** Reception Centre *Airside* - i.e. **Airside** at Airport
FR = Family, Relatives & Friends (of aircraft accident victims [NB: such FR did **not** travel on the accident flight])
FRRC = FR Reception Centre - Usually located **Landside** at Airport
RA (A) = Re-uniting Area - Airport - Usually located **Landside** at Airport
SRC (A) = Uninjured **Passenger** (Survivor) Reception Centre *Airside* - i.e. **Airside** at Airport



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* [*airside*]) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (**Survivor**) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See checklist next page:



Aircraft Accident - Off-airport / On Land **Airport Police** + Airport Security (as applicable for latter)

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Alert other appropriate agencies as per SOP (e.g. Off-airport Police) | |
| 2 | Commence written log keeping | |
| 3 | Subject to any Mutual Aid Emergency Support Agreements and / or as otherwise directed by the appropriate (airport police) authority - deploy as quickly as possible with nominated staff to accident site & report to person in charge having on-site primacy. Note 1 - ensure that sufficient airport police / security staff remain at the airport to adequately cover policing / security requirements there. Note 2 - whilst at accident site, carry on with this checklist as cleared / authorised by person having on-site primacy. Note 3 - most of the checklist items below will need to be carried out in conjunction with other responder types present e.g. fire & rescue; off-airport police; medical / ambulance services etc. | |
| 4 | In conjunction with XYZ Airports Company safety and security staff + other appropriate responders - control all other deploying personnel, vehicles, equipment etc. at designated airport access / exit points, Rendezvous Points (RVP), staging areas etc. | |
| 5 | Senior Airport Police Officer deployed assumes the on-site role of 'Operational Commander / Airport Police' - and shall wear the appropriate identifying apparel | |
| 6 | Set up 'Operational Commander / Airport Police' post at accident site and ensure appropriate signage, markings, pennants, beacons etc. - identify same as such. Note 1 - the latter will usually be co-located with similar command post facilities set up by off-airport responders. Note 2 - manpower permitting, assign an airport police liaison officer to the HQ Command Post of the person having on-site primacy | |
| 7 | Establish appropriate SOP communications (as per the 'Radio Communications Plan' found at appendix P to separate document - AEP Volume 1) | |
| 8 | If sufficient manpower resources available (and if so directed by local [off-airport] fire and rescue services commander or otherwise at own initiative) - assist with passenger and crew evacuation (if necessary / possible / safe so to do [conduct 'instant' risk assessment]) | |
| 9 | Assist General (off-airport) Police / whoever - to establish Inner and Outer Cordons and set up appropriate 'hazard warning' signage | |
| 10 | Assist General (off-airport) Police / whoever - to establish one way (local accident site area) entry and exit lanes to / from an appropriate point on accident site outer cordon - and mark / light (as appropriate for lighting) accordingly | |
| 11 | Manpower permitting, assist with identifying, marking, setting up etc. of collection, triage, immediate medical care and temporary body holding areas (latter for deceased [exceptionally] removed from accident site + victims who subsequently die in the collection, triage and immediate medical care areas) | |
| 12 | Assist with moving victims to collection, triage, immediate medical care & temporary body holding areas (as appropriate) | |
| 13 | Assist in conducting victim headcount & reconciliation task, in conjunction with XIA AFS and/or aircraft operator (or local representative present) and / or other appropriate responders. Note - you will need a copy of the passenger and crew lists in order to do this | |
| 14 | Assist in identifying, setting up, marking / lighting (as appropriate for latter) a suitable emergency medical ground transport area and one way 'flow system' to / from same. (Ensure this is co-ordinated with the actions already taken in checklists items 9, 10 and 11 above) | |



Aircraft Accident - Off-airport / On Land

Airport Police etc. / continued

| | | |
|------------------|---|--|
| 15 | Assist in identifying, setting up, marking / lighting (as appropriate for latter) a suitable emergency medical helicopter transportation area and one way 'on the ground flow system' to / from same. Note 1 - Ensure that this is co-ordinated adequately with the actions already taken in checklists items 9, 10, 11 and 14 above. Note 2 - Take advice from XIA ATS and helicopter operator(s) as required | |
| 16 | Assist in maintaining 'crowd control' at / near accident site | |
| 17 | Assign an airport police liaison officer to XIA 'MICC / On-scene Commander' upon arrival (Where necessary, this can be the same person as nominated in checklist item 6 above) | |
| 18 | Assist in providing initial safeguarding of accident aircraft or wreckage / the dead (bodies and / or body parts) / baggage, cargo & mail / victims' personal effects etc. | |
| 19 | Arrange for despatch of a suitably experienced and senior airport police liaison officer to the XIA Emergency Operations Centre - <i>when it has been activated</i> | |
| 20 | In conjunction with the XYZ Airports Company, Airport Immigration etc. - facilitate rapid clearance to XIA airport airside of airport operator's Immediate Care Team and accident airline's Humanitarian Assistance Team (if available locally) if / when deploying to the CRC (A) and SRC (A) - plus similar to the Airport Landside FRRC (i.e. in preparation for <i>possible</i> arrival of uninjured victims from accident site + any associated family, relatives & friends [FR]) from wherever - but typically being associated airport located 'meeters & greeters') | |
| 21 | Where relevant - assist all concerned agencies with the set up and operation of any Uninjured Crew Reception Centres , Uninjured Passenger Reception Centres , Meeters & Greeters (FR) Reception Centres , Re-uniting Areas etc. - particularly provision of evacuation, crowd control and general security at such locations + delivery of information, humanitarian assistance & similar services (this applies regardless of where such facilities might be established e.g. at XIA Airport; locally[i.e. off-airport] etc.) | |
| 22 | When so cleared / directed by Accident Investigator in Charge + Forensic Doctor / Medical Examiner etc. - and in conjunction with person in charge having overall primacy at accident site - assist in removal of the dead from accident location and any temporary body holding area(s) - to a more appropriate location e.g. mortuary | |
| 23 | Assist with Disaster Victim Identification & Personal Effects Recovery ops - in conjunction with the Forensic Doctor / Medical Examiner etc. (if appropriate and as directed) | |
| 24 | Assist in taking initial possession and recording details of victims' personal effects (if any) recovered at accident site & provide secure storage for same (if appropriate and as directed) | |
| 25 | Participate in any aircraft recovery / removal / salvage operation (if appropriate and as directed) | |
| 26 | Assist in initial criminal investigation (as appropriate and if so directed) | |
| 27 | On termination of crisis, ensure impacted airport police staff (and their families as required) receive the appropriate, emotional support (if so required / requested) | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **Off - Airport / on or over Water**

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|--|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident **Off - Airport / on or over Water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator responders**
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources itself - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

Airport Police + Airport Security (as applicable / available for latter)

Alerted By: AFS / Off-Airport Police / Other Sources

Alerts Whom: Airport Security, Off-airport Police (as required) + Other Agencies as appropriate
(Note - AFS will *additionally* notify Off-airport Police)

General Responsibilities:

- Commence / continue own alerting and activation procedure - as required
- Enhance policing / security at all appropriate airport locations
- Using appropriate **Mutual Aid Emergency Support Agreements** for guidance (or otherwise at own discretion, depending on actual accident circumstances 'on the day') - deploy to designated off-loading / landing point(s) (or otherwise as close as possible to over water accident location) in pre-cleared (by most senior Airport Police Officer available) numbers and **1**). Offer appropriate assistance to the person present having on-site primacy & **2**). Set up an '**Operational Command / Airport Police**' post at most appropriate location
- Liaise & co-ordinate with General (off-airport) Police as to traffic control (clear lane procedure) between XIA, designated off-loading / landing point(s), hospitals, mortuaries etc.
- In conjunction with bullet point item immediately above, liaise with other appropriate *airport* agencies as to choice of which staging area(s); crash gate(s), RVP(s) etc. will be used to facilitate other airport responders also deploying to 'wherever'
- Liaise with 'off-airport police' as to requests for extra police manpower at the airport
- Provide advice (as required) to person having primacy at accident site regarding 'preservation of evidence' principles - e.g. restrictions on moving of the dead; their personal effects etc.
- Provide advice (as required) to person having primacy at accident site with regard to accident victim headcount reconciliation, in conjunction with AFS, airline rep etc. (if present)
- Provide advice (as required) to person in charge at accident site with regard to Disaster Victim Identification (DVI) & Personal Effects (PEs) Recovery ops - in conjunction with Medical Examiner / Forensic Doctor / DVI & PEs specialists present etc.
- Provide Airport Police Rep to the XIA Emergency Ops Centre (EOC) (when it opens) **and / or** to any deployed XIA MICC **and / or** to on-site HQ Command Post of organisation having primacy
- Provide policing, security & containment ops at **CRC (A)**, **SRC (A)**, **FRRC**, & **RA (A)** - as applicable **and wherever they might be located** (i.e. regardless of whether or not located **on** or **off**-airport)
- When so instructed by an appropriate authority, conduct (or assist in conduct of) the associated 'criminal investigation'
- Look after the welfare of airport police staff involved in the response
- See 'Important Note' next page

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

| | | |
|----------------|---|---|
| CRC (A) | = | Uninjured Crew Reception Centre <i>Airside</i> - i.e. Airside at Airport |
| FR | = | Family, Relatives & Friends (of aircraft accident victims [NB: such FR did not travel on the accident flight]) |
| FRRC | = | FR Reception Centre - Usually located Landside at Airport |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area - Airport - Usually located Landside at Airport |
| SRC (A) | = | Uninjured Passenger (Survivor) Reception Centre <i>Airside</i> - i.e. Airside at Airport |



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* **airside**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See next page:



Aircraft Accident - Off-airport / on or over Water

Airport Police + Airport Security (as applicable / available for latter)

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Alert other appropriate agencies as per SOP (e.g. Off-airport Police) | |
| 2 | Commence written log keeping | |
| 3 | Subject to any Mutual Aid Emergency Support Agreements and / or as otherwise directed by the appropriate (airport police) authority - deploy with nominated staff as quickly as possible to (as near as possible to) accident site and / or designated off-loading / landing point location(s) & report to person in charge having on-site primacy. Note 1 - ensure that sufficient airport police / security staff remain at the airport to adequately cover policing / security requirements there. Note 2 - whilst at accident site, carry on with this checklist as cleared / authorised by person having on-site primacy. Note 3 - most of the checklist items below will need to be carried out in conjunction with other responder types present e.g. fire & rescue; off-airport police; medical / ambulance services etc. | |
| 4 | In conjunction with XYZ Airports Company safety and security staff + other appropriate responders - control all other deploying personnel, vehicles, equipment etc. at designated airport access / exit points, Rendezvous Points (RVP), staging areas etc. | |
| 5 | Senior Airport Police Officer deployed assumes the on-site role of 'Operational Commander / Airport Police' - and shall wear the appropriate identifying apparel | |
| 6 | Set up 'Operational Commander / Airport Police' post on-site and ensure appropriate signage, markings, pennants, beacons etc. - identify same as such. Note 1 - the latter will usually be co-located with similar command post facilities set up by off-airport responders. Note 2 - manpower permitting, assign an airport police liaison officer to the HQ Command Post of the person having on-site primacy | |
| 7 | Establish appropriate SOP communications (as per the 'Radio Communications Plan' found at appendix P to <u>separate</u> document - AEP Volume 1) | |
| 8 | If sufficient manpower resources available (and if so directed by local [off-airport] fire and rescue services commander or otherwise at own initiative) - assist with passenger and crew evacuation (if necessary / possible / safe so to do [conduct 'instant' risk assessment]) | |
| 9 | Assist General (off-airport) Police / whoever - to establish Inner and Outer Cordons and set up appropriate 'hazard warning' signage | |
| 10 | Assist General (off-airport) Police / whoever - to establish one way (local accident site area) entry and exit lanes to / from an appropriate point on accident site outer cordon - and mark / light (as appropriate for lighting) accordingly | |
| 11 | Provide general assistance to any accident aircraft victims (injured & uninjured) as they land / are landed on shore (under direction of the Fire and Rescue / other appropriate Services present) | |
| 12 | Assist with moving victims to collection, triage, immediate medical care & temporary body holding areas (as appropriate) | |



Aircraft Accident - Off-airport / on or over Water

Airport Police / etc. continued

| | | |
|----|---|--|
| 13 | Assist in conducting victim headcount & reconciliation task, in conjunction with XIA AFS and/or aircraft operator (or local representative present) and / or other appropriate responders. Note - you will need a copy of the passenger and crew lists in order to do this | |
| 14 | Assist in identifying, setting up, marking / lighting (as appropriate for latter) a suitable emergency medical ground transport area and one way 'flow system' to / from same. (Ensure this is co-ordinated with the actions already taken in checklists items 9, 10 and 12 above) | |
| 15 | Assist in identifying, setting up, marking / lighting (as appropriate for latter) a suitable emergency medical helicopter transportation area and one way 'on the ground flow system' to / from same. Note 1 - Ensure that this is co-ordinated adequately with the actions already taken in checklists items 9, 10, 12 and 14 above. Note 2 - Take advice from XIA ATS and / or helicopter operator(s) as required | |
| 16 | Assist in maintaining 'crowd control' at / near accident site | |
| 17 | Assign an airport police liaison officer to XIA 'MICC / On-scene Commander' upon arrival (Where necessary, this can be the same person as nominated in checklist item 6 above) | |
| 18 | Assist in providing safeguarding of accident aircraft or wreckage (if possible) / the dead (bodies and / or body parts) / baggage, cargo & mail / victims' personal effects etc. | |
| 19 | Arrange for despatch of a suitably experienced and senior airport police liaison officer to the XIA Emergency Operations Centre - <i>when it has been activated</i> | |
| 20 | In conjunction with the XYZ Airports Company, Airport Immigration etc. - facilitate rapid clearance to XIA airport <i>airside</i> of airport operator's Immediate Care Team and accident airline's Humanitarian Assistance Team (if available locally) if / when deploying to the CRC (A) and SRC (A) - plus similar to the Airport <i>Landside</i> FRRC (i.e. in preparation for <i>possible</i> arrival of uninjured victims from accident site + any associated family, relatives & friends [FR]) from wherever - but typically being associated airport located 'meeters & greeters') | |
| 21 | Where relevant - assist all concerned agencies with the set up and operation of any Uninjured Crew Reception Centres, Uninjured Passenger Reception Centres, Meeters & Greeters (FR) Reception Centres, Re-uniting Areas etc. - particularly provision of evacuation, crowd control and general security at such locations + delivery of information, humanitarian assistance & similar services (this applies regardless of where such facilities might be established e.g. at XIA Airport; locally[i.e. off-airport] etc.) | |
| 22 | When so cleared by the Accident Investigator in Charge + the Forensic Doctor / Medical Examiner etc. - and in conjunction with the person in charge having overall primacy at the accident site - assist in removal of the dead from accident location and any temporary body holding area(s) - to a more appropriate location e.g. mortuary | |



Aircraft Accident - Off-airport / on or over Water

Airport Police / etc. continued

| | | |
|-------------------------|---|--|
| 23 | Assist with Disaster Victim Identification & Personal Effects Recovery ops - in conjunction with the Forensic Doctor / Medical Examiner etc. (if so directed) | |
| 24 | Assist in taking initial possession and recording details of victims' personal effects (if any) recovered at accident site & provide secure storage for same (if so directed) | |
| 25 | Assist with Disaster Victim Identification operations, in conjunction with the Forensic Doctor / Medical Examiner (if appropriate and as directed) | |
| 26 | Participate in any aircraft recovery / removal / salvage operation (if appropriate and as directed) | |
| 27 | Assist in initial criminal investigation (as appropriate and if so directed) | |
| | On termination of crisis , ensure impacted airport police staff (and their families as required) receive the appropriate, emotional support (if so required / requested) | |
| <i>End of Checklist</i> | | |



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FULL EMERGENCY **Airport Police** + Airport Security (as applicable / available for latter)

Alerted By: AFS + Other Agencies as appropriate

Alerts Whom: Airport Security, Off-airport Police + Other Agencies as appropriate

(Note - AFS will additionally notify Off-airport Police)

General Responsibilities:

- Continue own Alerting & Activation Process as required
- Come to a state of immediate readiness
- Liaise with Off-airport Police as to **potential** off-airport traffic control (clear lane procedure) to / from the airport access gates, RVPs, appropriate hospitals etc.
- Review any appropriate **Mutual Aid Emergency Support Agreements** in place
- Respond as required by actual circumstances 'on the day'

General actions required: See checklist below

| | Action | ☑ ? |
|-------------------------|--|-----|
| 1 | Alert appropriate agencies as per Airport Police SOP for 'Full Emergency' | |
| 2 | Commence written log keeping | |
| 3 | Bring all Airport Police staff on duty to a state of immediate readiness | |
| 4 | In conjunction with AFS, XYZ Airports Safety & Security staff, ATS, XIA 'Normal' Ops Control Centre etc. - provide input on (precautionary) pre-selection of appropriate staging / holding areas, access / exit gates , crash gates and RVP(s) - as pertinent to the particular circumstances applicable 'on the day' | |
| 5 | Where appropriate - liaise with Off-airport Police as to potential off-airport traffic control (clear lane procedure) to / from appropriate airport access / exit gates, crash gates, RVPs, hospitals etc. - as pertinent to the particular circumstances applicable 'on the day' (insert contact details here xxxxxxxx) | |
| 6 | Review any appropriate Mutual Aid Emergency Support Agreements in place | |
| 7 | Prepare to assist in securing , establishing, manning etc. of CRC (A) , SRC (A) , FRRC & RA (A) - if so required by circumstances on the day | |
| 8 | In conjunction with the XYZ Airports Company, Airport Immigration etc. - facilitate rapid clearance to XIA airport airside of airport operator's Immediate Care Team and accident airline's Humanitarian Assistance Team (if available locally) - if / when deploying to the CRC (A) and SRC (A) - plus similar to the Airport Landside FRRC (i.e. in preparation for <i>possible</i> arrival of uninjured victims from accident site + any associated family, relatives & friends [FR]) from wherever - but typically being associated airport located 'meeters & greeters') | |
| 9 | In the event that the Full Emergency becomes an Aircraft Accident or Local Standby or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3D | |
| 10 | If aircraft lands safely - stand-down to normal readiness & notify associated off-airport police services (and anyone else as appropriate) accordingly | |
| End of Checklist | | |

- CRC (A)** = Uninjured **Crew** Reception Centre **Airside** - i.e. **Airside** at Airport
- FR** = Family, Relatives & Friends (of aircraft accident victims [NB: such FR did **not** travel on the accident flight])
- FRRC** = FR Reception Centre - Usually located **Landside** at Airport
- MGFR** = Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
- RA (A)** = Re-uniting Area - Airport - Usually located **Landside** at Airport
- SRC (A)** = Uninjured **Passenger** (Survivor) Reception Centre **Airside** - i.e. **Airside** at Airport



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LOCAL STANDBY - Aircraft In-flight

Airport Police + Airport Security (as applicable / available for latter)

Alerted By: AFS

Alerts Whom: TBA

General Responsibilities:

- Continue own alerting and activation process as required
- Come to a state of immediate readiness
- Respond as required by actual circumstances 'on the day'

General actions required: See checklist below

| Action | | ☑ ? |
|-------------------------|--|-----|
| 1 | Alert appropriate agencies as per Airport Police SOP | |
| 2 | Commence written log keeping | |
| 3 | Bring <u>selected</u> Airport Police staff on duty to a state of immediate readiness | |
| 4 | In the event that the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3D | |
| 5 | Stand-down to normal operations readiness when incident terminated - and also advise any (already alerted by Airport Police) associated parties of the stand-down | |
| <i>End of Checklist</i> | | |

Some examples of when **Local Standby Aircraft in-flight** might typically be declared at XIA:

- An aircraft at or near the airport is known or suspected to have developed defects or problems, the nature of which are **not** expected to cause any **serious difficulty** in carrying out a safe landing. Such defects might typically include:
 - ❖ Single engine shutdown (assumes that aircraft has more than one engine and can operate safely with one engine inoperative)
 - ❖ Hydraulic system malfunction (non-catastrophic)
 - ❖ Cabin pressurisation problem (non-catastrophic) etc.
- An aircraft at or near the airport is subject to a **suspected** bomb threat
- An aircraft at or near the airport is subject to a **suspected** 'unlawful seizure / act'



- An aircraft at or near the airport is operating in weather conditions very close to its or its pilots' limitations (sometimes known as '*weather standby*')
weather standby
- etc.

The objective of declaring '*Local Standby Aircraft in-flight*' is to alert key airport response personnel and agencies to *prepare* for a rapid reaction in the unlikely event of a more serious situation occurring during the approach and landing of the aircraft (or any other phase of flight as appropriate) - until such time as the incident is terminated



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Aircraft Ground Incident

Airport Police + Airport Security (as applicable / available for latter)

An **Aircraft Ground Incident** is an occurrence, ***other than an aircraft accident***, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation

The following occurrences are typical examples of the above:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences)
- etc.

It is generally not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an outline checklist *has* been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of **aircraft ground incidents** (if required so to do) - should use logic, common sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the checklist), depending on developing actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B may *also* be used / adapted for additional guidance in how to respond to aircraft ground incidents. *Off-airport* responders are invited to do likewise

Important Note - An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **not** typically lead to death, serious injury, serious damage to an aircraft (or to anything else) etc.



Aircraft Ground Incident

Airport Police + Airport Security (as applicable / available for latter)

Alerted By: AFS

Alerts Whom TBA

General Responsibilities:

- Continue own alerting & activating process as required
- Selected personnel placed at a state of immediate readiness
- Deploy in support of crisis as directed - or at own discretion where circumstances so dictate

General actions required:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Alert appropriate agencies as per Airport Police SOP | |
| 2 | Commence written log keeping | |
| 3 | Bring <u>selected</u> Airport Police staff on duty to a state of immediate readiness | |
| 4 | Deploy to incident location if so directed and respond as required (Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day') | |
| 5 | Review any appropriate Mutual Aid Emergency Support Agreements in place | |
| 6 | Prepare to assist in securing , establishing, manning etc. of CRC (A), SRC (A), FRRC & RA (A) - if so required by circumstances on the day | |
| 7 | In conjunction with the XYZ Airports Company, Airport Immigration etc. - facilitate rapid clearance to XIA airport airside of airport operator's Immediate Care Team and accident airline's Humanitarian Assistance Team (if available locally) - if / when deploying to the CRC (A) and SRC (A) - plus similar to the Airport Landside FRRC (i.e. in preparation for <u>possible</u> arrival of uninjured victims from accident site + any associated family, relatives & friends [FR]) from wherever - but typically being associated airport located 'meeters & greeters') | |
| 8 | In the event that the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-sections 3D | |
| 9 | Stand-down to normal operations readiness when incident terminated - and also advise any associated parties (already alerted by Airport Police) of the stand-down | |
| End of Checklist | | |

CRC (A) = Uninjured **Crew** Reception Centre **Airside** - i.e. **Airside** at Airport
FR = Family, Relatives & Friends (of aircraft accident victims [NB: such FR did **not** travel on the accident flight])
FRRC = FR Reception Centre - Usually located **Landside** at Airport
MGFR = Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A) = Re-uniting Area - Airport - Usually located **Landside** at Airport
SRC (A) = Uninjured **Passenger** (Survivor) Reception Centre **Airside** - i.e. **Airside** at Airport



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Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Airport Police + Airport Security (as applicable / available for latter) + Whoever Else as Appropriate

IMPORTANT NOTE

The following checklists relate to **'bomb threat / sabotage'** as associated with aircraft operations directly impacting on XIA. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) **OR** on the ground at XIA

Depending on the actual **'bomb threat / sabotage'** situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will generally declare any of **'Full Emergency'**, **'Aircraft Ground Incident'** or **'Local Standby'**. (Each of these declarations has its own, associated [& *separate*] checklist located elsewhere in this sub-section **3D**)

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate **'bomb threat / sabotage'** checklist - **and also** (concurrently / at the same time) by the appropriate **'Full Emergency'** **OR** **'Aircraft Ground Incident'** **OR** **'Local Standby'** checklist

As always, should the situation develop into an **'Aircraft Accident'** (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3D** checklist (**Aircraft Accident**) must also be used. Should the **'bomb threat / sabotage'** situation **still exist** after such **'aircraft accident'** occurrence / declaration - then the appropriate **'bomb threat / sabotage'** checklist must **also continue** to be addressed **concurrently** with the **aircraft accident** checklist

Lastly, the **'bomb threat / sabotage'** situation might be combined with an act (further act) of **'unlawful interference (aircraft related)'** - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by all concerned / involved (along with associated implications, complications & consequences) it might be better for such ***combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!*

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. **'..... commence alerting & activation.....'**

Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences



IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note 1 - *Airport Police / Security* will typically **not** handle the 'security aspects' of a bomb warning / sabotage situation on their own. Almost certainly they will be working under the authority / command & control of an appropriate joint services security agency - probably provided by any / all of off-airport police, airport police, specialist security services and the military / paramilitary. Of necessity, the plans & procedures for guiding such response will be classified / be on a limited distribution basis - so (for reasons which are hopefully obvious) cannot be included in this *AEP Volume 2B* document

Note 2 - For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly much greater distances depending on circumstances) of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar agency personnel are *requested* to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, *this should strictly be on a voluntary basis only*

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents *is both permitted and expected*

Note 3 - Off-airport Police, Security Services & Military / Paramilitary personnel (*uniformed or non-uniformed*) involved with any XIA *on-airport* resolution of a **security** incident - must prominently display the appropriate and correct identification badges and airport passes, unless specifically directed otherwise by the person having overall (*absolute / ultimate*) Command & Control of the security incident

Note 4 - it is, of course, for the Police Services / Security Services / Military etc. to produce their own appropriate plans, procedures and actions associated with a major security alert declaration by XIA.

However, the below 'general responsibilities' may be fairly typical of such duties - and might be used by the XYZ Airports Company - as a starting point when negotiating appropriate '**Mutual Aid Emergency Support Agreements**'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see pages **14 - 25**



Bomb Threat / Sabotage - Aircraft Related **RED** Security Alert / **RED** Threat Assessment Made

Airport Police and / or Off-airport Police and / or Security Services and / or Military etc.

Alerted By: Various Inputs

Alerts Whom: TBA

General Responsibilities of the Police (Airport Police & General [off-airport] Police) - and / or similar, specialist Security Services (including the Military) for a major security alert are expected to be something like:

- Threat assessment (in conjunction with other appropriate parties - as required)
- Provide an 'Overall Commander' for the incident. This person will usually have absolute / ultimate C4 of the incident. (Note: Do not confuse the latter with the Airport EOC's 'overall commander' - they are different positions with very different responsibilities!)
- Provide appropriate Police / Security Services / Military Operational Commanders & Teams
- Assist with evacuation of XIA Terminal(s) and other airport facilities - as required
- Where so required - request activation and use of XIA Emergency Operations Centre (EOC) & Mobile Incident Command Centre (MICC) - unless already activated by XYZ Airports Company
- Increase general security and vigilance at appropriate points
- Deploy cordon(s) / security barriers / crowd control measures - as required
- Supply and deploy specialist manpower & equipment resources - as required
- Conduct aircraft search and any other countermeasures - as required
- Resolve suspect item situation - as appropriate
- Assist with set up, security, manning & humanitarian assistance ops of / at XIA based CRC (A), SRC (A), FRRC and RA (A) - as required
- Investigate criminal aspects of situation with a view to apprehending those responsible

CIQ = Customs, Immigration & Quarantine /Port Health Agencies (based at XIA)
CRC (A) = Uninjured **Crew** Reception Centre Airside - i.e. Airside at Airport
 FR = Family, Relatives & Friends (of aircraft accident victims [NB: such FR did **not** travel on the accident flight])
FRRC = FR Reception Centre - Usually located Landside at Airport
 MGFR = Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A) = Re-uniting Area - Airport - Usually located Landside at Airport
SRC (A) = Uninjured **Passenger** (Survivor) Reception Centre Airside - i.e. Airside at Airport

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that ATC, Airport Police and others are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to consider evacuation of **Airport Police** facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of airport policing and security services



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UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Airport Police / Security and / or Off-airport Police and / or Security Services and / or Military - etc.

'General Responsibilities' & 'Actions'

The **General Responsibilities** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hi-jack actually occurring at XIA it is expected that the required responsibilities will **all** be considered and **most** addressed - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) airspace, many of the general responsibilities (see page 173) will / may **not** be applicable - and / or might need 'adjustment'

Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances 'on the day'

Unlawful Interference (typically Hi-jack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete both the 'Bomb Warning / Sabotage' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by management of responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

Assumption

The following (pages 172 & 173) is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



Note 1 - *Airport Police / Airport Security* will typically **not** handle the 'security aspects' of a bomb warning / sabotage situation on their own. Almost certainly they will be working under the authority / command & control of an appropriate (*external*) joint service security agency -probably provided by any / all of off-airport police, specialist security services and the military / paramilitary

Of necessity, the detailed plans & procedures for guiding such response (including the associated **airport police checklist**) will be classified / be on a limited distribution basis - **so** (for reasons which are hopefully obvious) **cannot be included here in this AEP Volume 2B document**

Note 2 - off-airport Police, Security Services & Military / Paramilitary personnel (**uniformed** or **non-uniformed**) involved with any XIA *on-airport* resolution of a **security** incident - must prominently display the appropriate and correct identification badges and airport passes, unless specifically directed / authorised otherwise by the person having overall (*absolute / ultimate*) Command & Control of the security incident

Note 3 - it is, of course, for the Police Services / Security Services / Military etc. to produce their own appropriate plans, procedures and actions associated with a major security alert declaration by XIA. However, the below 'general responsibilities' may be fairly typical of such duties - and might be used by the XYZ Airports Company - as a starting point when negotiating appropriate '**Mutual Aid Emergency Support Agreements**'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Airport Police / Security and / or Off-airport Police and / or Security Services and / or Military etc.

Alerted By: Various Inputs

Alerts Whom: TBA

General Responsibilities of the Police (**Airport Police** & General [off-airport] Police) - and / or similar, specialist Security Services (including the Military) for a major security alert are expected to be something like:

- Notify XIA ATS if there is any doubt that the latter might be unaware of the incident
- Threat assessment (in conjunction with other appropriate parties - as required)
- Provide an '**Overall Commander**' for the incident. This person will usually have absolute / ultimate C4 of the incident. (Note: Do not confuse the latter with the **Airport EOC**'s 'overall commander' - they are different positions with very different responsibilities!)
- Provide appropriate Police / Security Services / Military **Operational Commanders & Teams**
- Assist with evacuation of XIA Terminal(s) and other airport facilities - as required
- Where so required - request activation and use of XIA Emergency Operations Centre (EOC) & Mobile Incident Command Centre (MICC) - unless already activated by XYZ Airports Company
- Increase general security and vigilance at appropriate points
- Deploy cordon(s) / security barriers / crowd control measures - as required
- Supply and deploy specialist manpower & equipment resources - as required
- Negotiation
- Countermeasures
- Resolution
- Criminal Investigation
- Assist with set up, security, manning & humanitarian assistance ops of / at XIA based **CRC (A), SRC (A), FRRC** and **RA (A)** - as required

| | | |
|----------------|---|---|
| CIQ | = | Customs, Immigration & Quarantine /Port Health Agencies (based at XIA) |
| CRC (A) | = | Uninjured Crew Reception Centre Airside - i.e. Airside at Airport |
| FR | = | Family, Relatives & Friends (of aircraft accident victims [NB: such FR did not travel on the accident flight]) |
| FRRC | = | FR Reception Centre - Usually located Landside at Airport |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area - Airport - Usually located Landside at Airport |
| SRC (A) | = | Uninjured Passenger (Survivor) Reception Centre Airside - i.e. Airside at Airport |

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that ATC, Airport Police and others are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to consider evacuation of **Airport Police** facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of policing and security services



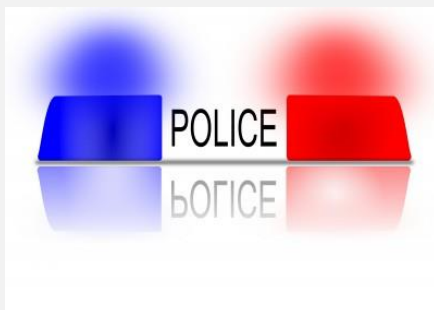
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AEP Volume 2B / Sub-section 3E

General (Off-Airport Police) - (and / or similar Security Force[s])



Aircraft Accident / Incident Related Checklists

Note 1 - Until such time as the XIA Emergency Operations Centre (EOC) is capable of assuming tactical (SILVER) and / or possibly strategic (GOLD) C4 responsibilities for an on-airport crisis - the airport's 'normal' operations control centre' temporarily assumes such **tactical** C4 itself. The appropriate, following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Note 2 - unless the dead have already been removed from the **initial** location where they were found - leave all bodies / body parts / personal effects where they are, unless such removal is considered overriding e.g. in order to preserve evidence for the eventual judicial & air accident enquiries. If such removal **is** required, try to take photographs / make sketches of such bodies / body parts / personal effects before removing them (if possible and safe so to do so of course). Brief other appropriate responders accordingly

Reminder - See Note 7 (page 3) of this AEP Volume 2B guideline document



Aircraft Accident - On Airport

General Police - (i.e. **Off-airport** Police / Equivalent Services e.g. Paramilitary Police)

Alerted By: XIA AFS and / or Airport Police and / or TBA

Alerts Whom: TBA

General Responsibilities:

- Off-airport Road Traffic Control aimed at ensuring that at least one lane is cleared (for use of emergency services) in both directions between the designated airport Access / Exit Points and major hospitals in the Surrounding Community
- Facilitate rapid access to XIA airport for airport staff reporting for both crisis *and* normal duties, providing such staff are in possession of valid Airport and / or Airline and / or other valid form of airport acceptable ID and / or equivalents
- Support Airport Police as required as per any 'Mutual Aid Emergency Support Agreement' in force - and / or otherwise as the situation requires / as tactically agreed to 'on the day'
- Provide off-airport police representation at XYZ Airports Company MICC and / or EOC facilities

General actions required:

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own alerting and activation as required | |
| 2 | Maintain a written log of events throughout | |
| 3 | Note/obtain location of XIA airport access / exit gates; crash gates & RVPs / staging areas in use. Do not let lack of such information delay your deployment | |
| 4 | Immediately implement SOP and / or ad hoc plans for traffic control measures around the airport and between the airport and appropriate hospitals ('Clear Lane procedure' designed to clear then dedicate at least one 'traffic' free' lane to emergency services on roads around the airport - especially those leading to / from local hospitals, mortuaries etc.) | |
| 5 | Facilitate rapid access to XIA airport for XIA airport staff / workers reporting for both the crisis & normal duties (Providing such staff are in possession of valid Airport and / or Airline and / or other valid form of acceptable ID) | |
| 6 | Deploy in appropriate numbers to XIA (if so requested by XIA Airport Police) and report to XYZ Airport Police person having overall police primacy on -airport. Thereafter, act accordingly under his / her direction | |
| 7 | Appoint a rep to the AFS FCP and / or XIA MICC and / or XIA EOC - as appropriate | |
| 8 | Stand-down to normal operations status when so directed | |
| 9 | Manage stand-down; replenishment of resources; debriefing / lessons learned etc. | |
| 10 | Ensure staff (and their families - as required) receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |

Note - **Off-airport** Police '*general responsibilities & actions*' (as per above) are for *illustrative purposes only*. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Police Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**. All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see *separate* document AEP Volume 1 - page 42)



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Aircraft Accident - Off-Airport / On Land

General Police - (Off-airport Police / Equivalent Service[s])

Alerted By: TBA

Alerts Whom: TBA

General actions required of Off-airport Police / Equivalent for an **off-airport accident** are **not** required to be documented in this AEP. However, it is expected that it / they will act (insofar as the XIA AEP is concerned) in accordance with any appropriate '*Mutual Aid Emergency Support Agreements*' in force at the time of the accident and / or as per their own SOPs and / or as mutually (tactically) agreed to 'on the day'

Note - **Off-airport** Police '*general responsibilities & actions*' (as per above) are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Police Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see *separate* document AEP Volume 1 - page 42)



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* [*airside*]) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (**Survivor**) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **Off - Airport / on or over Water**

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|-------|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident **Off - Airport / on or over Water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

General Police - (Off-airport Police / Equivalent Service[s])

Alerted By: TBA

Alerts Whom: TBA

General actions required of Off-airport Police / Equivalent for an **off-airport accident** are **not** required to be documented in this AEP. However, it is expected that it / they will act (insofar as the XIA AEP is concerned) in accordance with any appropriate '*Mutual Aid Emergency Support Agreement*' in force at the time of the accident and / or as per their own SOPs and / or as mutually (tactically) agreed to 'on the day'

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

Note - **Off-airport** Police '*general responsibilities & actions*' (as per above) are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Police Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see *separate* document AEP Volume 1 - page 42)



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* **airside**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

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A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required



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FULL EMERGENCY

General Police - (Off-airport Police / Equivalent Service[s])

Alerted By: XIA AFS and / or Airport Police and / or TBA

Alerts Whom: TBA

General Responsibilities & Actions:

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | Bring appropriate personnel to a state of immediate readiness | |
| 2 | Commence written log keeping | |
| 3 | Appropriate senior police officers + potential responders to review own (Off-airport Police) 'XIA Aircraft Accident Plan' and also any appropriate Mutual Aid Emergency Support Agreements in force | |
| 4 | Obtain, record and pass on (to Off-airport Police responders <u>potentially</u> nominated to support XIA Airport Police if so requested) details of any airport access and routing information provided e.g. access gate(s); crash gate(s); RVP(S); staging / holding areas etc. | |
| 5 | Where appropriate - liaise with Airport Police as to <u>potential</u> off-airport traffic control (clear lane procedure) to / from the airport access / crash gates, RVPs, potential hospitals involved, wherever etc. | |
| 6 | If 'Aircraft Accident' declared by XIA - act / deploy immediately using the appropriate 'Off-airport Police - Aircraft Accident' procedure & checklist - and in accordance with any appropriate <i>Mutual Aid Emergency Support Agreements in force</i> - or otherwise as the situation requires / as mutually (tactically) agreed to (e.g. with other responders) 'on the day' (see 'Aircraft Accident' checklists found elsewhere in this Section 3E) | |
| 7 | If aircraft lands safely - stand-down to normal readiness & notify other associated responders (already alerted by off-airport police) accordingly | |
| End of Checklist | | |

Note - Off-airport Police '*general responsibilities & actions*' (as per above) are for *illustrative purposes only*. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Police Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' *mutual aid emergency support agreements*

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see *separate* document AEP Volume 1 - page **42**)



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Aircraft Ground Incident

General

An **Aircraft Ground Incident** is an occurrence, ***other than an aircraft accident***, where an aircraft on the **ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for assistance and / or investigation.

The following occurrences are typical examples of same:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences)
- etc.

It is not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for

Agencies deploying in support of **aircraft ground incidents**, if required so to do - should use logic and common sense to decide on what particular actions to take, depending on actual circumstances prevailing 'on the day'

Checklists already included in other parts of this AEP Volume **2B** may be used / adapted for guidance in how to respond to aircraft ground incidents

Important Note - An aircraft incident (on the ground or in the air) is not the same thing as an aircraft accident. Consequences of an incident do ***not*** typically lead to death, serious injury, serious damage to an aircraft or anything else etc.



Aircraft Ground Incident

Off-airport Police / Equivalent Service(s)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

General support of XIA Airport Police - when so requested

General Actions required:

No specific action required unless so requested by XIA Airport Police

If such action is so requested - it should be implemented in accordance with any *Mutual Aid Emergency Support Agreements* in force - OR otherwise as mutually (tactically / operationally) agreed to 'on the day'

Note - the above details concerning off-airport civil defence / fire-fighting & rescue services '*general responsibilities & actions*' are for *illustrative purposes only*. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' *mutual aid emergency support agreements*. All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see *separate* document AEP Volume 1 - page 42)



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Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

General (Off-airport) Police

IMPORTANT NOTE

The following checklists relate to 'bomb threat / sabotage' *as associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) OR on the ground at XIA

Depending on the actual 'bomb threat / sabotage' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS at XIA will generally declare any of 'Full Emergency', 'Aircraft Ground Incident' or 'Local Standby'

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate 'bomb threat / sabotage' checklist - **and also** (concurrently / at the same time) by the appropriate 'Full Emergency' OR 'Aircraft Ground Incident' OR 'Local Standby' checklist - as appropriate

***Off-airport responders are typically not alerted for 'Local Standby' type situations**

As always, should the situation develop into an '**Aircraft Accident**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3E** checklist (**Aircraft Accident**) must also be used. Should the 'bomb threat / sabotage' situation **still exist** after such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat / sabotage' checklist must **also continue** to be addressed **concurrently** with the **aircraft accident** checklist

Lastly, the 'bomb threat / sabotage' situation might be combined with an act (further act) of 'unlawful interference (aircraft related)' - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by all concerned / involved (along with associated implications, complications & consequences) it might be better for such ****combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

****For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!**

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be *****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. '..... **commence alerting & activation**.....'

*****Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. If not, be prepared for a **totally ineffective and inefficient response - with associated, adverse consequences****



IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note 1 - **Off-airport Police** will typically not handle the 'security aspects' of a bomb warning / sabotage situation on their own. Almost certainly they will be working under the authority / command & control of an appropriate joint services security agency - probably provided by any / all of off-airport police, airport police, specialist security services and the military / paramilitary. Of necessity, the plans & procedures for guiding such response will be classified / be on a limited distribution basis - so (for reasons which are hopefully obvious) cannot be included in this **AEP Volume 2B** document

Note 2 - For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly much greater distances depending on circumstances) of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar agency personnel are **requested** to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, **this should strictly be on a voluntary basis only**

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents **is both permitted and expected**

Note 3 - Off-airport Police, Security Services & Military / Paramilitary personnel (**uniformed** or **non-uniformed**) involved with any XIA **on-airport** resolution of a **security** incident - must prominently display the appropriate and correct identification badges and airport passes, unless specifically directed otherwise by the person having overall (*absolute / ultimate*) Command & Control of the security incident

Note 4 - it is, of course, for the Police Services / Security Services / Military etc. to produce their own appropriate plans, procedures and actions associated with a major security alert declaration by XIA.

However, the below 'general responsibilities' (see next page) may be fairly typical of such duties - and might be used by the XYZ Airports Company - as a starting point when negotiating appropriate '**Mutual Aid Emergency Support Agreements**' with such 'security' related agencies

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see pages **14 - 25**



Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

General Police - (Off-airport Police) and / or Airport Police and / or Security Services and / or Military

Alerted By: Various Inputs

Alerts Whom: TBA

General Responsibilities of the Police (General [off-airport] Police & Airport Police) - and / or similar Security Services (including the Military) for a major security alert are:

- Threat assessment (in conjunction with other parties as required)
- Provide a Police / Security Services / Military 'Overall Commander' for the incident if so required by circumstances on the day. *This person will usually have absolute / ultimate C4 of the incident.* (Note: Do not confuse the latter with the Airport EOC's 'overall commander' - they are different positions with very different responsibilities!)
- Provide appropriate Police / Security Services / Military **Tactical & Operational Commanders and their Teams**
- Assist with evacuation of XIA Terminal(s) and other airport facilities - as required
- Where required - request activation and use of XIA Emergency Operations Centre (EOC) & Mobile Incident Command Centre (MICC) - unless already activated by Airport
- Increase general security and vigilance at appropriate points
- Deploy cordon(s) / security barriers / crowd control measures - if required
- Conduct aircraft search and any other countermeasures - if required
- Supply and deploy specialist resources - if required
- Resolve suspect item situation - as appropriate
- Assist with set up, security, manning & humanitarian assistance ops of / at XIA based CRC (A), SRC (A), FRRC and RA (A) - as required
- Investigate criminal aspects of situation with a view to apprehending those responsible

| | | |
|---------|---|---|
| CRC (A) | = | Uninjured Crew Survivor Reception Centre (Airside) - at Airport |
| FRRC | = | Family, Relatives & Friend Reception Centre (Landside) - at or near Airport |
| RA (A) | = | Re-uniting Area (On-airport) |
| SRC (A) | = | Uninjured Passenger Survivor Reception Centre (Airside) - at Airport |

Note - Off-airport Police 'general responsibilities & actions' (as per above) are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Police Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page 42)



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UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

General (Off-airport) Police and / or Airport Police and / or Security Services and / or Military

'General Responsibilities' & 'Actions'

The **General Responsibilities** for a hijack (or similar unlawful interference) situation at or affecting XIA, as documented herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hijack where the aircraft is merely transiting XXX (XIA Airport and / or XXX ATS Area Control Centre) airspace, many of these 'responsibilities' will **not** be applicable

Common sense and logic should be used accordingly 'on the day' - in deciding which particular responsibilities need to be addressed

Unlawful Interference - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete both the 'Bomb Warning / Sabotage' and 'Unlawful Interference' checklists concurrently (at the same time)

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'



Note 1 - *Off-airport Police* will typically not handle the 'security aspects' of an 'unlawful interference' bomb warning / sabotage situation on their own. Almost certainly they will be working under the authority / command & control of an appropriate joint service security agency - probably provided by any / all of off-airport police, airport police, specialist security services and the military / paramilitary. Of necessity, the plans & procedures for guiding such response will be classified / be on a limited distribution basis - **so** (for reasons which are hopefully obvious) **cannot be included in this AEP Volume 2B document**

Note 2 - Off-airport Police, Security Services & Military / Paramilitary personnel (uniformed or non-uniformed) involved with any XIA *on-airport* resolution of a **security** incident - must prominently display the appropriate and correct identification badges and airport passes, unless specifically directed / authorised otherwise by the person having overall (*absolute / ultimate*) Command & Control of the security incident

Note 3 - it is, of course, for the Police Services / Security Services / Military etc. to produce their own appropriate plans, procedures and actions associated with a major security alert declaration by XIA.

However, the below 'general responsibilities' (see next page) may be fairly typical of such duties - and might be used by the XYZ Airports Company - as a starting point when negotiating appropriate Mutual Aid Emergency Support Agreements with such 'security' related agencies

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

Assumption

The following (see next page) is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

General (Off-airport) Police and / or Airport Police and / or Security Services and / or Military

Alerted By: Various Inputs

Alerts Whom: TBA

General Responsibilities of the Police (General [off-airport] Police + Airport Police) - and / or similar Security Services (including the Military) for a major security alert are:

- Notify XIA ATS if there is any doubt that the latter might be unaware of the incident
- Threat assessment (in conjunction with other parties as required)
- Provide a Police / Security Services / Military 'Overall Commander' for the incident if so required by circumstances on the day. *This person will usually have absolute / ultimate C4 of the incident.* (Note: Do not confuse the latter with the Airport EOC's 'overall commander' - they are different positions with very different responsibilities!)
- Provide appropriate Police / Security Services / Military **Tactical & Operational** Commanders & their Teams
- Assist with any XIA Terminal and other airport facility evacuations
- Where required - request activation and use of XIA Emergency Operations Centre (EOC) & Mobile Incident Command Centre (MICC)
- Increase general security and vigilance at appropriate points
- Deploy cordon(s) / security barriers / crowd control measures - if required
- Supply and deploy specialist personnel & resources - if required
- Negotiation
- Countermeasures
- Resolution
- Assist with set up, security, manning & humanitarian assistance ops of / at XIA based CRC (A), SRC (A), FRRS and RA (A) - as required
- Investigate criminal aspects of situation with a view to apprehending those responsible

| | | |
|---------|---|---|
| CRC (A) | = | Uninjured Crew Survivor Reception Centre (Airsides) - at Airport |
| FRRS | = | Family, Relatives & Friend Reception Centre (Landside) - at or near Airport |
| RA (A) | = | Re-uniting Area (On-airport) |
| SRC (A) | = | Uninjured Passenger Survivor Reception Centre (Airsides) - at Airport |

Note - Off-airport Police 'general responsibilities & actions' (as per above) are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate (off-airport) Police Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page 42)



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AEP Volume 2B / Sub-section 3F

Airport Medical (Centre) Services [Airport Clinic] - AMC



Image: Warsaw International Airport - Airport Medical Team First Responders

Aircraft Accident / Incident Related Checklists

Note 1 - Until such time as the XIA Emergency Operations Centre (EOC) is capable of assuming tactical (SILVER) and / or possibly strategic (GOLD) C4 responsibilities for an on-airport crisis - the airport's 'normal operations control centre' shall temporarily assume such tactical C4 itself. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Note 2 - unless the dead have already been removed from the **initial** location where 'expiry of life' occurred - leave all bodies / body parts where they are - unless such removal is considered over-riding in order to preserve evidence for the eventual judicial and air accident enquiries. If such removal **is** required, try to take photographs / make sketches of such bodies / body parts - before removing them (if possible and safe so to do). The same applies to any personal effects found close to bodies. Brief all other appropriate staff accordingly

Reminder - See again the definition of '**Primacy**' (AEP Volume 1 [separate document] / Glossary)

Reminder - see again information provided on pages 7 & 8 of this document - and apply it (if / as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section **3F**



Aircraft Accident - On Airport

Airport Medical Services (Airport Medical Centre / Clinic - AMC)

Alerted By: AFS / TBA

Alerts Whom: Local Health Authorities; Hospitals & Ambulance Organisations; Volunteer Stretcher Bearers; Drug / Medical Re-suppliers etc. *(insert or cross refer to contact details here xxxxxxxx)*

General Responsibilities:

- Continue AMC alerting and activation process as required
- **Initial** medical direction, operations and support at the accident Location
- Deploy pre-stocked emergency medical supplies to accident location / wherever
- Subsequent medical handover to appropriate off-airport Medical Response Team
- Minor 'medical care' of uninjured survivors and MGFR - including screening medical examinations as per any appropriate policy in force, as documented elsewhere in this AEP
- Replenishment of utilised drug, medical stocks etc.

Information 1

It may be that the **airport** operator is able to provide 'temporary' shelter' for triage and immediate medical care operations at or close to accident site. Such shelter typically takes the form of inflatable tents - sometimes with power, lighting and temperature control (via generators & other appropriate equipment). At its most extreme, enough inflatable tents are procured by some airports (and colour coded accordingly) for the different levels of triage to be used (using standard triage colour codes) and subsequent immediate medical treatment

At the relatively few airports having such a facility, AFS typically deploys and sets up the inflatable tents (in conjunction with others present e.g. medical services responders [e.g. from AMC]; Airport Police / Security; XYZ Airports Authority [airport operator] staff; airline / GHA staff etc.)

Information 2

Airport provided buses (& similar) are a possible option for use as accident site victim collection point and, more importantly, also for triage and immediate medical care operations (with seats removed for latter two types of operation). If such buses etc. are available (they typically are), their deployment (on and off-airport as appropriate / [as permitted for 'off-airport']) and use at time of crisis should have already been **pre-planned**, documented, trained and exercised (and re-trained / re-exercised) by / with all concerned (i.e. appropriate on and off airport agencies)

Provision of such buses is typically a shared responsibility of **airport operator**, **accident aircraft operator** and the appropriate **Ground Handling Agent(s) - GHA**

Note - The assumption has been made throughout this AEP guideline that XIA has both inflatable tents and modified buses (can be used off-airport if required) - for uses as described above

General actions required: See checklist next page



Aircraft Accident - On Airport

Airport Medical Services (Airport Medical Centre / Clinic - **AMC**)

| Action | | ☑ ? |
|--------|---|-----|
| 1 | <p>Initiate AMC SOP Alerting and Activation Process as required</p> <p>Particularly ensure (double check with 'whoever') that the <u>off</u>-airport Medical Disaster Centre (or equivalent specialist hospital facility) 24H ops room (usually part of the local area major hospital) and local Ambulance Services agencies have been alerted</p> | |
| 2 | Maintain written log of events throughout - both at AMC & at deployed site(s) | |
| 3 | Recall AMC ambulances / crews to AMC location (as appropriate) | |
| 4 | <p>Collect selected AMC team, equipment (including 'personal protective equipment' - PPE), medicines, drugs, maps & other documentation etc. - and deploy as quickly as possible to accident site. Also deploy all AMC ambulances. Route (under escort) via any published staging area(s) and / or RVPs, if so required</p> <p>1. Leave at least one appropriately experienced AMC team member at AMC for crisis related co-ordination and communications duties 2. Request assistance with transportation / escort from XYZ Airports Company (Normal) Ops Control Centre / XIA EOC / whoever - if appropriate (insert contact info here xxxxxxx) 3. Alert & activate off-duty AMC staff (if appropriate)</p> | |
| 5 | <p>Co-ordinate (via XYZ Airports Company <u>Normal</u> Ops Control Centre / XIA EOC / whoever) - for pre-arranged deployment of stretchers and stretcher bearers (in appropriate [adequate] numbers) to accident site</p> <p>Note: The above (including notification of associated airport access, transport and escort arrangements etc.) will need to have been pre-planned, documented, trained & exercised (probably as part of an appropriate 'mutual aid emergency support agreement' - [e.g. typically with a nearby military unit; university; commercial centre etc.]). It is expected that such stretchers & stretcher bearers will be provided <u>primarily</u> by <u>off</u>-airport resources</p> | |
| 6 | On arrival at accident site report to '(Temporary?) On-scene Commander ' | |
| 7 | Suitable AMC team member assumes the post / title of temporary 'Operational Commander / Medical Services' (and wear/display appropriate, identifying apparel/markings) | |
| 8 | Set up the (AMC) operational command post and ensure that it is readily identifiable as such by use of appropriate markings, pennants, beacons, signage, lighting etc. | |
| 9 | Establish appropriate SOP communications as per the 'Radio Communications Plan' found at appendix P to <u>separate</u> document - AEP Volume 1 (Note - double check with On-scene Commander / AMC / whoever, that responding <u>off</u> -airport medical resources have been advised of appropriate airport access / exit routes; RVP(s) / crash gate(s) in use etc.) | |
| 10 | If manpower is sufficient, nominate an AMC liaison person to the On-scene Commander - operating initially from the XIA FCP vehicle (Temporary On-scene Commander) and / or from the XIA MICC vehicle (On-scene Commander) when it eventually arrives on-site | |



Aircraft Accident - On Airport - **Airport Medical Services - AMC** - *continued*

| | | |
|----|---|--|
| 11 | Advise AFS / Airport Police / whoever on the setting up, marking etc. of accident site's Collection, Triage and Immediate Medical Care Areas plus temporary Body Holding Area (as applicable to actual circumstances 'on the day') | |
| 12 | Commence / Take Over Triage operation ASAP 1.) Wear appropriate PPE. 2.) Make use of other appropriately trained / experienced persons in this task - as available (including use of appropriate, uninjured accident victim volunteers) and subject to other overriding duties | |
| 13 | Commence / Take Over Immediate Medical Care operations ASAP 1.) Wear appropriate PPE. 2.) Make use of other appropriately trained / experienced persons in this task - as available (including use of appropriate, uninjured accident victim volunteers) and subject to other overriding duties | |
| 14 | In conjunction with On-scene Commander, other medical staff present, AFS, Airport Police / Security etc. - identify, mark out, set up and signpost / light a suitable ground ambulance loading point(s) + associated one way, ground transport 'flow systems' to / from same | |
| 15 | In conjunction with On-scene Commander, other medical staff present, ATS, helicopter operator , AFS, Airport Police / Security etc. - identify, mark out, set up and signpost / light a suitable (helicopter) air ambulance loading point(s) + associated one way, ground transport 'flow systems' to / from same | |
| 16 | Provide / transmit medical information updates about the situation, by any and all means possible, to the off-airport Medical Disaster Centre (or equivalent facility / facilities) Note - this may need to be accomplished via the FCP / MICC / Airport's EOC - or any other appropriate communications relay unit (e.g. AMC). Continue this task until sufficient & appropriate off-airport specialist medical teams arrive on site - whereupon, hand over this task to them. Insert all appropriate contact information here xxxxxxxx | |
| 17 | Use the triage tag and associated procedure (as described in appendix F of [separate document] AEP Volume 1) to keep track of victims' location and status - especially those moved off-airport (typically to hospitals and / or mortuaries) | |
| 18 | If required (& manpower permitting) - deploy AMC rep to airport EOC - when activated | |
| 19 | Where necessary, arrange for rapid resupply of medicines, drugs etc. (to accident site) - from AMC stocks / wherever | |



Aircraft Accident - On Airport - **Airport Medical Services - AMC** - *continued*

| | | |
|-------------------------|---|--|
| 20 | <p>On arrival (at accident site) of team from <i>off-airport</i> Medical Disaster Centre (or equivalent medical facility / facilities [hospital]), provide a full handover brief to the team leader (including handover of retained [torn-off] triage tag corners for victims already sent to hospital(s), off-airport mortuary etc.) and transfer responsibility for operational (on-site) medical command and control ops to this person</p> <p>Advise On-scene Commander accordingly when this has been completed</p> | |
| 21 | <p>After clearance from the 'new' Operational Commander / Medical Services (as per checklist item 20 above), re-deploy some / all of the AMC team in 'medical' support of "uninjured" victims and MGFR at any of airport's CRC (A), SRC (A), FRRC & RA (A) facilities e.g. vital signs; treat for shock; traumatic stress; non-evident smoke inhalation trauma etc.</p> | |
| 22 | <p>As per item 21 above - work with and direct any airline provided / similar medical teams - which might <u>also</u> have been deployed to these same centres for the same purpose</p> | |
| 23 | <p>As per any policy in force, conduct and document screening medicals (vital signs checks) on <u>uninjured survivors</u></p> <p style="text-align: center;">Where fire involved - check particularly for smoke inhalation trauma</p> <p>Note. Where such medical checks are rejected by the subject(s) of the proposed screening medical - policy might dictate that said subjects be required to sign some form of indemnity absolving the airport, the airline etc. - of subsequent responsibility (& associated litigation) for not performing said medical</p> | |
| 24 | <p>Manage AMC stand-down; replenishment of medical stocks; debriefing / lessons learned; staff welfare etc.</p> | |
| 25 | <p>Ensure involved AMC staff (and their families - as required) receive appropriate, emotional support - if so required / requested</p> | |
| End of Checklist | | |

| | | |
|---------|---|---|
| AMC | = | Airport Medical Centre / Clinic |
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends |
| FRRC | = | FR Reception Centre - Airport (Landside) |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area (Airport - usually landside) |
| SRC (A) | = | Uninjured Passenger Reception Centre - Airside at Airport |



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Aircraft Accident - Off-airport / On Land

Airport Medical Services - (Airport Medical Centre / Clinic - **AMC**)

Alerted By: AFS / Off-airport Medical Services / Whoever

Alerts Whom: Health Authority, Hospital & Ambulance Agencies, Volunteer Stretcher Bearers, Medical/Drugs Re-suppliers etc. *(Insert or cross refer to contact details here xxxxxxxx)*

General Responsibilities:

- Continue AMC alerting & activation process as required
- When (if) directed by the appropriate airport authority - deploy immediately to accident site
- On arrival at accident site report to person present having overall, local primacy
- Assume role of 'Operational Commander / Airport Medical Services'
- Set-up and operate an AMC Operational Command Post & establish contact with XIA
- Assign AMC rep (manpower permitting) to on-site Command Post of person having primacy
- Assign AMC rep (manpower permitting) to on-site XIA MICC upon arrival
- Liaise / co-ordinate closely with any off-airport medical services present
- Assist in locating, setting-up, marking and operating of Collection, Triage and Immediate Medical Care Areas + a temporary Body Holding Area
- Assist in locating, setting-up, marking and operating ground and air ambulance loading points
- Participate in Triage & Immediate Medical Care operations
- Assign AMC rep (manpower permitting) to XIA EOC when it opens
- *Minor medical care / check-up of apparently uninjured survivors if transported to airport CRC (A) and / or SRC (A) and / or at any equivalent off-airport facility / facilities
- *Minor medical care of MGFR at / going to the airport (e.g. at the FRRC) and / or at any equivalent off-airport facility
- *Minor medical care of persons at the airport RA (A) and / or at any equivalent off-airport facility
- Replenishment of utilised drugs, medical stocks and equipment etc.
- Welfare of AMC staff involved in the response

*Note - CRC (A), SRC (A), FRRC and RA (A) (or equivalent services / facilities) might need be set up and operated at locations other than at XIA Airport - **although latter is still very much the preferred choice**, circumstances permitting

IMPORTANT

See 'Information Note 1' and 'Information Note 2' on page 201



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* **airside**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See next page:



Aircraft Accident - Off-airport / On Land

Airport Medical Services - (Airport Medical Centre / Clinic - AMC)

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Initiate AMC SOP Alerting and Activation Process (Particularly ensure [double check with 'whoever'] that the off-airport Medical Disaster Centre [or equivalent specialist hospital facility] 24H ops room [usually part of the local area major hospital] and local Ambulance Services agencies have been alerted) | |
| 2 | Maintain written log of events throughout - at both AMC & at deployed site(s) | |
| 3 | Immediately recall AMC staff / ambulances / crews etc. to AMC location (as appropriate) | |
| 4 | Collect nominated AMC team, PPE (Personal Protective Equipment), medicines, drugs, stretchers, body bags, maps, triage tags, other required documentation etc. - and standby for immediate deployment to accident site. (Using AMC ambulances + any other form of transport available. Request assistance with transportation (as required) from XYZ Airports Company Normal Ops Control Centre / EOC (if already active for latter) (insert contact info here xxxxxxxx)) | |
| 5 | Co-ordinate (via XYZ Airports Company Normal Ops Control Centre / XIA EOC / whoever) - for pre-arranged immediate deployment of stretcher bearers + stretchers (in adequate numbers) to accident site. Note: All of this will obviously need to have been pre-planned, documented, resourced, trained & exercised (probably as part of an appropriate 'Mutual Aid Emergency Support Agreement' - [e.g. typically with a nearby off-airport military unit; university; large commercial centre / outlet etc.]) | |
| 6 | When directed by the appropriate airport manager (using appropriate Mutual Aid Emergency Support Agreements for guidance [(if any)]) - deploy immediately to accident site by quickest, possible route . 1. Leave at least 1 appropriately experienced AMC person at AMC for associated liaison, co-ordination and comms duties (manpower permitting) 2. Alert & activate off-duty AMC staff (if appropriate) 3. Use briefed / most appropriate exit route / RVP / crash gate etc. to exit airport | |
| 7 | On arrival at accident site, report to person having overall on-site primacy & offer all and any medical aid and support possible (or otherwise act as directed and / or on own initiative - as required by actual circumstances 'on the day' e.g. if first to arrive on-site) | |
| 8 | Set up the (AMC) operational command post & clearly identify using markings, pennants, beacons, signage, lighting etc. Senior AMC person present assumes title 'operational commander / XIA airport medical services' | |
| 9 | Ensure that appropriate, identifying apparel is worn by all AMC staff present | |
| 10 | Establish appropriate communications as per the 'Radio Communications Plan' found at appendix P to separate document - AEP Volume 1 | |
| 11 | Manpower permitting, send AMC liaison person to attend 'command centre' of the person having overall on-site primacy and / or the XIA MICC upon arrival (as appropriate) | |
| 12 | If appropriate, take direction from any off-airport medical services present | |
| 13 | Assist in locating, setting-up, marking and operating of Collection, Triage and Immediate Medical Care Areas + a temporary Body Holding Area + one way ground transport 'flow systems' to / from / between such areas (as applicable to actual circumstances 'on the day') | |



Aircraft Accident - Off-airport / On Land

Airport Medical Services - AMC / continued

| | | |
|----|--|--|
| 14 | Assist in locating, setting-up, marking and operating ground and air ambulance loading points + one way ground transport 'flow systems' to / from these areas (as applicable to actual circumstances 'on the day') | |
| 15 | <p>Deliver and / or Assist with delivery of On-site Triage & Immediate Medical Care operations</p> <p>1.) Wear appropriate PPE. 2.) Make use of other appropriately trained / experienced persons in this task - as available (including use of appropriate, <i>uninjured accident victim volunteers</i>) and subject to other overriding duties</p> | |
| 16 | Provide (and continue to provide) updated medical information re situation (to the XIA EOC and / or to the deployed XIA MICC and / or to XIA AMC etc.) by any means possible . (If off-airport medical services not yet on-site, request EOC and / or MICC / and or XIA AMC etc. to pass on this information in turn to appropriate hospital(s); ambulance provider(s); stretcher bearer organisation(s) etc. - until they arrive on site) | |
| 17 | Ensure that triage tag & associated procedure (as described in appendix F of [separate document] <i>AEP Volume 1</i>) is used to keep track of victims moved away from accident site (typically to hospital[s]; mortuary / mortuaries; XIA Airport [CRC (A), SRC (A)] etc.) | |
| 18 | If required (& manpower permitting) - deploy AMC rep to XIA EOC - when activated | |
| 19 | Where necessary, arrange for resupply of medicines, drugs, medical equipment, stretchers, body bags etc. (to accident site) - from AMC stocks / wherever (Do this in co-ordination with / under direction of off-airport agency having on-site primacy for medical ops) | |
| 20 | When appropriate off-airport medical services arrive on site (if same is / was not already on-site when AMC team arrived) provide a full handover brief to team leader (including handover of retained [torn-off] triage tag corners for victims already sent to hospital(s), off-airport mortuary etc.) and transfer responsibility for operational (on-site) medical command and control ops to this person. Advise commander having overall on-site primacy when this has been completed | |
| 21 | <p>When cleared by 'Operational Commander / Medical Services' as per checklist item 20. above (or equivalent person) re-deploy as many as possible of AMC team in 'medical' support of victims and / or MGFR at or travelling to any of XIA located CRC (A), SRC (A), FRRC and RA (A) e.g. vital signs; treat for shock; traumatic stress; non-evident smoke inhalation trauma etc.</p> <p>Note - CRC (A), SRC (A), FRRC and RA (A) (or equivalent services / facilities) might need be set up and operated at locations <u>other</u> than at XIA Airport - although the latter is always the preferred choice</p> | |



Aircraft Accident - Off-airport / On Land

Airport Medical Services - AMC / continued

| | | |
|-------------------------|--|--|
| 22 | As per item 21 above - work with and direct any airline provided / similar medical teams - which might <u>also</u> have been deployed to these same centres for the same purpose | |
| 23 | <p>As per any policy in force, conduct and document screening medicals (vital signs checks) on <u>uninjured survivors</u></p> <p>Where fire involved - check particularly for smoke inhalation trauma</p> <p>Note. Where such medical checks are rejected by the subject(s) of the proposed screening medical - policy might dictate that said subjects be required to sign some form of indemnity absolving the airport, the airline etc. - of subsequent responsibility (& associated litigation) for not performing said medical</p> | |
| 24 | Manage AMC stand-down; replenishment of medical stocks; debriefing / lessons learned; staff welfare etc. | |
| 25 | Ensure involved AMC staff (and their families - as required) receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |

| | | |
|---------|---|---|
| AMC | = | Airport Medical Centre / Clinic |
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends |
| FRRC | = | FR Reception Centre - Airport (Landside) |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area (Airport - usually landside) |
| SRC (A) | = | Uninjured Passenger Reception Centre - Airside at Airport |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **Off - Airport / on or over Water**

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|--|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident **Off - Airport / on or over Water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

Airport Medical Services - (Airport Medical Centre / Clinic - AMC)

Alerted By: AFS / Off-airport Medical Services / Whoever

Alerts Whom: Health Authority, Hospital & Ambulance Agencies, Volunteer Stretcher Bearers, Medical/Drugs Re-suppliers etc. *(Insert or cross refer to contact details here xxxxxxxx)*

General Responsibilities:

- Continue AMC alerting & activation process as required
- When (if) directed by appropriate airport manager - deploy immediately to designated off-loading / landing point(s) (or otherwise as close as possible to over water accident location)
- On arrival, assume role of 'Operational Commander / Airport Medical Services'
- Set-up and operate an AMC Operational Command Post & establish contact with XIA
- Assign AMC rep (manpower permitting) to on-site Command Post of person having primacy
- Assign AMC rep (manpower permitting) to on-site XIA MICC upon arrival
- Liaise / co-ordinate closely with any off-airport medical services present
- Assist in locating, setting-up, marking and operating of Collection, Triage and Immediate Medical Care Areas + a temporary Body Holding Area
- Assist in locating, setting-up, marking and operating ground and air ambulance loading points
- Participate in Triage & Immediate Medical Care operations
- Assign AMC rep (manpower permitting) to XIA EOC when it opens
- *Minor medical care / check-up of apparently uninjured survivors if transported to airport CRC (A) and / or SRC (A) and / or at any equivalent off-airport facility / facilities
- *Minor medical care of MGFR at / going to the airport (e.g. at the FRRC) and / or at any equivalent off-airport facility
- *Minor medical care of persons at the airport RA (A) and / or at any equivalent off-airport facility
- Replenishment of utilised drugs, medical stocks and equipment etc.
- Welfare of AMC staff involved in the response

*Note - CRC (A), SRC (A), FRRC and RA (A) (or equivalent services / facilities) might need be set up and operated at locations other than at XIA Airport - **although latter is still very much the preferred choice**, circumstances permitting

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

IMPORTANT

See 'Information Note 1' and 'Information Note 2' on page 201



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* **airside**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See next page:



Aircraft Accident - Off-airport / on or over Water

Airport Medical Services - (Airport Medical Centre / Clinic - AMC)

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Initiate AMC SOP Alerting and Activation Process (Particularly ensure [double check with 'whoever'] that the off-airport Medical Disaster Centre [or equivalent specialist hospital facility] 24H ops room [usually part of the local area major hospital] and local Ambulance Services agencies have been alerted) | |
| 2 | Maintain written log of events throughout - at both AMC & at deployed site(s) | |
| 3 | Immediately recall AMC staff / ambulances / crews etc. to AMC location (as appropriate) | |
| 4 | Collect nominated AMC team, PPE (Personal Protective Equipment), medicines, drugs, stretchers, body bags, maps, triage tags, other required documentation etc. - and standby for immediate deployment to designated off-loading / landing point(s) (or otherwise as close as possible to over water accident location). Note - use AMC ambulances + any other form of transport available. Request assistance with transportation (as required) from XYZ Airports Company Normal Ops Control Centre / EOC (if already active for latter) (insert contact info here xxxxxxxx) | |
| 5 | Co-ordinate (via XYZ Airports Company Normal Ops Control Centre / XIA EOC / whoever) - for pre-arranged immediate deployment of stretcher bearers + stretchers (in adequate numbers) to designated off-loading / landing point(s) (or otherwise as close as possible to over water accident location). Note: All of this will obviously need to have been pre-planned, documented, resourced, trained & exercised (probably as part of an appropriate ' Mutual Aid Emergency Support Agreement ' - [e.g. typically with a nearby off-airport military unit; university; large commercial centre / outlet etc.]) | |
| 6 | When directed by the appropriate airport manager (using appropriate Mutual Aid Emergency Support Agreements for guidance [(if any)] - deploy immediately via quickest possible route to designated off-loading / landing point(s) (or otherwise as close as possible to over water accident location). 1. Leave at least 1 appropriately experienced AMC person at AMC for associated liaison, co-ordination and comms duties (manpower permitting) 2. Alert & activate off-duty AMC staff (if appropriate) 3. Use briefed / most appropriate exit route / RVP / crash gate etc. to exit airport | |
| 7 | On arrival at accident site, report to person having overall on-site primacy & offer all and any medical aid and support possible (or otherwise act as directed and / or on own initiative - as required by actual circumstances 'on the day' e.g. if first to arrive on-site) | |
| 8 | Set up the (AMC) operational command post & clearly identify using markings, pennants, beacons, signage, lighting etc. Senior AMC person present assumes title ' operational commander / XIA airport medical services ' | |
| 9 | Ensure that appropriate, identifying apparel is worn by all AMC staff present | |



Aircraft Accident - Off-airport / on or over Water

Airport Medical Services - AMC / continued

| | | |
|----|--|--|
| 10 | Establish appropriate communications as per the 'Radio Communications Plan' found at appendix P to <u>separate</u> document - AEP <u>Volume 1</u> | |
| 11 | Manpower permitting, send AMC liaison person to attend 'command centre' of the person having overall on-site primacy and / or the XIA MICC upon arrival (as appropriate) | |
| 12 | If appropriate, take direction from any <u>off</u> -airport medical services present | |
| 13 | Assist in locating, setting-up, marking and operating of Collection, Triage and Immediate Medical Care Areas + a temporary Body Holding Area + one way ground transport 'flow systems' to / from / between such areas (as applicable to actual circumstances 'on the day') | |
| 14 | Assist in locating, setting-up, marking and operating <u>ground</u> and <u>air ambulance</u> loading points + one way <u>ground</u> transport 'flow systems' to / from these areas (as applicable to actual circumstances 'on the day') | |
| 15 | <p>Deliver and / or Assist with delivery of On-site Triage & Immediate Medical Care operations</p> <p>1.) Wear appropriate PPE. 2.) Make use of other appropriately trained / experienced persons in this task - as available (including use of appropriate, <i>uninjured accident victim volunteers</i>) and subject to other overriding duties</p> | |
| 16 | Provide (and continue to provide) <u>updated medical information re situation</u> (to the XIA EOC and / or to the deployed XIA MICC and / or to XIA AMC etc.) <u>by any means possible</u> . (If <u>off</u> -airport medical services <u>not</u> yet on-site, request EOC and / or MICC / and or XIA AMC etc. to pass on this information in turn to appropriate hospital(s); ambulance provider(s); stretcher bearer organisation(s) etc. - until they arrive on site) | |
| 17 | Ensure that triage tag & associated procedure (as described in appendix F of [separate document] <u>AEP Volume 1</u>) is used to keep track of victims moved away from accident site (typically to hospital[s]; mortuary / mortuaries; XIA Airport [CRC (A), SRC (A)] etc.) | |
| 18 | If required (& manpower permitting) - deploy AMC rep to XIA EOC - when activated | |
| 19 | Where necessary, arrange for resupply of medicines, drugs, medical equipment, stretchers, body bags etc. (to accident site) - from AMC stocks / wherever (Do this in co-ordination with / under direction of <u>off</u> -airport agency having on-site primacy for medical ops) | |
| 20 | When <u>appropriate</u> off-airport medical services arrive on site (if same is / was <u>not</u> already on-site when AMC team arrived) <u>provide a full handover brief to team leader</u> (including handover of retained [torn-off] triage tag corners for victims already sent to hospital(s), off-airport mortuary etc.) <u>and transfer responsibility for operational (on-site) medical command and control ops</u> to this person. Advise commander having <u>overall</u> on-site primacy when this has been completed | |



Aircraft Accident - Off-airport / on or over Water

Airport Medical Services - AMC / continued

| | | |
|-------------------------|---|--|
| 21 | <p>When cleared by 'Operational Commander / Medical Services' as per checklist item 20. above (or equivalent person) re-deploy as many as possible of AMC team in 'medical' support of victims and / or MGFR at and / or travelling to any of XIA located <u>CRC (A)</u>, <u>SRC (A)</u>, <u>FRRC</u> and <u>RA (A)</u> e.g. vital signs; treat for shock; traumatic stress; non-evident smoke inhalation trauma etc.</p> <p>Note - CRC (A), SRC (A), FRRC and RA (A) (or equivalent services / facilities) might need be set up and operated at locations <u>other</u> than at XIA Airport - although the latter is always the preferred choice</p> | |
| 22 | As per item 21 above - work with and direct any airline provided / similar medical teams - which might <u>also</u> have been deployed to these same centres for the same purpose | |
| 23 | <p>As per any policy in force, conduct and document screening medicals (vital signs checks) on <u>uninjured survivors</u></p> <p>Where fire involved - check particularly for smoke inhalation trauma</p> <p>Note. Where such medical checks are rejected by the subject(s) of the proposed screening medical - policy might dictate that said subjects be required to sign some form of indemnity absolving the airport, the airline etc. - of subsequent responsibility (& associated litigation) for not performing said medical</p> | |
| 24 | Manage AMC stand-down; replenishment of medical stocks; debriefing / lessons learned; staff welfare etc. | |
| 25 | Ensure involved AMC staff (and their families - as required) receive appropriate, emotional support - if so required / requested | |
| End of Checklist | | |

| | | |
|---------|---|---|
| AMC | = | Airport Medical Centre / Clinic |
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends |
| FRRC | = | FR Reception Centre - Airport (Landside) |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area (Airport - usually landside) |
| SRC (A) | = | Uninjured Passenger Reception Centre - Airside at Airport |



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FULL EMERGENCY

Airport Medical Services - Airport Medical Centre (AMC)

Alerted By: AFS /others TBA

Alerts Whom: To *potentially* include hospitals and / or ambulance resources and / or local health authority and / or organisation(s) providing stretcher bearers & extra stretchers etc.

General Responsibilities

- Continue own Alerting and Activation Process as required
- Bring all AMC staff to a state of immediate readiness
- Immediately recall AMC ambulances & crews
- Ensure pre-stocked Drugs, Medicines, Medical Equipment, Stretchers, Body Bags, Triage Tags etc. are readied and loaded for immediate deployment
- Review any appropriate **Mutual Aid Emergency Support Agreements** in place
- Prepare to assist in establishing, manning and providing medical services at XIA **CRC (A)**, **SRC (A)**, **FRRC** & **RA (A)** - as required by actual circumstances 'on the day'
- Respond as required by developing circumstances

General Actions Required: See checklist below

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Invoke appropriate AMC Alerting & Activation procedure as required. Particularly ensure (double check) that all local hospitals, ambulance providers and external sources of stretchers / stretcher bearers have been alerted accordingly (<i>insert contact details here xxxxxxxx</i>) | |
| 2 | Maintain a written log of events throughout | |
| 3 | Bring on-duty staff to a state of immediate readiness + recall ambulances and crews | |
| 4 | Appoint an appropriate team ready for immediate deployment. Note: If airport operations continue, take measures to ensure that a minimum degree of appropriate <i>airport</i> medical coverage is retained - should nominated AMC team be deployed. Also consider activating off-duty AMC staff (as applicable) | |
| 5 | Prepare & load ambulances etc. with pre-stocked Drugs, Medicines, Medical Equipment, Stretchers, Body Bags, Triage Tags, PPE, required documentation etc. | |
| 6 | Review any appropriate Mutual Aid Emergency Support Agreements in place | |
| 7 | Prepare to assist in establishing, manning and providing medical services at XIA CRC (A) , SRC (A) , FRRC & RA (A) - as required by actual circumstances 'on the day' | |
| 8 | In the event that the Full Emergency becomes an Aircraft Accident or Local Standby or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3F | |
| 9 | If 'full emergency' aircraft lands safely - stand-down to normal readiness & notify already alerted off-airport agencies (hospitals, ambulance providers etc.) accordingly | |
| End of Checklist | | |

| | | |
|---------|---|---|
| AMC | = | Airport Medical Centre / Clinic |
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends |
| FRRC | = | FR Reception Centre - Airport (Landside) |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area (Airport - usually landside) |
| SRC (A) | = | Uninjured Passenger Reception Centre - Airside at Airport |



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LOCAL STANDBY - Aircraft In-flight

Airport Medical Services - Airport Medical Centre / Clinic (AMC)

Alerted By: AFS / others TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Nominated airport medical staff to be brought to a state of immediate readiness
- Nominated Airport ambulances & crews to be recalled to AMC
- Respond as required by developing circumstances 'on the day'

General Actions Required: See checklist below

| | Action | ☑ ? |
|------------------|--|-----|
| 1 | Alert appropriate off-airport medical related agencies as per AMC SOP (Note - it will typically [but not always] be unnecessary to alert off-airport agencies of a 'Local Standby') | |
| 2 | Maintain a written log of events throughout | |
| 3 | Bring nominated AMC staff to a state of immediate readiness | |
| 4 | Immediately recall nominated AMC ambulances and crews | |
| 5 | In the event that the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3F | |
| 6 | Stand-down to normal operations readiness when incident terminated - and also advise any associated off-airport agencies (who had been alerted by AMC) of the stand-down | |
| End of Checklist | | |

Some examples of when **Local Standby Aircraft in-flight** might typically be declared at XIA:

- An aircraft at or near the airport is known or suspected to have developed defects or problems, the nature of which are **not** expected to cause any **serious difficulty** in carrying out a safe landing. Such defects might typically include:
 - ❖ Single engine shutdown (assumes that aircraft has more than one engine and can operate safely with one engine inoperative)
 - ❖ Hydraulic system malfunction (non-catastrophic)
 - ❖ Cabin pressurisation problem (non-catastrophic) etc.
- An aircraft at or near the airport is subject to a **suspected** bomb threat
- An aircraft at or near the airport is subject to a **suspected** 'unlawful seizure / act'



- An aircraft at or near the airport is operating in weather conditions very close to its or its pilots' limitations (sometimes known as '*weather standby*')
weather standby
- etc.

The objective of declaring '*Local Standby Aircraft in-flight*' is to alert key airport response personnel and agencies to *prepare* for a rapid reaction in the unlikely event of a more serious situation occurring during the approach and landing of the aircraft (or any other phase of flight as appropriate) - until such time as the incident is terminated



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Aircraft Ground Incident

Airport Medical Services - Airport Medical Centre / Clinic (AMC)

An **Aircraft Ground Incident** is an occurrence, ***other than an aircraft accident***, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation

The following occurrences are typical examples of the above:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences)
- etc.

It is generally not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an outline checklist *has* been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of **aircraft ground incidents** (if required so to do) - should use logic, common sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the checklist), depending on developing actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B may *also* be used / adapted for additional guidance in how to respond to aircraft ground incidents. *Off-airport* responders are invited to do likewise

Important Note - An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **not** typically lead to death, serious injury, serious damage to an aircraft (or to anything else) etc.



Aircraft Ground Incident

Airport Medical Services - Airport Medical Centre / Clinic (AMC)

Alerted By: AFS / Other as appropriate

Alerts Whom TBA

General Responsibilities

- Continue alerting & activating process as required
- Place nominated staff at a state of immediate readiness
- Immediately recall nominated ambulances & crews
- Deploy in support of crisis as directed - or at own discretion where circumstances so dictate

General actions required:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Alert appropriate off-airport (medical / health related) agencies as per AMC SOP | |
| 2 | Maintain a written log of events throughout | |
| 3 | Place nominated AMC staff at a state of immediate readiness | |
| 4 | Recall (immediate) nominated AMC ambulances & crews to AMC location | |
| 5 | Appoint an appropriate team ready for immediate deployment. Note: If airport operations continue, take measures to ensure that a minimum degree of appropriate <i>airport</i> medical coverage is retained - should nominated AMC team be deployed. Also consider activating off-duty AMC staff (as applicable) | |
| 6 | Review any appropriate <i>Mutual Aid Emergency Support Agreements</i> in place | |
| 7 | Prepare to assist in establishing, manning and providing medical services at XIA CRC (A), SRC (A), FRRC & RA (A) - as required by actual circumstances 'on the day' | |
| 8 | Deploy to incident location if so directed and respond as required by actual circumstances 'on the day' | |
| 9 | (If deploying as per 8. above) Activate appropriate off-airport emergency medical support facilities as required | |
| 10 | In the event that the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3F | |
| 11 | Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down | |
| End of Checklist | | |

| | | |
|---------|---|---|
| AMC | = | Airport Medical Centre / Clinic |
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends |
| FRRC | = | FR Reception Centre - Airport (Landside) |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area (Airport - usually landside) |
| SRC (A) | = | Uninjured Passenger Reception Centre - Airside at Airport |



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Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Airport Medical Services - Airport Medical Centre (AMC)

IMPORTANT NOTE

The following checklists relate to **'bomb threat / sabotage'** as associated with aircraft operations directly impacting on XIA. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) **OR** on the ground at XIA

Depending on the actual **'bomb threat / sabotage'** situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will generally declare any of **'Full Emergency'**, **'Aircraft Ground Incident'** or **'Local Standby'**. (Each of these declarations has its own, associated [**separate**] checklist located elsewhere in this sub-section **3F**)

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate **'bomb threat / sabotage'** checklist - **and also** (concurrently / at the same time) by the appropriate **'Full Emergency'** **OR** **'Aircraft Ground Incident'** **OR** **'Local Standby'** checklist

As always, should the situation develop into an **'Aircraft Accident'** (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3F** checklist (**Aircraft Accident**) must also be used. Should the **'bomb threat / sabotage'** situation **still exist** after such **'aircraft accident'** occurrence / declaration - then the appropriate **'bomb threat / sabotage'** checklist must **also continue** to be addressed **concurrently** with the **aircraft accident** checklist

Lastly, the **'bomb threat / sabotage'** situation might be combined with an act (further act) of **'unlawful interference (aircraft related)'** - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by all concerned / involved (along with associated implications, complications & consequences) it might be better for such ***combined** responses to be handled flexibly and logically **'on the day'** - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

***For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!**

Whilst such requirements / situations as described above are not **'ideal'** from an emergency / crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be **'common'** sections of the **'combined checklists** which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. **'..... commence alerting & activation.....'**

****Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences****



IMPORTANT

At all stages of a security incident response where serious 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly much greater distances depending on circumstances) of a Bomb Threat aircraft - and / or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar agency personnel are **requested** to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, *this should strictly be on a **voluntary basis only***

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents *is both permitted and expected*

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage'
- see pages 14 - 25



Bomb Threat / Sabotage - Aircraft

RED Security Alert / RED Threat Assessment Made

Airport Medical Services - Airport Medical Centre (AMC)

Alerted By: AFS / Whoever

Alerts Whom: Local Health Authority / Hospital(s) / Ambulance Agency / Stretcher Bearers (when so cleared by an appropriate authority)

General Responsibilities:

- Respond to emergency states as declared by ATS / Whoever
- Initiate own Alerting and Activation procedures as required
- Come to a state of immediate readiness
- Attend incident aircraft (with appropriate permission) unless directed otherwise
- Provide all and any specialist medical support, advice etc. to the security team(s) responding to the incident, as required by actual circumstances 'on the day'
- Conduct medical operations - as appropriate

General Actions:

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that ATS and / or AMC is taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to consider evacuation of AMC facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked (circumstances permitting) to maintain the required level of medical services

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Respond to emergency states as declared by ATS / whoever | |
| 2 | Alert appropriate off-airport agencies (WARNING: Seek permission from appropriate authority [e.g. Airport Police] before doing this - unless an actual aircraft accident is declared) | |
| 3 | Maintain a written log of events throughout | |
| 4 | Recall AMC ambulances & crews to AMC location | |
| 5 | Appoint an appropriate team ready for immediate deployment. Note: If airport operations continue, take measures to ensure that a minimum degree of appropriate <i>airport</i> medical coverage is retained - should nominated AMC team be deployed. Also consider activating off-duty AMC staff (as applicable) | |
| 6 | Prepare & load ambulances etc. with pre-stocked Drugs, Medicines, Medical Equipment, Stretchers, Body Bags, Triage Tags, PPE, required documentation etc. | |
| 7 | Review any appropriate <i>Mutual Aid Emergency Support Agreements</i> in place | |



Bomb Threat / Sabotage - Aircraft

RED Security Alert / RED Threat Assessment Made

Airport Medical Services - Airport Medical Centre (AMC) - *continued*

| | | |
|-------------------------|--|--|
| 8 | Prepare to assist in establishing, manning and providing medical services at XIA CRC (A), SRC (A), FRRC & RA (A) - as required by actual circumstances 'on the day' | |
| 9 | If assistance from (off-airport) Medical / Health Services / Ambulance / Stretcher services is anticipated, seek permission (e.g. via Airport Police) - before taking associated action (unless an actual aircraft accident is declared) | |
| 10 | Note - use all above for guidance re <u>lower</u> security alert declarations related to bomb threat, and also for similar situations such as sabotage / suspected sabotage etc. | |
| 11 | Deploy in support of incident if appropriate and so directed - using logic & common sense to decide on what particular actions to take, depending on actual circumstances on the day (unless specific direction has otherwise been received) | |
| 12 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3F (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident) | |
| 13 | When incident resolved - stand-down to normal readiness - and also advise off-airport medical / ambulance agencies accordingly / as appropriate | |
| <i>End of Checklist</i> | | |

| | | |
|---------|---|---|
| AMC | = | Airport Medical Centre / Clinic |
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends |
| FRRC | = | FR Reception Centre - Airport (Landside) |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area (Airport - usually landside) |
| SRC (A) | = | Uninjured Passenger Reception Centre - Airside at Airport |



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UNLAWFUL INTERFERENCE - Aircraft (*HIJACK* & Similar)

Airport Medical Services - Airport Medical Centre (AMC)

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hi-jack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) airspace, many of the required checklist actions (starting page 235) will / may **not** be applicable - and / or might need 'adjustment'

Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances 'on the day'

Unlawful Interference (typically Hi-jack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to action both the 'Bomb Warning / Sabotage' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - (HIJACK)

Airport Medical Services - Airport Medical Centre (AMC)

Alerted By: AFS / Whoever

Alerts Whom: Local Health Authority / Hospital(s) / Ambulance Agency / Stretcher Bearers (when so cleared by an appropriate authority)

General Responsibilities:

- Respond to emergency states as declared by ATS / whoever
- Initiate own Alerting and Activation procedure as required
- Come to a state of immediate readiness
- Attend incident aircraft (with appropriate permission) unless directed otherwise
- Provide all and any specialist medical support / advice etc. to the security teams responding to the incident, as required by actual circumstances on the day
- Conduct medical operations - as appropriate

General Actions:

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that ATC, AMC and others are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to consider evacuation of **AMC** facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked (circumstances permitting) to maintain the required level of medical services

| | Action | ☑ ? |
|---|---|-----|
| 1 | Respond to emergency states as declared by ATS / whoever | |
| 2 | Alert appropriate off-airport agencies (WARNING: Seek permission from appropriate authority [e.g. Airport Police] before doing this - unless an actual aircraft accident is declared) | |
| 3 | Maintain a written log of events throughout | |
| 4 | Recall AMC ambulances & crews to AMC location | |
| 5 | Appoint an appropriate team ready for immediate deployment. Note: If airport operations continue, take measures to ensure that a minimum degree of appropriate airport medical coverage is retained - should nominated AMC team be deployed. Also consider activating off-duty AMC staff (as applicable) | |
| 6 | Prepare & load ambulances etc. with pre-stocked Drugs, Medicines, Medical Equipment, Stretchers, Body Bags, Triage Tags, PPE, required documentation etc. | |
| 7 | Review any appropriate Mutual Aid Emergency Support Agreements in force | |
| 8 | Prepare to assist in establishing, manning and providing medical services at XIA CRC (A) , SRC (A) , FRRC & RA (A) - as required by actual circumstances 'on the day' | |



UNLAWFUL INTERFERENCE - (HIJACK)

Airport Medical Services - Airport Medical Centre (AMC) - *continued*

| | | |
|-------------------------|--|--|
| 9 | If assistance from (off-airport) Medical / Health Services / Ambulance / Stretcher services is anticipated, seek permission (e.g. via Airport Police) - before taking associated action (unless an actual aircraft accident is declared) | |
| 10 | Deploy in support of incident if appropriate and so directed - using logic & common sense to decide on what particular actions to take, depending on actual circumstances on the day (unless specific direction has otherwise been received) | |
| 11 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes; mass murders commence etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3F (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident) | |
| 12 | When incident resolved - stand-down to normal readiness - and also advise off-airport medical / ambulance agencies accordingly / as appropriate | |
| <i>End of Checklist</i> | | |

| | | |
|---------|---|---|
| AMC | = | Airport Medical Centre / Clinic |
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends |
| FRRC | = | FR Reception Centre - Airport (Landside) |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area (Airport - usually landside) |
| SRC (A) | = | Uninjured Passenger Reception Centre - Airside at Airport |



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AEP Volume 2B / Sub-section 3G

Off-airport - Medical / Health & Ambulance Services etc.



Aircraft Accident / Incident Related Checklists

Reminder - unless the dead have already been removed from the **initial** location where 'expiry of life' occurred - leave all bodies / body parts where they are - unless such removal is considered over-riding in order to preserve evidence for the eventual judicial and air accident enquiries. If such removal **is** required, try to take photographs / make sketches of such bodies / body parts - before removing them (if possible and safe so to do). The same applies to any personal effects found close to bodies. Brief all other appropriate staff accordingly

Reminder - See again the definition of 'Primacy' (AEP Volume 1 [separate document] / Glossary)



Aircraft Accident - On Airport

Off-Airport - Medical / Health / Ambulance / Stretcher Bearer etc. Services

Alerted By: XIA Airport Medical Centre / Whoever
Alerts Whom: TBA by Off-Airport Responder

General Responsibilities:

- Initiate own alerting and activation process as required
- Immediately deploy appropriate medical, ambulance etc. resources to XIA in support of crisis
- Assume operational command & control of medical operations upon arrival at accident site
- Undertake triage, immediate medical care and medical transportation operations
- Co-ordinate provision & control (including re-supply) of all off-airport medical resources e.g. hospitals, ambulance agencies, medicines / drugs / equipment / stretchers & stretcher bearers / body bags / triage tags etc.
- Co-ordinate and manage initial tracking & documentation of accident victim disposal (i.e. **location** [accident site; hospital; mortuary; airport; hotel; other; not known etc.] and **status** [injured; uninjured; dead; missing; not known etc.])
- Provide off-airport medical representation to XYZ Airports Company MICC and EOC facilities
- Maintain a log of events throughout

General actions required: See checklist page 241. (All actions should be in accordance with any 'Mutual Aid Emergency Support Agreements' in force - as applicable)

Information 1

It may be that the **airport** operator is able to provide 'temporary' shelter' for triage and immediate medical care operations at or close to accident site. Such shelter typically takes the form of inflatable tents - sometimes with power, lighting and temperature control (via generators & other appropriate equipment). At its most extreme enough inflatable tents are procured by some airports (and colour coded accordingly) for the different levels of triage required (again by standard triage colour code) and subsequent immediate medical treatment

At many airports having such a facility, it is AFS that typically deploys the inflatable tents and sets them up (in conjunction with others e.g. medical services responders (e.g. from AMC / off-airport); Airport Police / Security; XYZ Airports Authority (airport operator) staff etc.)

Information 2

Airport provided buses with seats removed are another option for use as a victim collection point and, more importantly, also for triage and immediate medical care operations

If such facilities exist their deployment and use at time of crisis should have already been **pre-planned**, documented, trained and exercised (and re-trained / re-exercised) by all concerned.

Provision of such buses is typically a shared responsibility of airport operator, accident aircraft operator and an appropriate Ground Handling Agent(s) - GHA



Note - The assumption has been made throughout this AEP guideline that XIA has both inflatable tents and modified buses at its disposal - for emergency response operations on and off-airport

Information 3

Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis - the airport's '**normal**' operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by circumstances 'on the day'



Aircraft Accident - On Airport - **Off-Airport** - Medical, Ambulance, Stretcher Bearer Services etc.

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Initiate / continue own Alerting and Activation Procedure | |
| 2 | Ensure written log of events maintained (by all concerned) throughout | |
| 3 | If not already advised, obtain locations of (designated for this particular emergency response) <i>1. XIA airport access / exit gates, crash gate(s), rendezvous point(s) and staging area(s) to be used. 2. Medical helicopter arrival & departure procedures etc.</i> - and arrange to pass such information on to all other responding (off-airport) medical support agencies - including ambulance agency, stretcher bearers (see item 6 below) etc. | |
| 4 | Deploy immediately to accident site with initial medical support team & medical equipment, supplies etc. - via the fastest method possible, including deployment by helicopter(s) if the situation so requires & permits e.g. heavy road congestion | |
| 5 | Ensure that remainder of medical team(s) / ambulances etc. from all appropriate off-airport medical support agencies are also deploying (and know where to go) - together with appropriate medical equipment, supplies etc. | |
| 6 | In conjunction with XIA Airport Medical Centre (if appropriate) - otherwise at own responsibility - ensure pre-planned procedure activated to generate 1. Sufficient stretcher bearers and 2. To supply sufficient stretchers - and to transport all without delay to XIA Note - XIA airport operator may have set up an appropriate <i>Mutual Aid Emergency Support Agreement</i> for provision of the above (e.g. typically with a nearby military unit; university; commercial centre etc.). If not, adequate provision of stretchers and bearers becomes an off-airport medical / health / civil defence services responsibility - which must have been pre-planned for, documented, trained & exercised (+ re-trained / re-exercised) by all concerned | |
| 7 | Upon arrival at accident location nominate (self-nominate where appropriate) a suitable off-airport medical manager to undertake the role of ' Operational Commander / Medical Services ' at / near to the accident site (i.e. to take over from the Airport Medical Centre [AMC] person who had temporarily assumed this role). The Operational Commander / Medical Services shall wear appropriate, identifying apparel Note - the Operational Commander / Medical Services will typically be the most senior and / or experienced off-airport medical person on site | |
| 8 | The person so nominated (as per checklist item 7 above) shall locate and take a hand-over brief from the AMC ' Operational Commander / Medical Services ' - and then make contact with the On-scene Commander | |



Aircraft Accident - On Airport - **Off-Airport** - Medical, Ambulance, Stretcher Bearer Services etc.

| | | |
|----|--|--|
| 9 | Establish (and appropriately mark / signpost / light etc.) an 'off-airport medical team command post' at / near to accident location - to replace (or take-over) the one which had been set up initially by AMC | |
| 10 | Manpower permitting, replace the AMC medical team liaison person in the XIA Mobile Incident Command Centre (MICC) with an (appropriately experienced) off-airport medical team member (Note - if the MICC is not yet on-site, send the liaison person to the AFS FCP instead). A full handover brief (from the MICC AMC liaison person) is to be undertaken | |
| 11 | Appoint an appropriately experienced ' medical transport co-ordinator ' and brief him / her on appropriate roles and responsibilities. Oversee this operation | |
| 12 | <p>Direct off-airport medical and ambulance team(s) to take over prime responsibility (from AMC) for continuing triage, immediate medical care and medical transportation duties. Oversee this operation</p> <p>*Note - also see checklists item 19 NOW</p> <p>Reminder 1 - it may be that the airport operator is able to provide 'temporary' shelter' for triage and immediate medical care operations - such shelter typically taking the form of inflatable tents - sometimes with power, lighting and temperature control (via generators)</p> <p>Airport provided buses with seats removed are another option. If such facilities exist their deployment and use at time of crisis should have already been pre-planned, documented, trained and exercised (and re-trained / re-exercised) by all concerned. Whether this has been done or not, use such facilities (if available) to best effect</p> <p>Reminder 2 - unless the dead have <u>already</u> been removed from the initial location where 'expiry of life' occurred - leave all bodies / body parts where they are - unless such removal is considered over-riding in order to preserve evidence for the eventual judicial and air accident enquiries. If such removal is required, try to take photographs / make sketches of such bodies / body parts - before removing them (if possible and safe so to do). The same applies to any personal effects found close to bodies. Brief all other appropriate staff accordingly</p> | |
| 13 | Maintain appropriate communications procedure as per the XIA AEP 'Radio Comms Plan' found at appendix P to <u>separate</u> document - AEP Volume 1 - and also in conjunction with own (off-airport medical services etc.) comms plan - as available / required. Note 1 - such communications procedure should have already been pre -planned, documented, trained and exercised (and re-trained / re-exercised) by all concerned. Note 2 - such communications may be best facilitated by your representative in the XIA MICC/FCP | |
| 14 | Reminder - continue to take all appropriate action to ensure a sufficient quantity of stretcher bearers, stretchers and body bags are made available at the accident site | |



Aircraft Accident - On Airport - Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

| | | |
|-------------------------|--|--|
| 15 | When able to do so, release the AMC team for re-deployment in medical support of potentially uninjured survivors (possibly re-locating to airport airside CRC (A) & SRC (A) facilities - and also to 'Meeters & Greeters / Friends & Relatives' facility - FRR and the Re-uniting Area - Airport - RA (A) - both also located on or very near airport) Facilitate provision of further off-airport medical support to these facilities when / if requested so to do by AMC | |
| 16 | Manpower permitting, assign an off-airport medical liaison / co-ordination person to XIA EOC (when it activates) | |
| 17 | In conjunction with the Medical Disaster Centre operations room at the appropriate primary (lead) local hospital / health authority - continue to co-ordinate all off-airport medical support resources | |
| 18 | Arrange for replenishment of medical staff and supplies - if so required | |
| 19 | *Be primarily responsible (in conjunction with your medical transport co-ordinator and 'Operational Commander / Aircraft Operator ' [and / or local representative]) for directing, tracking and recording the disposition of all injured and uninjured victims after removal from accident location *The standard 'triage tag' and its 'tear off tabs' procedure (see appendix F of [separate document] Volume 1 of this AEP for procedure details) shall be used for this purpose, in conjunction with any other suitable form of record keeping available Note - all medical / health / ambulance services key staff in XXX (country) together with all appropriate airline & airport staff - must be fully familiar with the standard triage tag tracking procedure - which must have been pre-planned for, documented, trained and exercised (and re-trained / re-exercised) by all concerned parties | |
| 20 | When all aspects of off-airport medical support at the accident airport are considered complete - fully brief and provide a handover to AMC senior manager / doctor / other appropriate person | |
| 21 | Stand-down off-airport medical support, ambulance and stretcher bearer teams - ensuring insofar as possible that appropriate rest and crisis counselling / debriefing services (where required / requested) are provided | |
| <i>End of Checklist</i> | | |

Note - **Off-airport** Health / Medical / Ambulance etc. Services '**general responsibilities & actions**' (as per above) are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc. However, the above information may be provided by the airport operator to the appropriate (off-airport) Health / Medical / Ambulance Services etc. - for the latter's consideration e.g. where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page **42**)



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Aircraft Accident - Off-airport / On Land

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate / continue own alerting and activation process as required
- Immediately deploy appropriate off-airport medical resources (including ambulances & stretcher bearers [with stretchers]) in support of crisis
- Request similar immediate deployment of appropriate XIA medical resources (i.e. AMC)
- Assume operational command & control of medical operations upon arrival at accident site
- Oversee triage, immediate medical care and medical transportation operations
- Co-ordinate provision & control (including **re-supply**) of medical resources e.g. hospitals, ambulance agencies, medicines / drugs / equipment / stretchers & stretcher bearers / body bags / triage tags etc.
- Oversee initial tracking & documentation of accident victim disposal (i.e. **location** [accident site; hospital; mortuary; airport; hotel; other; not known etc.] and **status** [injured; uninjured; dead; missing; not known etc.])
- Provide medical representation to command centre HQ of agency having on-site primacy (manpower permitting)
- Maintain a log of events throughout

General Actions required of the Off-airport Medical & Ambulance Services are not required to be documented herein. However, it is expected that such Services will act (insofar as the XIA AEP is concerned) in accordance with appropriate 'Mutual Aid Emergency Support Agreements' in force at the time of the accident - or otherwise as reasonably required by circumstances 'on the day'

Note - **Off-airport** Health / Medical / Ambulance etc. Services '**general responsibilities & actions**' (as per above) are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc. However, the above information may be provided by the airport operator to the appropriate (off-airport) Health / Medical / Ambulance Services etc. - for the latter's consideration e.g. where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page **42**)

IMPORTANT

See 'Information Notes 1 to 3' - starting on page **239**



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport [airside]*) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident [Off - Airport / on or over Water](#)

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|--|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident [Off - Airport / on or over Water](#) should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator responders**
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources itself - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate / continue own alerting and activation process as required
- Immediately deploy appropriate off-airport medical resources (including ambulances & stretcher bearers [with stretchers]) in support of crisis
- Request similar immediate deployment of appropriate XIA medical resources (i.e. AMC)
- Assume operational command & control of medical operations upon arrival at off-loading / landing point(s) or nearest accessible land location to accident location
- Oversee triage, immediate medical care and medical transportation (land and air) operations
- Co-ordinate provision & control (including re-supply) of medical resources e.g. hospitals, ambulance agencies, medicines / drugs / equipment / stretchers & stretcher bearers / body bags / triage tags etc.
- Oversee tracking & documentation of accident victim disposal (i.e. location [accident site; hospital; mortuary; airport; hotel; other; not known etc.] and status [injured; uninjured; dead; missing; not known etc.])
- Provide medical representation to command centre HQ of agency having on-site primacy (manpower permitting)
- Arrange for emergency medical supplies / re-supplies to be deployed if required
- Maintain a log of events throughout

General Actions required of the Off-airport Medical & Ambulance Services are not required to be documented herein. However, it is expected that such Services will act (insofar as the XIA AEP is concerned) in accordance with appropriate 'Mutual Aid Emergency Support Agreements' in force at the time of the accident - or otherwise as is reasonably required by circumstances 'on the day'

Note - Off-airport Health / Medical / Ambulance etc. Services '**general responsibilities & actions**' (as per above) are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc. However, the above information may be provided by the airport operator to the appropriate (off-airport) Health / Medical / Ambulance Services etc. - for the latter's consideration e.g. where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page 42)

IMPORTANT

See 'Information Notes 1 to 3' - starting on page 239

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* **airside**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required



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FULL EMERGENCY

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: XIA Airport (AMC & others TBA)
Alerts Whom: TBA

General Responsibilities:

- Initiate / continue own Alerting and Activation process as required
- Bring appropriate emergency medical response, ambulance system and stretcher bearer resources to a state of Immediate Readiness (*potential* aircraft accident situation)
- Ensure that pre-stocked Emergency Medical Supplies, Equipment, Documentation etc. are readied for immediate deployment
- Review any appropriate 'Mutual Aid Emergency Support Agreements' in place
- Respond as required by developing circumstances
- Maintain log of events throughout

General Actions Required: See checklist below

| | Action | ☑ ? |
|-------------------------|--|-----|
| 1 | Initiate / continue own SOP Alerting and Activation Process | |
| 2 | Maintain a written log of events throughout | |
| 3 | Place all appropriate Emergency Medical Response, Ambulance Units & Stretcher Bearers (with stretchers) at a state of Immediate Readiness (<i>insert contact details here xxxxxxxx</i>) | |
| 4 | Ensure that pre-stocked Emergency Medical Supplies, equipment etc. are readied for immediate deployment | |
| 5 | Obtain locations of (emergency response designated XIA airport access / exit gates, rendezvous point(s) and staging area(s)) - and pass this info on immediately to all other responding (off-airport) medical support agencies - including ambulances and stretcher bearers | |
| 6 | If Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow appropriate, documented procedure, located elsewhere in this Sub-section 3G | |
| 7 | If aircraft lands safely - stand-down to normal readiness & notify other associated responders (as already alerted by off-airport medical services etc.) accordingly | |
| <i>End of Checklist</i> | | |

Note - **Off-airport** Health / Medical / Ambulance etc. Services '*general responsibilities & actions*' (as per above) are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc. However, the above information may be provided by the airport operator to the appropriate (off-airport) Health / Medical / Ambulance Services etc. - for the latter's consideration e.g. where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page **42**)

IMPORTANT

See 'Information Notes 1 to 3' - starting on page **239**



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Aircraft Ground Incident

General

An Aircraft Ground Incident is an occurrence, **other than an aircraft accident**, where an aircraft on the **ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for assistance and / or investigation.

The following occurrences are typical examples of same:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences)
- etc.

It is not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for

Agencies deploying in support of aircraft ground incidents, if required so to do - should use logic and common sense to decide on what particular actions to take, depending on actual circumstances prevailing 'on the day'

Checklists already included in other parts of this AEP Volume **2B** may be used / adapted for guidance in how to respond to aircraft ground incidents

Important Note - An aircraft incident (on the ground or in the air) is not the same thing as an aircraft accident. Consequences of an incident do **not** typically lead to death, serious injury, serious damage to an aircraft or anything else etc.



Aircraft Ground Incident

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc..

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

General support of XIA Airport Medical Centre / Clinic - when so requested

General Actions required:

No specific action required unless so requested by XIA AMC

If such action is so requested - it should be implemented in accordance with any *Mutual Aid Emergency Support Agreements* in force - OR otherwise as mutually (tactically / operationally) agreed to 'on the day'

Note - **Off-airport** Health / Medical / Ambulance etc. Services '*general responsibilities & actions*' (as per above) are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc. However, the above information may be provided by the airport operator to the appropriate (off-airport) Health / Medical / Ambulance Services etc. - for the latter's consideration e.g. where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page 42)



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Bomb Threat / Sabotage - Aircraft

RED Security Alert / RED Threat Assessment Made

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

IMPORTANT NOTE

The following checklists relate to **'bomb threat / sabotage'** *as associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) **OR** on the ground at XIA

Depending on the actual **'bomb threat / sabotage'** situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS at XIA will generally declare any of *'Full Emergency', 'Aircraft Ground Incident' or 'Local Standby'*

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate **'bomb threat / sabotage'** checklist - **and also** (concurrently / at the same time) by the appropriate *'Full Emergency' OR 'Aircraft Ground Incident' OR '*Local Standby'* checklist - as appropriate

***Off-airport responders are typically not alerted for 'Local Standby' type situations**

As always, should the situation develop into an **'Aircraft Accident'** (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3G** checklist (**Aircraft Accident**) must also be used. Should the **'bomb threat / sabotage'** situation **still exist** after such **'aircraft accident'** occurrence / declaration - then the appropriate **'bomb threat / sabotage'** checklist must **also continue** to be addressed **concurrently** with the **aircraft accident** checklist

Lastly, the **'bomb threat / sabotage'** situation might be combined with an act (further act) of *'unlawful interference (aircraft related)'* - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by all concerned / involved (along with associated implications, complications & consequences) it might be better for such ****combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

****For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!**

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be *****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. *'..... commence alerting & activation.....'*

*****Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences**



IMPORTANT

At all stages of a security incident response where serious 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

Note

For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the relatively close vicinity (e.g. within 2 - 400 metres and possibly greater distances depending on circumstances 'on the day') of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where e.g. Fires & Rescue Services, Medical / Ambulance Services, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are requested to assist the security services at or in the relatively close vicinity of the aircraft or its baggage, cargo and mail, *this should be strictly on a **voluntary** basis only*

For **less serious security alerts** the restrictions documented in the paragraph immediately above will not generally apply i.e. involvement in responding to such 'less serious' security incidents *is both permitted and expected*

Reminder

See 'Information Note 1' and 'Information Note 2' - starting on page 239

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see pages 14-25



Bomb Threat / Sabotage - Aircraft

RED Security Alert / RED Threat Assessment Made

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: AMC / Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate / continue own Alerting and Activation process as required
- Bring appropriate emergency medical response, ambulance system and stretcher bearer resources to a state of Immediate Readiness (*potential* aircraft accident situation)
- Ensure that pre-stocked Emergency Medical Supplies, Equipment, Documentation etc. are readied for immediate deployment
- Review any appropriate 'Mutual Aid Emergency Support Agreements' in place
- Respond as / if requested by AMC and / or as per actual circumstances 'on the day'
- Maintain log of events throughout

General actions required:

No action required (other than that shown above under 'General Responsibilities') unless so requested by XIA Airport Medical Centre or similar. If such action is so requested - it should be implemented immediately in accordance with any Mutual Aid Emergency Support Agreements in force at the time of the incident - or otherwise as directed by an appropriate, superior authority (e.g. typically any of the 'security' services, police, military etc.) - or otherwise as is reasonably required by actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B / sub-section 3G - may *also* be used / adapted for further guidance

Note - Off-airport Health / Medical / Ambulance etc. Services '*general responsibilities & actions*' (as per above) are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc. However, the above information may be provided by the airport operator to the appropriate (off-airport) Health / Medical / Ambulance Services etc. - for the latter's consideration e.g. where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

All of this might best be 'achieved' via the associated 'Airport Emergency (Planning) Committee meetings (see **separate** document AEP Volume 1 - page 42)



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UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hijack where the aircraft is merely transiting XXX (XIA Airport and / or XXX ATS Area Control Centre) airspace, many of the required actions will **not** be applicable

Common sense and logic should be used accordingly in deciding which particular actions are applicable / required

Unlawful Interference - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete both the 'Bomb Warning / Sabotage' and 'Unlawful Interference' checklists concurrently (at the same time)

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder - See 'Information Note 1' and 'Information Note 2' - starting on page 239

Reminder - If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

Assumption - The following (see next page) is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: AMC / Various Inputs

Alerts Whom: TBA

General Responsibilities:

- Initiate / continue own Alerting and Activation process as required
- Bring appropriate emergency medical response, ambulance system and stretcher bearer resources to a state of Immediate Readiness (*potential* aircraft accident situation)
- Ensure that pre-stocked Emergency Medical Supplies, Equipment, Documentation etc. are readied for immediate deployment
- Review any appropriate 'Mutual Aid Emergency Support Agreements' in place
- Respond as / if requested by AMC and / or as per actual circumstances 'on the day'
- Maintain log of events throughout

General actions required:

No action required (other than that shown above under 'General Responsibilities') unless so requested by XIA Airport Medical Centre or similar. If such action is so requested - it should be implemented immediately in accordance with any Mutual Aid Emergency Support Agreements in force at the time of the incident - or otherwise as directed by an appropriate, superior authority (e.g. typically any of the 'security' services, police, military etc.) - or otherwise as is reasonably required by actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B / sub-section 3G - may *also* be used / adapted for further guidance



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AEP Volume 2B / Sub-section 3H

Airport Operator's (XIA) - 'Normal (Day to Day) Operations' Control Centre



Aircraft Accident / Incident Related Checklists

Important Reminder - See again information provided on pages 7 & 8 of this document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3H



Introductory Notes - XIA's **Normal** Ops Control Centre *versus* the XIA **Emergency Ops Centre**

Note 1: IMPORTANT - Many airports operate under the **false** (& potentially damaging) **assumption** that their emergency operations centre (**EOC** [if they have one!]) can activate & become effective **almost immediately** following first declaration of a major airport related emergency. In reality, **the very quickest** that the 'most fit for purpose' airport EOCs can be adequately manned and 'switched on' functionally is around 30 minutes. Most airports will typically take longer, up to 60 minutes and possibly significantly longer - depending on time of day; day of week; public / religious holidays etc.

For example, on New Year's Eve at **5 minutes before midnight**, it might easily take several hours (**or even longer**) for an EOC to become operational (same goes for Christmas; Eid al-Fitr; Diwali; Chinese New Year etc.)

Accordingly, **and until the EOC is ready to assume its crisis related roles and responsibilities** - it is the airport's '**normal**' (day to day) **operations control centre**' (or equivalent facility) which must take over all airport related management (command, control, co-ordination & communication) of a major, airport related crisis response. (Note that for 'worst case' pre-planning purposes - it should be assumed that the XIA EOC **will not become operational for at least 2 hours** - following initial emergency declaration by the airport)

Note 2: IMPORTANT - Until the XIA EOC becomes operational, the airport's 'Normal Operations Control Centre' will need to concurrently (at the same time) deal with the emergency / crisis (as per 'Note 1' above) - **and also** with what it would have been doing 'on a day to day' basis as part of its **normal** operations duties (assuming for the moment that the airport remains operational after crisis occurrence) - **BUT** with only the **same** number of staff initially available (until [if] extra staff can be made available for duty [which will take considerable time {if at all possible} on e.g. New Year's Eve!])

However, in the vast majority of on-airport major accidents, the airport will close immediately - possibly for several days or even longer. At many airports this is obviously going to cause massive disruption (business continuity related problems) to airport operations

Such disruption must **also** be managed of course - and the most significant player involved here is **again** the airport's Normal Operations Control Centre - which (it will be recalled) is **also** managing the emergency (until such time as the EOC can take over)

Note - for '**worst case**' pre-planning purposes, it should be assumed that XIA is required to **concurrently** manage **1)** the Emergency / Crisis; **2)** **Normal** Airport Operations - & **3)** **Disrupted** Airport Operations. This is a perfectly feasible scenario e.g. in displaced parallel runways operations permitting the airport to remain operational; where the accident occurs off-airport but close by etc.)

Because of what has been written in notes 1 & 2 above - associated (fit for purpose) plans, procedures etc. must obviously be **pre-prepared**, documented, maintained, reviewed, trained for (& re-trained) and exercised for (& re-exercised)

Without all of the latter, the probability of the desired outcomes (from operational, financial, brand / image / reputation etc. viewpoints) **being achieved will be low to very low**



Information 1

It may be that the **airport** operator is able to provide 'temporary' shelter for triage and immediate medical care operations at or close to the accident site. Such shelter typically takes the form of inflatable tents - sometimes with power, lighting and temperature control (via portable generators & other appropriate equipment). At its most extreme, enough inflatable tents are procured by some well-resourced airports (and colour coded accordingly) for the different levels of triage required (again by standard triage colour code) and subsequent immediate medical treatment. At many airports having such a facility, it is AFS which typically deploys the inflatable tents and sets them up (in conjunction with others e.g. Medical Services responders; Airport Police / Security; XYZ Airports Authority (airport operator) staff; Aircraft Operator / Local Rep staff etc.)

Information 2

Airport provided buses with **seats removed** are another option for use in triage and immediate medical care operations. Where such facilities exist, their deployment and use at time of crisis should have already been **pre-planned**, documented, trained and exercised (and re-trained / re-exercised) by all concerned. Buses (with seats in place) can also be used as a collection point for uninjured victims. Provision of same is typically a shared responsibility of airport operator, accident aircraft operator and an appropriate Ground Handling Agent(s) - GHA

Note - It is assumed herein that XIA has use of both inflatable tents and modified & unmodified buses (as described above) at its disposal - for emergency response operations. The tents and buses **are capable of off-airport deployment** where so required

Information 3

Unless the **dead** have already been moved from the **initial** location where 'expiry of life' occurred - all bodies / body parts are to be left where they are - unless such removal is considered overriding in order to preserve evidence for the eventual judicial & air accident enquiries. If such removal **is** required, photographs / sketches of such bodies / body parts should be made before removal (if possible and safe so to do). The same applies to personal effects found close to bodies. All responders at the accident site are to be made aware of this accordingly

Aircraft Accident - On Airport

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Alerted By: AFS / ATS / Whoever

Alerts Whom: See below:

- All appropriate departments / business units of the XYZ Airports Company required to participate in crisis / emergency response duties (even if already alerted via other sources as per this AEP) (*insert or cross refer to contact details here xxxxxxxx*)
- All top (very senior) Management of XYZ Airports Company (even if already alerted via other sources as per this AEP) (*insert or cross refer to contact details here xxxxxxxx*)
- Others as intimated (as appropriate) in the checklist starting further below (see page 271)



General Responsibilities:

- Continue own alerting and activation procedure as required (This includes double checking that the appropriate **off-airport** agencies have been alerted & activated)
- Call-out additional staff to augment manning of XIA **Normal** Operations Control Centre
- Exercise delegated **strategic & tactical** C4 of crisis situation (from airport viewpoint only) - until **XIA Emergency Operations Centre** (EOC) becomes 'operational' and can 'take over'
- Continue to oversee **normal** airport ops (1. Crisis circumstances 'on the day' so permitting & acceptable. 2. Where normal airport ops are possible but to do so would adversely interfere with the crisis response operation, **close the airport**)
- Oversee **business continuity** ops (as required & as appropriate to actual circumstances 'on the day')
- Oversee task of establishing, setting up and manning of / for **XIA EOC**. 1. This includes activating a currently qualified '**Overall Commander**' to take over strategic & tactical C4 of the crisis from the XIA EOC [i.e. from you] 2. Ensure that appropriate **off-airport** representation is provided to the EOC
- Ensure Airport Police / Security etc. implement enhanced security measures as required
- In conjunction with Airport Police / Security / ATS etc. - oversee access control to / from airport and on-airport accident location - plus provision of associated escort services
- Facilitate (On-airport) ground traffic management, in conjunction with Airport Police, ATS etc.
- Nominate an appropriate '**On-scene Commander**' & deploy him / her to accident location (to eventually operate [executing on-site operational control] from the deployed XIA MICC)
- Appoint an '**Operational Commander / Airport Operator**' + a support team - to operate the XIA **Mobile Incident Command Centre** (MICC). (Deploy manned MICC to accident location ASAP)
- Ensure all necessary communications links established (see *Radio Communications Plan at appendix P to AEP Volume 1 [separate document]*)
- Ensure liaison / co-ordination personnel (with appropriate decision making powers) from all appropriate (XIA based) crisis responders e.g. Airport Police / Security; AMC, Airport Operator, Aircraft Operator; main / selected GHA(s); Airport Engineering etc. - attend the XIA **MICC** (Note - similar applies to appropriate **off-airport** agencies attending the crisis at XIA)
- Provide any & all support to **On-scene Commander & other on-site Operational Commanders**
- Make regular situation reports to XYZ Airports Company top manager(s)
- Liaise with appropriate statutory / regulatory authorities e.g. Civil Aviation Authority; Air Accident Investigation authority etc.
- **See important note on next page & act on it when circumstances so require / permit**
- Ensure continual accident response situation updates are obtained (& distributed / redistributed to whoever - as required) and acted upon - as required
- Oversee augmentation of ground transportation services (especially buses)
- Oversee deployment to accident site of essential services, equipment and similar resources e.g. inflatable tents and / or triage and immediate medical care use buses; ground equipment; food & beverage; litter (FOD) prevention measures; portable lighting etc.
- Oversee activation / deployment of the **airport's** Immediate Care Team (ICT) & contribute airport operator manpower to this team (as available)
- In conjunction with Airport Police / Security; AMC; Aircraft Operator (including **accident airline's** HAT if available at XIA); main or selected GHA(s); ICT; Airport CIQ (Customs, Immigration & Quarantine [Port Health]); voluntary & similar groups etc. - evacuate, secure, set-up, man & operate the XIA **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** facilities - as required
- Manage appropriate crisis related Public Announcements (PA) at all airport Terminals
- Oversee crisis related use of Flight Information Displays (FIDS) at all airport Terminals & similar e.g. web-site(s), social media etc.



General Responsibilities - continued:

- Oversee set up & operation of an **airport** Emergency Call / Contact / Information Centre
- Ongoing care (humanitarian, welfare etc.) of all on-airport located accident victims & their FR
- Ongoing care (humanitarian, welfare etc.) of all responders operating on-airport - as required
- Ongoing provision of food/ drink etc. to emergency responders
- **Initial, limited & closely controlled / guided** dealings with the Media - in conjunction with 'other appropriate agencies' - as required (until such time as **airport PR staff** can take over)
- Initial accident aircraft removal considerations in conjunction with Aircraft Operator; Air Accident Investigation Agency, Police etc.
- When appropriate, provide handover brief to Overall Commander and then hand over overall management (C4) of crisis to him / her
- Continue any other crisis related duties - as required
- Resume normal operations accountabilities - as required
- Ensure that you and your staff receive appropriate psychosocial care - as required
- Make 'debriefing' notes for feedback at the eventual post crisis wash-up meetings

| | | |
|---------|---|--|
| CIQ | = | Customs, Immigration & Port Health (Quarantine) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |

IMPORTANT NOTE - XYZ Airport's Normal Ops Control Centre's Checklist *versus* EOC Checklist

When (if) the XYZ Airports Company - **Emergency Operations Centre (EOC)** has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed) from the below XYZ Airports Company (**'Normal Operations' Control Centre**) checklist (starts page 271) will be merged (transferred) with (to) those of the **separate EOC** check list (starts page 492)

When (if / whilst) this is done, it is vital that the primary / appropriate person(s) responsible for operating **this** XYZ Airports Company **'normal operations control centre'** check list transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and sits next to the equivalent person(s) responsible for the airport operator's **separate, equivalent EOC check list** - and that these two persons then liaise closely together to ensure that **all** items on **both** of their respective check lists are **fully co-ordinated, addressed and 100% completed - without error, omission or confusion**

At this point it is anticipated that other staff at the 'Normal Operations' Control Centre itself will continue management of normal and business continuity operations **only** (as applicable) - as required by actual circumstances 'on the day'

General actions: See checklist starting next page



Aircraft Accident - On Airport - XYZ Airports Company - 'Normal Operations' Control Centre

See again 'important' note on preceding page & act on it when circumstances so require / permit

See again notes 1 and 2 (Page 267) + 'information' notes (page 268) - **before** starting this checklist

| Action | | ☑ ? |
|--------|--|-----|
| 1 | <p>Commence own SOP alerting and activation procedure - including the augmented (extra staff requirement) manning procedure for XIA Normal Operations Control Centre on-duty staff. <i>(Insert location of associated SOP here xxxxxxx)</i></p> <p>Note: The person(s) carrying out this checklist should delegate his / her / their responsibilities for 'normal' and 'disrupted [business continuity]' airport operations duties (as dictated by actual circumstances 'on the day') to some other appropriate person(s) - circumstances permitting. If this is not possible, the first person(s) mentioned above will need to manage 'everything' concurrently - difficult as this might be</p> | |
| 2 | Maintain a written log of events throughout crisis | |
| 3 | <p>Oversee the opening, set-up & manning (via alerting & activation) of the XYZ Airport Company's Emergency Operations Centre (EOC). The SOP for this will be found at: <i>(Insert location of associated SOP here xxxxxxx)</i> Note - ensure in particular that an appropriate Overall Commander has been alerted / activated - and is deploying without delay to the EOC</p> | |
| 4 | Conduct concurrent strategic and tactical C4 of the crisis (airport operator aspects only) until relieved of this responsibility by the Overall Commander | |
| 5 | Double-check that (off-airport) Police & Civil Defence Fire & Rescue Services have been alerted and activated. <i>(Insert appropriate contact details here xxxxxxx)</i> | |
| 6 | Double-check that (off-airport) Medical / Ambulance & Stretcher Services have been alerted and activated. <i>(Insert appropriate contact details here xxxxxxx)</i> | |
| 7 | <p>Obtain (ASAP) below information from (crisis/incident flight's) Aircraft Operator (or latter's [GHA] representative at XIA or whoever): <i>(Insert associated contacts & SOP location here xxxxxxx)</i></p> <ul style="list-style-type: none"> Total number of persons (unverified at this stage) believed to have been on board accident aircraft Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any Estimated (type & amount) of fuel on board accident aircraft at time of accident Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available <p>(Note. Do not let missing details delay passing on what you do have - see 8. below)</p> | |
| 8 | <p>Ensure highlighted information as per checklist item 7 above is relayed / forwarded to appropriate emergency services immediately - particularly to AFS (via ATS etc. as required) + off-airport equivalent(s). Note - Update this info as quickly as possible, keep on doing so & keep on relaying the updates to whoever needs them</p> | |



Aircraft Accident - On Airport - XYZ Airports Company - 'Normal Operations' Control Centre

See again 'important' note on page 270 & act on it when circumstances so require

| | | |
|-----|--|--|
| 9 | Immediately deploy extra staff to airport information desk(s) / wherever, as appropriate - in order to assist in initially receiving potential MGFR (i.e. such MGFR as might possibly be associated with potential accident flight victims). (Provide Airport Information Desk staff with accident flight's schedule + latest PAX and crew lists [as a matter of urgency] and keep updating such lists [as available - and also as a matter of urgency]) | |
| 10a | Ensure airport's Flight Information Display System (FIDS) (showing details of accident flight) displays appropriately 'sensitive' wording such as e.g. '.....contact airline.....' or '.....please go to airport information desk located at.....' etc. Note - in <i>this</i> AEP guideline Volume 2B, it is to be assumed that XIA <i>has</i> an airport information desk(s) and that it is capable of being used to receive MGFR as described above in checklist item 9 | |
| 10b | As per checklists item 10a above, but now referring to crisis related use of any airport Public Address (PA) system. Note - Ensure that accident flight related messages put out via the airport's FIDS and PA system etc. - are worded suitably, sensibly & sensitively | |
| 11 | Check that accident flight's operator (and / or local representative [i.e. an appropriate GHA]) is deploying its 2 person 'Crash Site Team' to accident location. Facilitate this deployment as required e.g. provide immediate transport and escort (<i>Insert appropriate contact details here xxxxxxxx</i>) | |
| 12 | Liaise with AMC re any extra transport requirements needed to convey AMC team to the accident location - over and above those already despatched in AMC ambulances | |
| 13 | Check with (<i>xxxxxxx & yyyyyyy & zzzzzzz & etc.</i>) that following is in hand (as appropriate) & associated info is being passed on to all concerned (especially to <i>off-airport</i> responders): <ul style="list-style-type: none"> Specific airport access / exit gates (incl. crash gates) to be used Rendezvous Point(s) to be used Staging / holding area(s) to be used Associated communications, security, access / exit control, passes / permits, identifying apparel worn, appropriate vehicles marked, routings, escort, signage, lighting etc. - is all being addressed - in accordance with associated SOPs (<i>insert appropriate contact details & SOP location(s) here xxxxxxxx</i>) Control & co-ordination of Airport landside road traffic management, in conjunction with Airport Police / Security; Off-airport Police etc. | |
| 14 | Appoint / confirm an appropriate ' <i>On-scene Commander</i> ' & deploy him / her to accident location (if not already there). Note - this person will eventually operate from the MICC | |
| 15 | Nominate & alert / activate an ' <i>Operational Commander / Airport Operator</i> ' + support team (if not already done e.g. by AFS) - for manning / deploying / operating the XIA MICC. Note - Ensure appropriate personnel with requisite experience & decision making authority - are alerted, activated & deployed as part of MICC support team. The latter typically (but not exclusively) comprises reps from XYZ Airports Company, AFS, Airport Police / Security, AMC, Aircraft Operator (and / or local rep), GHA(s), Ground Transport / Equipment provider etc.) | |
| 16 | Arrange preparation of XIA MICC vehicle (if not already done e.g. by AFS). When completed & manned (i.e. by ' <i>Operational Commander / Airport Operator</i> ' plus support team), despatch to accident location immediately (again, if not already done e.g. by AFS) | |



Aircraft Accident - On Airport - XYZ Airports Company - 'Normal Operations' Control Centre

See again 'important' note on page 270 & act on it when circumstances so require

| | | |
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| 17 | Double check AMC is activating pre-existing arrangements for appropriate numbers of stretcher bearers & stretchers to be deployed to accident location (as required by actual circumstances 'on the day'). <i>(Insert contact details & location of associated SOP here xxxxxxxx)</i> | |
| 18 | Ensure aaaaaaa has been alerted <i>(insert contact details & SOP location here xxxxxxxx)</i> and is arranging SOP provision of appropriate ground equipment (especially aircraft steps) and ground transportation (especially buses) to deploy to nominated staging area(s) | |
| 19 | Double check (with whoever) that appropriate liaison personnel (having appropriate experience & decision making authority) are selected, notified etc. - and transported / escorted / guided to the deployed MICC (i.e. after arrival of latter at accident location) Note: Such liaison personnel will typically comprise reps from off-airport responders - particularly from fire and rescue, police and medical / health / ambulance / stretcher services. NB: Latter subject to manpower availability from primary, emergency response duties | |
| 20 | Establish all necessary communications links <i>(as per AEP Radio Communications Plan - for reference see appendix P to AEP Volume 1 [separate document])</i> | |
| 21 | In conjunction with ATS, On-scene Commander, Airport Police / Security, AMC & helicopter operator(s) - co-ordinate the task of choosing a suitable area near the accident location for emergency support (Medical) helicopter operations | |
| 22a | Provide regular situation reports to XYZ Airports Company top manager | |
| 22b | Provide regular situation reports to all other appropriate parties - as required | |
| 23 | When issuing orders / commands / instructions etc. - ensure (by whatever means available) that adequate and timely execution of same is monitored | |
| 24 | Liaise (as required) with appropriate statutory / regulatory authorities e.g. Civil Aviation Authority; Air Accident Investigation Authority; Health / Medical Authority etc. | |
| 25 | Where required / requested, provide initial co-ordination between On-scene Commander & responding off-airport emergency support agencies. Transfer task to MICC (operational [on-site] co-ordination) when it is operational | |
| 26 | Invoke any pre-planned procedures for the set-up and operation of on-airport (or near airport) temporary mortuary / mortuaries | |
| 27a | Ensure availability / deployment / operation of the following at accident location: <ul style="list-style-type: none"> Inflatable 'triage / immediate medical treatment' tents (an alternative to latter might be use of airport buses with seats removed; other types of portable shelter etc.) A suitable method of screening victims from adverse environmental (weather) conditions (e.g. use of heated / air conditioned [as appropriate] airport buses with seating - sent to the accident location for this purpose) | |



Aircraft Accident - On Airport - XYZ Airports Company - 'Normal Operations' Control Centre

See again 'important' note on page 270 & act on it when circumstances so require

| | | |
|-----|--|--|
| 27b | <p>Ensure availability / operation of sufficient of the following at the accident location - as appropriate to availability and actual 'circumstances on the day':</p> <ul style="list-style-type: none"> ▪ Inflatable 'triage /immediate medical treatment' tents (an alternative to latter might be use of airport buses with seats removed; other types of portable shelter etc.) ▪ A suitable method of screening victims from adverse environmental (weather) conditions (e.g. use of heated / air conditioned [as appropriate] airport buses) ▪ Body bags ▪ COMMS equipment (including [e.g. Tetra type] radios; Smart phones; SAT phones; Megaphones - etc.) ▪ Generators / Ground Power Sets ▪ Portable lighting, torches etc. ▪ Ropes, barriers, pickets etc. ▪ Cones, stakes, signs, marker tape etc. ▪ Suitable heavy machinery, extraction and cutting tools ▪ Tug and tow-bar if appropriate ▪ Other, appropriate ground equipment as required e.g. aircraft steps ▪ Drinking water / beverages for victims & responders (especially in hot conditions) ▪ Food / snacks etc. for victims & responders (don't forget specialist food, drink & hygiene requirements for children & infants) ▪ Portable lavatories ▪ Rubbish Bags (FOD prevention) ▪ Anything else as per actual circumstances 'on the day' etc. | |
| 28 | <p>Activate the XIA Emergency Call / Contact / Information Centre (1. if there is one? 2. For use by the general public) <i>(Insert location of appropriate activation SOP(s) here xxxxxxx)</i> Note - if both the airport & accident airline (and possibly other entities e.g. local Police) operate their own (separate) emergency telephone call centres - then great care must be taken to co-ordinate such separate emergency call centre operations, especially e.g. 1. With regard to exchange of essential informationand 2. Prevention of confusion to the public re which call centre is doing what; which one to call etc.</p> | |
| 29 | <p>Check with aaaaaaa that the airport's Immediate Care Team has been alerted, activated and is deploying (plus any aircraft operator provided Humanitarian Assistance Team [HAT] - as available locally) <i>(Insert location of appropriate activation SOP(s) here xxxxxxx)</i></p> | |
| 30 | <p>In conjunction with Airport Police / Security + Immigration (as required) - facilitate rapid and unhindered SOP clearance to airside of any ICT / HAT (or similar) staff deploying to XIA CRC (A) and SRC (A) - and also to the landside FRRC. <i>(Insert location of appropriate activation SOP(s) here xxxxxxx)</i></p> | |
| 31 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (airside) Gates xx-yy</p> <p>Once completed, these gates are to then be set up, manned & operated as the XIA 'Uninjured Passenger (Survivor) Reception Centre - Airside' - SRC (A) <i>(Insert location of appropriate activation SOP(s) here xxxxxxx)</i></p> | |



Aircraft Accident - On Airport - XYZ Airports Company - 'Normal Operations' Control Centre

See again 'important' note on page 270 & act on it when circumstances so require

| | | |
|----|--|--|
| 32 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (airside) Business Class Lounge cc</p> <p>Once completed, this lounge is to be set up, manned & operated as the XIA 'Uninjured Crew (Survivor) Reception Centre - Airside' - CRC (A) (Insert location of appropriate activation SOP(s) here xxxxxxxx)</p> | |
| 33 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (landside) Food Court dd</p> <p>Once completed, this food court is to be set up, manned & operated as the XIA 'Family, Relatives & Friends Reception Centre - Airport' (FRR) (Insert location of appropriate activation SOP(s) here xxxxxxxx)</p> | |
| 34 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) - monitor SOP evacuation and securing of a suitable location at XIA Terminal (landside) (insert name, type and location of this facility here)</p> <p>Once completed, this location is to be set up, manned & operated as the XIA 'Reuniting Area - Airport' (RA [A]) (which will eventually be used for the immediate / shorter term re-uniting of uninjured victims with their associated [present at the airport] MGFR) (Insert location of appropriate activation SOP(s) here xxxxxxxx)</p> | |
| 35 | <p>Double check that Airport Customs, Immigration and Port Health (CIQ) have been alerted & activated and are deploying / will deploy teams to the SRC (A) and the CRC (A) (Insert location of appropriate activation SOP(s) here xxxxxxxx)</p> | |
| 36 | <p>Ensure that CIQ personnel facilitate the handling of all accident victims and crisis responders in accordance with the requirements of ICAO Annex 9, Chapter 8 - Note: See appendix R of the XIA AEP (separate document) Volume 1 for more information on this ICAO sourced requirement</p> | |
| 37 | <p>Alert bbbbbb to standby to deploy aircraft recovery / removal teams and equipment (Insert location of appropriate activation SOP(s) here xxxxxxxx)</p> | |



Aircraft Accident - On Airport - XYZ Airports Company - 'Normal Operations' Control Centre

See again 'important' note on page 270 & act on it when circumstances so require

| | | |
|-------------------------|--|--|
| 38 | For any initial 'Crisis Communications' dealings with the Media (up to the point when XIA Corporate Communications / PR can take over this task) - strictly follow the appropriate SOP related to this subject (<i>Insert location of appropriate SOP(s) here xxxxxxxx</i>) | |
| 39 | Double check that ABCX Airlines Flight Catering Company (at XIA) is aware of the emergency and is following its SOP (<i>as per appropriate Mutual Aid Emergency Support Agreement</i>) re supplying food, beverage, emergency clothing and other essential 'commissary' type items (as required) to the SRC (A) , the CRC (A) & the FRRC - not forgetting provision for infants (<i>Insert location of appropriate activation SOP(s) here xxxxxxxx</i>) Note: Also to provide on-going food and beverage for responding staff deployed at all on-airport crisis response action sites - as associated with the emergency / crisis | |
| 40 | Facilitate provision of ongoing care (humanitarian, welfare etc.) of all on-airport located accident victims & their associated MGFR (as required by actual circumstances 'on the day') | |
| 41 | Facilitate provision of ongoing care (humanitarian, welfare etc.) of all responders operating on-airport (as required by actual circumstances 'on the day') | |
| 42 | Provide detailed handover briefing to appropriate person in EOC when latter is ready to become operational Note: Ideally this should be accomplished 'face to face' - but in extremis a telephone briefing can be given, until such time as the XIA Normal Ops Control Centre person (responsible for this checklist) physically relocates to the XIA EOC, as per the 'important note' procedure shown on page 270 of this document | |
| 43 | Continue with any other emergency related duties as assigned by EOC and / or at own initiative | |
| 44 | When so cleared by the appropriate authority, liaise with aircraft operator and / or aaaaaaa aircraft engineering - for recovery / removal of the accident aircraft or aircraft wreckage | |
| 45 | Resume full control of 'normal' (and possibly 'disrupted [business continuity]') operations duties (as appropriate to actual circumstances 'on the day') - when released from emergency response related accountabilities by the EOC's Overall Commander | |
| 46 | Ensure all involved Airport (Normal) Ops Centre staff receive appropriate, emotional support - if so required / requested. Also, don't forget to say 'thank you' | |
| 47 | Prepare appropriate feedback notes (from your viewpoint) for use in the eventual 'wash-up' debriefing(s) as to how the emergency / crisis was handled by all appropriate agencies / persons involved | |
| End of Checklist | | |



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Aircraft Accident - Off Airport/On Land - XYZ Airports Company - '**Normal Operations**' Control Centre

Alerted By: AFS

Alerts Whom: See below

- All appropriate departments of the XYZ Airports Company required for crisis response operations (even if already alerted via other sources as per this AEP) *(insert or cross refer to contact details here xxxxxxxx)*
- All top (very senior) Management of XYZ Airports Company (even if already alerted via other sources as per this AEP) *(insert or cross refer to contact details here xxxxxxxx)*
- Others as intimated in the checklist starting further below (see page 283)

Before starting:

- ✓ Read both 'important notes' - page 267 - they also apply here
- ✓ Read all 'information notes' - page 268 - they also apply here
- ✓ Read important note page 280 - it also applies here

General Responsibilities:

- Continue own alerting and activation procedure as required. (This includes double checking that the appropriate **off-airport** agencies have also been alerted & activated)
- Call-out additional staff to augment manning of XIA **Normal** Operations Control Centre
- Exercise pre-delegated **strategic & tactical** C4 of crisis situation *(from airport viewpoint only)* - until **XIA Emergency Operations Centre** (EOC) becomes 'operational' and can 'take over'
- In conjunction with ATS, AFS and other on-airport agencies (as appropriate for latter) decide on type & amount of **airport** based resources (if any) to be deployed off-airport in support of the emergency / crisis. (Pass on this decision to appropriate **off-airport** agencies) Note: the remainder of this '**aircraft accident off-airport / on land**' section *assumes that such deployment is approved*, typically including a presence from AFS; Airport Police; AMC; Aircraft Operator; MICC and others
- Oversee the off-airport deployment process (including choice of **on**-airport staging area(s); exit / crash gates to use; safe traffic procedure etc. - as applicable)
- Ensure Airport Police / Security manage appropriate (**on**-airport) ground traffic measures (and also liaise with **off-airport** police / whoever to facilitate most rapid route possible [for deploying **on**-airport resources] to accident location)
- Ensure Airport Police / Security enhance on-airport security measures
- Continue to oversee **normal** airport ops (1. Crisis circumstances 'on the day' so permitting & acceptable. 2. Where normal airport ops are possible but to do so would adversely interfere with the crisis response operation, *consider closing the airport*)
- Oversee **business continuity** ops (as required & as appropriate to actual circumstances 'on the day')
- Oversee task of establishing, setting up and manning of the **XIA EOC**. 1. This includes activating a currently qualified '**Overall Commander**' to eventually take over strategic & tactical C4 of the crisis from the XIA **Normal** Ops Control Centre [i.e. from you] 2. Ensure that appropriate **off-airport** representation is also provided to the EOC (in accordance with any 'mutual aid emergency support agreement(s)' in force, or otherwise as required by actual circumstances 'on the day')
- As guided by any 'mutual aid emergency support agreement(s)' in place (or otherwise at own initiative) - appoint an '**Operational Commander / Airport Operator**' + **supporting team** - and deploy them (in the MICC) to accident location, where they will set up & operate the **XIA MICC** (Note that for **off-airport aircraft accidents** the appointed '**Operational Commander / Airport Operator**' should come from the pool of trained and exercised XYZ Airports Company '**On-scene Commanders**')



General Responsibilities - continued:

- Ensure all necessary communications links established (see *Radio Communications Plan* at appendix P to AEP Volume 1 [separate document])
- Support the 'Operational Commander / Airport Operator' + any other deployed (XIA based) 'Operational Commanders' (e.g. AFS; Airport Police; AMC; Aircraft Operator etc.) as required
- Support the appropriate **off-airport** commander having local jurisdiction / primacy at the accident location (Also ensure that deployed XIA based resources at the accident site [e.g. AFS, AMC, airport police, aircraft operator etc.] provide similar support **and** [manpower permitting] each also provides a liaison rep to attend the mobile, deployed HQ [if any] of said off-airport commander)
- Make regular situation reports to XYZ Airports Company top manager(s)
- Liaise with appropriate statutory / regulatory authorities - as required
- **See important note on next page & act on it when circumstances so require / permit**
- Ensure continual accident response situation updates are obtained (& distributed / redistributed to whoever - as required) and acted upon - as required / as appropriate
- Oversee deployment (as / if required) to accident site of (airport sourced) essential services, equipment and similar (e.g. inflatable tents and / or triage + immediate medical care use buses; extra communications equipment, appropriate ground equipment [e.g. aircraft steps]; food & beverage [minimum of potable water]; portable lighting etc.) Note: it is assumed in this guideline document that such airport based buses are available and capable of off-airport travel
- * In co-ordination with local commander having accident site jurisdiction / primacy - consider need for evacuation, set up, manning & operation of the XIA **On-Airport** based **CRC (A), SRC (A), FRRC** and **RA (A)** facilities. (If so required [and in conjunction with Airport Police / Security; AMC; Aircraft Operator {including accident airline's HAT if available at XIA}; main or selected GHA(s); ICT; Airport CIQ {Customs, Immigration & Quarantine / Port Health}; voluntary & similar groups etc.]) - **evacuate, secure, set-up, man & operate the XIA based CRC (A), SRC (A), FRRC and RA (A) facilities**
- * Assess need for activation and **on-airport** deployment (as per bullet point immediately above) of the XIA Immediate Care Team (ICT) - and (if so activated) contribute XIA airport manpower to this team as per the associated SOP
- * Provide expertise & support (including manpower e.g. the XIA ICT) to the local commander having accident site jurisdiction / primacy - & in circumstances where CRC (A), SRC (A), FRRC and RA (A) **equivalent** facilities need to be set up locally (i.e. **not** located / set-up at XIA airport)
- Manage appropriate crisis related Public Announcements (PA) at all airport Terminals
- Oversee crisis related use of Flight Information Displays (FIDS) at all airport Terminals & similar e.g. web-site(s), social media etc.
- Oversee set up & operation of an **airport** Emergency Call / Contact / Information Centre
- Ongoing care (humanitarian, welfare etc.) of all on-airport located accident victims & their FR
- Ongoing care (humanitarian, welfare etc.) of all airport based responders - as required
- Ongoing provision of food/ drink etc. to emergency responders
- **Initial, limited & closely controlled / guided** dealings with the Media - in conjunction with 'other appropriate agencies' - as required (until such time as **airport PR staff** can take over)
- Initial accident aircraft removal considerations in conjunction with e.g. Aircraft Operator; Air Accident Investigation Agency, Local Commander having Accident Site Jurisdiction / Primacy
- When appropriate, provide handover brief to **Overall Commander** and then hand over overall management (C4) of crisis to him / her
- Continue any other crisis related duties - as required
- Resume normal operations accountabilities - as required
- Ensure that you and your staff receive appropriate psychosocial care - as required
- Make 'debriefing' notes for feedback at the eventual post crisis wash-up meetings



* See also 'important note' starting page 281

| | | |
|---------|---|--|
| CIQ | = | Customs, Immigration & Port Health (Quarantine) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Aircraft Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |

IMPORTANT NOTE - XYZ Airports Normal Ops Control Centre's Checklist *versus* EOC Checklist

When (if) the XYZ Airports Company - **Emergency Operations Centre (EOC)** has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed) from the below XYZ Airports Company ('**Normal Operations Control Centre**') checklist (starts page 283) will be merged (transferred) with (to) those of the **separate EOC** check list (starts page 500)

When (if / whilst) this is done, it is vital that the primary / appropriate person(s) responsible for operating **this** XYZ Airports Company '**normal operations control centre**' check list transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and sits next to the equivalent person(s) responsible for the airport operator's **separate, equivalent EOC check list** - and that these two persons then liaise closely together to ensure that **all** items on **both** of their respective check lists are **fully co-ordinated, addressed and 100% completed - without error, omission or confusion**

At this point it is anticipated that other staff at the 'Normal Operations' Control Centre itself will continue / resume management of normal and business continuity operations **only** (as applicable) - as required by actual circumstances 'on the day'



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* **airside**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See checklist starting next page:



Aircraft Accident - Off Airport/On Land - XYZ Airports Company - 'Normal Operations' Control Centre

See 'important' note 1 on page 280 & act on it when circumstances so require / permit

See again notes 1 & 2 (Page 267) + the 'information' notes (page 268) - **before** starting this checklist

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Commence own SOP alerting and activation procedure - including the augmented (extra staff requirement) manning procedure for XIA Normal Operations Control Centre on-duty staff . <i>(Insert location of associated SOP here xxxxxxx)</i> Note: The person(s) carrying out this checklist should delegate his / her / their responsibilities for ' normal ' and ' disrupted [business continuity]' airport operations duties (as dictated by actual circumstances 'on the day') to some other appropriate person(s) - circumstances permitting. If this is not possible, the first person(s) mentioned above will need to manage 'everything' concurrently - difficult as this might be | |
| 2 | Maintain a written log of events throughout the crisis | |
| 3 | Oversee the opening, set-up & manning process for the XYZ Airport Company's Emergency Operations Centre (EOC) . The SOP for this will be found at: <i>(Insert location of associated SOP here xxxxxxx)</i> Note 1 - Ensure that an Overall Commander has been alerted / activated - and will deploy without delay to the EOC. Note 2 - Ensure appropriate off-airport representation is provided to EOC (as per associated SOP / Mutual Crisis Support Agreement) | |
| 4 | Conduct concurrent strategic and tactical C4 of the crisis (airport operator aspects only) until relieved of this responsibility by Overall Commander | |
| 5 | Ensure (off-airport) Police + Fire & Rescue Services + Medical / Ambulance / Stretcher Services - have been alerted & activated. <i>(Insert appropriate contact details here xxxxxxx)</i> | |
| 6 | Double-check that Rescue Co-ordination Centre, appropriate Government Agencies (at all levels) and the Military etc. - have been alerted & activated. (As appropriate to accident circumstances 'on the day') <i>(insert appropriate contact details here xxxxxxx)</i> | |
| 7 | Obtain (ASAP) below information from (crisis/incident flight's) Aircraft Operator (or latter's [GHA] representative at XIA or whoever): <i>(Insert associated contacts & SOP location here xxxxxxx)</i> <ul style="list-style-type: none"> Total number of persons (unverified at this stage) believed to have been on board accident aircraft Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any Estimated (type & amount) of fuel on board accident aircraft at time of accident Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available <p>(Note. Do not let missing details delay passing on what you do have - see 8. Below)</p> | |
| 8 | Ensure highlighted information as per checklist item 7 above is relayed / forwarded to appropriate emergency services immediately - particularly to AFS (via ATS etc. as required) + off-airport equivalent(s) . Note - Update this info as quickly as possible, keep on doing so & keep on relaying the updates to whoever needs them | |
| 9 | Immediately deploy extra staff to airport information desk(s) / wherever, as appropriate - in order to assist in initially receiving potential MGFR (i.e. such MGFR as might possibly be associated with potential accident flight victims). (Provide Airport Information Desk staff with accident flight's schedule + latest PAX and crew lists [as a matter of urgency] and keep updating such lists [as available - and, again, as a matter of urgency]) | |



Aircraft Accident - Off Airport/On Land - XYZ Airports Company - 'Normal Operations' Control Centre

See 'important' note on page 280 & act on it when circumstances so require / permit

| | | |
|-----|---|--|
| 10a | Ensure airport's Flight Information Display System (FIDS) (showing details of accident flight) displays appropriately 'sensitive' wording such as e.g. '..... <i>contact airline</i>' or '..... <i>please go to airport information desk located at</i>' etc. Note - in this AEP guideline Volume 2B, it is to be assumed that XIA has an airport information desk(s) and that it is capable of being used to receive MGFR as described above in checklist item 9 | |
| 10b | As per checklists item 10a above, but now referring to crisis related use of any airport Public Address (PA) system . Note - Ensure that accident flight related messages put out via the airport's FIDS and PA system etc. - are worded suitably, sensibly & sensitively | |
| 11 | With ATS, AFS + other appropriate on-airport agencies, decide on type & amount of airport based resources (if any) to deploy off-airport in support of the emergency / crisis. Pass on this decision ASAP to appropriate off-airport agencies. (<i>Insert appropriate contact details here xxxxxxxx</i>). Note: the remainder of this ' aircraft accident off-airport / on land ' checklist <i>assumes that such deployment is approved</i> , typically including representation from AFS; Airport Police; AMC; Aircraft Operator / Rep; MICC + other selected XIA agencies - depending on actual circumstances in force 'on the day' | |
| 12 | Oversee off-airport deployment process (including choices of on -airport staging area(s); exit / crash gates to use; safe traffic procedure to be established; escort by off-airport Police [e.g. in conjunction with airport & off-airport police etc.] - as applicable) (<i>insert appropriate contact details here xxxxxxxx</i>) | |
| 13a | Alert & activate an 'Operational Commander / Airport Operator' + supporting team. (<i>insert appropriate contact details here xxxxxxxx</i>) Note 1. - For off-airport aircraft accidents the appointed ' Operational Commander / Airport Operator ' <i>should come from the pool of trained and exercised XYZ Airports Company 'On-scene Commanders'</i> . Note 2. - Until such time as the ' Operational Commander / Airport Operator ' arrives at accident location (typically as part of the MICC Team), the responsibility is temporarily assumed by the <i>senior XIA AFS person present, operating from his / her own fire & rescue vehicle</i> | |
| 13b | Oversee preparation of XIA MICC vehicle. When done, despatch to accident location with 'Operational Commander / Airport Operator' + supporting team on board. (In accordance with any Mutual Aid Emergency Support Agreement procedures in force OR as requested by an appropriate off-airport agency OR otherwise at own discretion). Note - Ensure that appropriate XIA based liaison personnel with the requisite experience & decision making authority - are alerted, activated & deployed as part of MICC support team. The latter typically (but not exclusively) comprises reps from XYZ Airports Company, AFS, Airport Police / Security, AMC, Aircraft Operator (and / or local rep), GHA(s), Ground Transport / Equipment provider, Customs & Immigration etc.) | |
| 14 | Double check AMC is activating pre-existing arrangements for appropriate numbers of stretcher bearers & stretchers to be deployed to accident location (as required by actual circumstances 'on the day'). (<i>Insert contact details & location of associated SOP here xxxxxxxx</i>) | |
| 15 | Establish all necessary communications links (as per AEP Radio Communications Plan - for reference see appendix P to AEP Volume 1 [<i>separate document</i>]) Note. This includes 1. Making & maintaining contact with any off-airport GOLD (Strategic) Command agency involved and 2. Making & maintaining contact with the off-airport on-site commander having overall primacy jurisdiction at the accident location. The MICC will take over this communications role after its arrival at accident location | |



Aircraft Accident - Off Airport/On Land - XYZ Airports Company - 'Normal Operations' Control Centre

See 'important' note on page 280 & act on it when circumstances so require / permit

| | | |
|-----|---|--|
| 16 | Oversee enhancement of on-airport security measures (via Airport Police / Security etc.) | |
| 17 | Oversee initial co-ordination, liaison etc. (as required by actual circumstances 'on the day') between all deploying on-airport emergency support agencies. Transfer this task to XIA MICC and EOC in due course - as they become operational | |
| 18 | <p>Ensure (insofar as is possible / practicable) deployment (& use / operation) of the following to / at the accident location - subject to availability and actual circumstances 'on the day': (Arrange deployment of said resources in accordance with any Mutual Aid Emergency Support Agreement in place OR as directed / requested by an appropriate authority OR at own discretion)</p> <ul style="list-style-type: none"> ▪ Inflatable 'triage /immediate medical treatment' tents (an alternative to latter might be use of airport buses with seats removed; other types of portable shelter etc.) ▪ A suitable method of screening victims from adverse environmental (weather) conditions (e.g. use of heated / air conditioned [as appropriate] airport buses) ▪ Body bags ▪ Extra COMMS equipment (including [e.g. Tetra type] radios; Smart phones; SAT phones; Megaphones; 'Runners' - etc.) ▪ Generators / Ground Power Sets ▪ Portable lighting, torches etc. ▪ Ropes, barriers, pickets etc. ▪ Cones, stakes, signs, marker tape etc. ▪ Suitable heavy machinery, extraction and cutting tools ▪ Tug and tow-bar if appropriate ▪ Other, appropriate ground equipment as required e.g. aircraft steps ▪ Drinking water / beverages for victims & responders (especially in hot conditions) ▪ Food / snacks etc. for victims & responders (don't forget specialist food, drink & hygiene requirements for children & infants) ▪ Portable lavatories ▪ Rubbish Bags (FOD Prevention) ▪ Anything else as per actual circumstances 'on the day' etc. | |
| 19 | <p>Work / liaise with XIA ATS, helicopter provider(s), medical services & all other appropriate parties present at the deployed location - in order to facilitate the task of choosing a suitable, local area - for use during medical support helicopter operations.</p> <p>Note 1. - Ensure commander having on-site jurisdiction / primacy is consulted. Note 2. - Delegate this checklist 19 requirement to XIA's 'Operational Commander / Airport Operator' + supporting team (after they arrive 'on-site')</p> | |
| 20a | Provide regular situation reports to XYZ Airports Company top manager (insert contact details here xxxxxxxx) | |
| 20b | Provide regular situation reports to all other appropriate parties - as required (insert contact details here xxxxxxxx) | |
| 21 | Liaise (as required) with appropriate statutory / regulatory authorities e.g. Civil Aviation Authority; Air Accident Investigation Authority; Health / Medical Authority etc. (insert contact details here xxxxxxxx) | |
| 22 | When issuing orders / commands / instructions etc. - ensure (by whatever means available) that they are received in good time + achievement of adequate & timely execution of same is monitored | |



Aircraft Accident - Off Airport/On Land - XYZ Airports Company - 'Normal Operations' Control Centre

See 'important' note on page 280 & act on it when circumstances so require / permit

| | | |
|----|---|--|
| 23 | Where necessary, activate pre-planned procedure for set-up & operation of on-airport (or near airport) temporary mortuary / mortuaries (Do this in conjunction with the off-airport on-site commander having overall primacy jurisdiction at the accident location) <i>(insert contact details & associated SOP locations here xxxxxxx)</i> | |
| 24 | <p>Activate the XIA Emergency Call / Contact / Information Centre (1. if there is one? 2. For use by the general public) <i>(Insert location of appropriate activation SOP(s) here xxxxxxx)</i></p> <p>Note - if both the airport & accident airline (and possibly other entities e.g. local Police) operate their own (separate) emergency telephone call centres - then great care must be taken to co-ordinate such separate emergency call centre operations, especially e.g. 1. With regard to exchange of essential informationand 2. Prevention of confusion to the public re which call centre is doing what; which one to call etc.</p> | |

Note: Concerning checklists items 25 to 30 below, the XIA EOC Overall Commander (or equivalent person temporarily in charge e.g. person in charge XIA 'Normal Operations Control Centre') should liaise with the senior commander having jurisdiction / primacy at the accident location (and / or other appropriate off-airport authority) - **as to use (or not)** of these airport located facilities. **It is assumed in this guideline document that use of such airport facilities is required. If not, adapt the appropriate parts of this checklist accordingly**

| | | |
|----|---|--|
| 25 | Check with aaaaaaa that the airport's Immediate Care Team (ICT) has been alerted, activated and is deploying (together with any aircraft operator provided Humanitarian Assistance Team [HAT] - as might be available locally) <i>(Insert location of appropriate activation SOP(s) here xxxxxxx)</i> | |
| 26 | In conjunction with Airport Police / Security + Immigration (as required) - facilitate rapid and unhindered SOP clearance to XIA airside of any ICT / HAT (or similar) staff deploying to XIA CRC (A) and SRC (A) - and also to the landside FRRC. <i>(Insert location of appropriate activation SOP(s) here xxxxxxx)</i> | |
| 27 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (airside) Gates xx-yy</p> <p>Once completed, these gates are to then be set up, manned & operated as the XIA 'Uninjured Passenger (Survivor) Reception Centre - Airside' - SRC (A) <i>(Insert location of appropriate activation SOP(s) here xxxxxxx)</i></p> | |
| 28 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (airside) Business Class Lounge cc</p> <p>Once completed, this lounge is to be set up, manned & operated as the XIA 'Uninjured Crew (Survivor) Reception Centre - Airside' - CRC (A) <i>(Insert location of appropriate activation SOP(s) here xxxxxxx)</i></p> | |



Aircraft Accident - Off Airport/On Land - XYZ Airports Company - 'Normal Operations' Control Centre

See 'important' note on page 280 & act on it when circumstances so require /permit

| | | |
|----|--|--|
| 29 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (landside) Food Court <i>dd</i></p> <p>Once completed, this food court is to be set up, manned & operated as the XIA 'Family, Relatives & Friends Reception Centre - Airport' - (FRR)C (<i>Insert location of appropriate activation SOP(s) here xxxxxxxx</i>)</p> | |
| 30 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) - monitor SOP evacuation and securing of a suitable location at XIA Terminal (landside) (insert name, type and location of this facility here)</p> <p>Once completed, this location is to be set up, manned & operated as the XIA 'Reuniting Area - Airport' (RA [A]) (which will eventually be used for the immediate / shorter term re-uniting of uninjured victims with their associated [present at the airport] MGFR) (<i>Insert location of appropriate activation SOP(s) here xxxxxxxx</i>)</p> | |
| 31 | <p>Where the accident site commander (i.e. person with overall on-site jurisdiction / primacy) and / or some other, appropriate authority has decided to set up off-airport equivalents of CRC (A), SRC (A), FRR)C and RA (A) (i.e. none of latter will be set up at XIA) - render all practical support, assistance, expertise, manpower (including [exceptionally] use of the XIA Immediate Care Team if feasible) and other XIA resources available</p> | |
| 32 | <p>Double check that Airport Customs, Immigration and Port Health (CIQ) have been alerted & activated and are deploying / will deploy teams to the SRC (A) and the CRC (A) (<i>Insert location of appropriate activation SOP(s) here xxxxxxxx</i>)</p> | |
| 33 | <p>Ensure that CIQ personnel facilitate the handling of all accident victims and crisis responders in accordance with the requirements of ICAO Annex 9, Chapter 8 - Note: See appendix R of the XIA AEP (separate document) Volume 1 for more information on this ICAO sourced requirement</p> | |
| 34 | <p>Alert bbbbbbb to standby to deploy aircraft recovery / removal teams and equipment (<i>Insert location of appropriate activation SOP(s) here xxxxxxxx</i>)</p> | |
| 35 | <p>For any initial 'Crisis Communications' dealings with the Media (up to the point when XIA Corporate Communications / PR can take over this task) - strictly follow the appropriate SOP related to this subject (<i>Insert location of appropriate SOP(s) here xxxxxxxx</i>)</p> | |
| 36 | <p>Double check that ABCX Airlines Flight Catering Company (at XIA) is following its SOP (as per appropriate Mutual Aid Emergency Support Agreement - or otherwise as required by actual circumstances 'on the day') re supplying food, beverage, emergency clothing and other essential 'commissary' type items (as required) to the SRC (A), the CRC (A) & the FRR)C (OR equivalent, local [off-airport] facilities) - not forgetting provision for children & infants (<i>Insert location of appropriate activation SOP(s) here xxxxxxxx</i>)</p> <p>Note: Also to provide on-going and regular food and beverage for all responding staff deployed at all on-airport crisis response action sites associated with the emergency. Same applies to airport based staff responding to crisis from off-airport locations (if reasonably practicable / possible for latter - and with permission of XIA EOC or equivalent authority)</p> | |



Aircraft Accident - Off Airport/On Land - XYZ Airports Company - **'Normal Operations'** Control Centre

See 'important' note on page 280 & act on it when circumstances so require / permit

| | | |
|------------------|--|--|
| 37 | Facilitate provision of ongoing care (humanitarian, welfare etc.) of all on-airport located accident victims & their associated MGFR - if any (as required by actual circumstances 'on the day') | |
| 38 | Facilitate provision of ongoing care (humanitarian, welfare etc.) of all airport based responders wherever they are (as required by actual circumstances 'on the day') | |
| 39 | Provide detailed handover briefing to appropriate person in EOC - when latter is ready to become operational Note: Ideally this should be accomplished 'face to face' - but in extremis a telephone briefing can be given, until such time as the XIA Normal Ops Control Centre person (responsible for this checklist) physically relocates to the XIA EOC, as per the 'important note' procedure shown on page 280 of this document | |
| 40 | When so cleared by the appropriate authority, liaise with aircraft operator and / or aaaaaaa aircraft engineering - for recovery / removal of the accident aircraft or aircraft wreckage (<i>insert contact details here xxxxxxxx</i>) | |
| 41 | Continue with any other emergency related duties as assigned by EOC and / or at own initiative | |
| 42 | Resume full control of 'normal' (and possibly 'disrupted [business continuity]') operations duties (as appropriate to actual circumstances 'on the day') - when released from emergency response related accountabilities by the EOC's Overall Commander | |
| 43 | Ensure (in due course) that all involved Airport (Normal) Ops Centre staff receive appropriate, emotional support - if so required / requested. Also, don't forget to say 'thank you' | |
| 44 | Prepare appropriate feedback notes (from your / your staff's viewpoints) for use in the eventual 'wash-up' debriefing(s) as to how the emergency / crisis was handled by all appropriate agencies / persons involved | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **Off - Airport / on or over Water**

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|--|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident **Off - Airport / on or over Water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator responders**
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Alerted By: AFS

Alerts Whom: See below

- All appropriate XIA agencies required for crisis response operations (even if already alerted via other sources as per this AEP) *(insert or cross refer to contact details here xxxxxxxx)*
- All top (very senior) Management of XYZ Airports Company (even if already alerted via other sources as per this AEP) *(insert or cross refer to contact details here xxxxxxxx)*
- Others as intimated in the checklist starting further below (see page 296)

Before starting:

- ✓ Read both 'important notes' - page 267 - they also apply here
- ✓ Read all 'information notes' - page 268 - they also apply here
- ✓ Read important note page 293 - it also applies here

General Responsibilities:

- Continue own alerting and activation procedure as required (This includes double checking that the appropriate **off-airport** agencies have also been alerted & activated)
- Call-out additional staff to augment manning of XIA **Normal** Operations Control Centre
- Exercise pre-delegated **strategic & tactical** C4 of crisis situation *(from airport viewpoint only)* - until **XIA Emergency Operations Centre** (EOC) becomes 'operational' and can 'take over'
- In conjunction with ATS, AFS & other on-airport agencies (as appropriate for latter) decide on type & amount of **airport** based resources (if any) to deploy off-airport in support of the emergency. (Pass on this decision to appropriate **off-airport** agencies) Note: the remainder of this '**aircraft accident off-airport / on or over water**' section *assumes that such deployment is approved*, typically including a presence from AFS; Airport Police; AMC; Aircraft Operator; MICC and others
- Oversee the off-airport deployment process (including choice of **on-airport** staging area(s); exit / crash gates to use; safe traffic procedure etc. - as applicable)
- Ensure Airport Police / Security manage appropriate (**on-airport**) ground traffic measures (and also liaise with **off-airport** police / whoever to facilitate most rapid route possible [for deploying **on-airport** resources] to the most appropriate off-airport location relative to accident location)
- Ensure Airport Police / Security enhance on-airport security measures
- Continue to oversee **normal** airport ops (1. Crisis circumstances 'on the day' so permitting & acceptable. 2. Where normal airport ops are possible but to do so would adversely interfere with the crisis response operation, *consider closing the airport*)
- Oversee **business continuity** ops (as required & as appropriate to actual circumstances 'on the day')
- Oversee task of establishing, setting up and manning of the **XIA EOC**. 1. This includes activating a currently qualified '**Overall Commander**' to eventually take over strategic & tactical C4 of the crisis from the XIA **Normal** Ops Control Centre [i.e. from you] 2. Ensure that appropriate **off-airport** representation is also provided to the EOC (in accordance with any 'mutual aid emergency support agreement(s)' in force, or otherwise as required by actual circumstances 'on the day')
- As guided by any 'mutual aid emergency support agreement(s)' in place (or otherwise at own initiative) - appoint an '**Operational Commander / Airport Operator**' + **supporting team** - and deploy them (in the MICC) to the most appropriate **off-airport** location relative to the accident location, where they will set up and operate the **XIA MICC** (Note that for **off-airport aircraft accidents** the appointed '**Operational Commander / Airport Operator**' should come from the pool of trained and exercised XYZ Airports Company '**On-scene Commanders**')



- Ensure all necessary communications links established (see *Radio Communications Plan at appendix P to AEP Volume 1 [separate document]*)
- Support the 'Operational Commander / Airport Operator' + any other deployed (XIA based) 'Operational Commanders' (e.g. AFS; Airport Police; AMC; Aircraft Operator etc.) as required
- Support the appropriate off-airport commander having local jurisdiction / primacy at the accident location (Also ensure that deployed XIA based resources at the accident site [e.g. AFS, AMC, airport police, aircraft operator etc.] provide similar support **and** [manpower permitting] each also provides a liaison rep to attend the mobile, deployed HQ [if any] of said off-airport commander)
- Make regular situation reports to XYZ Airports Company top manager(s)
- Liaise with appropriate statutory / regulatory authorities - as required
- See important note on **next** page & act on it when circumstances so require / permit
- Ensure continual accident response situation updates are obtained (& distributed / redistributed to whoever - as required) and acted upon - as required / as appropriate
- Oversee deployment (as / if required) to accident site of (airport sourced) essential services, equipment and similar (e.g. inflatable tents and / or triage + immediate medical care use buses; extra communications equipment, appropriate ground equipment [e.g. aircraft steps]; food & beverage [minimum of potable water]; portable lighting etc.) Note: it is assumed in this guideline document that such airport based buses are available and capable of off-airport travel
- * In co-ordination with local commander having accident site jurisdiction / primacy - consider need for evacuation, set up, manning & operation of the XIA On-Airport based CRC (A), SRC (A), FRRC and RA (A) facilities. (If so required [and in conjunction with Airport Police / Security; AMC; Aircraft Operator (including accident airline's HAT if available at XIA); main or selected GHA(s); ICT; Airport CIQ {Customs, Immigration & Quarantine / Port Health}; voluntary & similar groups etc.]) - **evacuate, secure, set-up, man & operate the XIA based CRC (A), SRC (A), FRRC and RA (A) facilities**
- * Assess need for activation and On-airport deployment (as per bullet point immediately above) of the XIA Immediate Care Team (ICT) - and (if so activated) contribute XIA airport manpower to this team as per the associated SOP
- * Provide all expertise and support (including manpower e.g. the XIA ICT to local commander having accident site jurisdiction / primacy - in circumstances where CRC (A), SRC (A), FRRC and RA (A) equivalent facilities need to be set up locally (i.e. **not** located / set-up at XIA airport)
- Manage appropriate crisis related Public Announcements (PA) at all airport Terminals
- Oversee crisis related use of Flight Information Displays (FIDS) at all airport Terminals & similar e.g. web-site(s), social media etc.
- Oversee set up & operation of an On-airport based Emergency Call / Contact / Info Centre
- Ongoing care (humanitarian, welfare etc.) of all on-airport located accident victims & their FR
- Ongoing care (humanitarian, welfare etc.) of all airport based responders
- Ongoing provision of food/ drink etc. to emergency responders
- **Initial, limited & closely controlled / guided** dealings with the Media - in conjunction with 'other appropriate agencies' - as required (until such time as **airport PR staff** can take over)
- Initial accident aircraft removal considerations in conjunction with e.g. Aircraft Operator; Air Accident Investigation Agency, Local Commander having Accident Site Jurisdiction / Primacy
- When appropriate, provide handover brief to **Overall Commander** and then hand over overall management (C4) of crisis to him / her
- Continue any other crisis related duties - as required
- Resume normal operations accountabilities - as required
- Ensure that you and your staff receive appropriate psychosocial care - as required
- Make 'debriefing' notes for feedback at the eventual post crisis wash-up meetings



Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

| | | |
|---------|---|--|
| CIQ | = | Customs, Immigration & Port Health (Quarantine) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |

* See also 'important note' starting page 294

IMPORTANT NOTE - XYZ Airports *Normal* Ops Control Centre's Checklist *versus* EOC Checklist

When (if) the XYZ Airports Company - **Emergency Operations Centre (EOC)** has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed) from the below XYZ Airports Company (**'Normal Operations Control Centre'**) checklist (starts page 296) will be merged (transferred) with (to) those of the **separate EOC** check list (starts page 509)

When (if / whilst) this is done, it is vital that the primary / appropriate person(s) responsible for operating **this** XYZ Airports Company '**normal operations control centre**' check list transfers location (i.e. physically moves to the **XIA EOC** facility itself) and sits next to the equivalent person(s) responsible for the airport operator's **separate, equivalent EOC check list** - and that these two persons then liaise closely together to ensure that **all** items on **both** of their respective check lists are **fully co-ordinated, addressed and 100% completed - without error, omission or confusion**

At this point it is anticipated that other staff at the 'Normal Operations' Control Centre itself will continue / resume management of normal and business continuity operations **only** (as applicable) - as required by actual circumstances 'on the day'



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* **airside**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See checklists starting next page:



Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

See 'important' note 1 on page 293 & act on it when circumstances so require / permit

See again notes 1 & 2 (Page 267) + the 'information' notes (page 268) - **before** starting this checklist

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Commence own SOP alerting and activation procedure - including the augmented (extra staff requirement) manning procedure for XIA's 'Normal' Operations Control Centre on-duty staff. <i>(Insert location of associated SOP here xxxxxxx)</i> Note: The person(s) carrying out this checklist should delegate his / her / their responsibilities for 'normal' and 'disrupted [business continuity]' airport operations duties (as dictated by actual circumstances 'on the day') to some other appropriate person(s) - circumstances permitting. If this is not possible, the first person(s) mentioned above will need to manage 'everything' concurrently - difficult as this might be | |
| 2 | Maintain a written log of events throughout the crisis | |
| 3 | Oversee the opening, set-up & manning process for the XYZ Airport Company's Emergency Operations Centre (EOC). The SOP for this will be found at: <i>(Insert location of associated SOP here xxxxxxx)</i> Note 1 - Ensure that an Overall Commander has been alerted / activated - and will deploy without delay to the EOC. Note 2 - Ensure appropriate off-airport representation is provided to EOC (as per associated SOP / Mutual Crisis Support Agreement) | |
| 4 | Conduct concurrent strategic and tactical C4 of the crisis (airport operator aspects only) until relieved of this responsibility by Overall Commander | |
| 5 | Double-check that (off-airport) Police + Civil Defence Fire & Rescue Services + Medical / Health / Ambulance & Stretcher Services etc..... have been alerted & activated. <i>(Insert appropriate contact details here xxxxxxx)</i> | |
| 6 | Double-check Rescue Co-ordination Centre, Military (esp. Navy), Coastguard, Port / Harbour Authorities, Government (appropriate levels / departments) etc. have been alerted/activated <i>(Insert appropriate contact details here xxxxxxx)</i> | |
| 7 | Obtain (ASAP) below information from (crisis/incident flight's) Aircraft Operator (or latter's [GHA] representative at XIA or whoever): <i>(Insert associated contacts & SOP location here xxxxxxx)</i> <ul style="list-style-type: none"> Total number of persons (unverified at this stage) believed to have been on board accident aircraft Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any Estimated (type & amount) of fuel on board accident aircraft at time of accident Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available <p>(Note. Do not let missing details delay passing on what you do have - see 8. Below)</p> | |
| 8 | Ensure highlighted information as per checklist item 7 above is relayed / forwarded to appropriate emergency services immediately - particularly to AFS (via ATS etc. as required) + off-airport equivalent(s). Note - Update this info as quickly as possible, keep on doing so & keep on relaying the updates to whoever needs them | |



Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

See 'important' note 1 on page 293 & act on it when circumstances so require / permit

| | | |
|-----|---|--|
| 9 | Immediately deploy extra staff to airport information desk(s) / wherever, as appropriate - in order to assist in initially receiving potential MGFR (i.e. such MGFR as might possibly be associated with potential accident flight victims). (Provide Airport Information Desk staff with accident flight's schedule + latest PAX and crew lists [as a matter of urgency] and keep updating such lists [as available - and, again, as a matter of urgency]) | |
| 10a | Ensure airport's Flight Information Display System (FIDS) (showing details of accident flight) displays appropriately 'sensitive' wording such as e.g. '.....contact airline.....' or '.....please go to airport information desk located at.....' etc. Note - in <i>this</i> AEP guideline Volume 2B, it is to be assumed that XIA <i>has</i> an airport information desk(s) and that it is capable of being used to receive MGFR as described above in checklist item 9 | |
| 10b | As per checklists item 10a above, but now referring to crisis related use of any airport Public Address (PA) system. Note - Ensure that accident flight related messages put out via the airport's FIDS and PA system etc. - are worded <u>suitably, sensibly & sensitively</u> | |
| 11 | With ATS, AFS + other appropriate on-airport agencies, decide on type & amount of airport based resources (if any) to deploy <u>off-airport</u> in support of the emergency / crisis. Pass on this decision ASAP to appropriate <u>off-airport</u> agencies. (<i>Insert appropriate contact details here xxxxxxx</i>). Note: the remainder of this 'aircraft accident off-airport / on or over water' checklist <i>assumes that such deployment is approved</i> , typically including representation from AFS; Airport Police; AMC; Aircraft Operator / Rep; MICC + other selected XIA agencies - depending on actual circumstances in force 'on the day' | |
| 12 | Oversee <u>off-airport</u> deployment process (including choices of <u>on</u> -airport staging area(s); exit / crash gates to use; establishing safe traffic procedure; escort e.g. by off-airport Police etc.) (<i>insert appropriate contact details here xxxxxxx</i>) | |
| 13a | Alert & activate an 'Operational Commander / Airport Operator' + supporting team. (<i>insert appropriate contact details here xxxxxxx</i>) Note 1. - For <u>off-airport</u> aircraft accidents the appointed 'Operational Commander / Airport Operator' <i>should come from the pool of trained and exercised XYZ Airports Company 'On-scene Commanders'</i> . Note 2. - Until such time as the 'Operational Commander / Airport Operator' arrives at accident location (typically as part of the MICC Team), the responsibility is <i>temporarily</i> assumed by the <i>senior XIA AFS person present, operating from his / her own fire & rescue vehicle</i> | |
| 13b | Oversee preparation & despatch of XIA MICC vehicle to most appropriate location (e.g. nearest accessible land location to 'on / over water' accident site..... and / or designated off-loading / landing point[s] etc.) <i>with 'Operational Commander / Airport Operator' + supporting team on board</i> . (In accordance with any Mutual Aid Emergency Support Agreement in force <i>OR</i> as requested by an appropriate <u>off-airport</u> agency <i>OR</i> otherwise at own discretion). Note - Ensure that appropriate <i>XIA based</i> liaison personnel with the requisite experience & decision making authority - are alerted, activated & deployed as part of MICC support team. The latter typically (but not exclusively) comprises reps from XYZ Airports Company, AFS, Airport Police / Security, AMC, Aircraft Operator (and / or local rep), GHA(s), Ground Transport / Equipment provider, Customs & Immigration etc.) | |
| 14 | Double check AMC is activating pre-existing arrangements for appropriate numbers of stretcher bearers & stretchers to be deployed to accident location (as required by actual circumstances 'on the day'). (<i>Insert contact details & location of associated SOP here xxxxxxx</i>) | |



Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

See 'important' note 1 on page 293 & act on it when circumstances so require / permit

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| 15 | Establish all necessary communications links (as per AEP Radio Communications Plan - for reference see appendix P to AEP Volume 1 [separate document]) Note. This includes 1. Making & maintaining contact with any off-airport GOLD (Strategic) Command agency / agencies involved and 2. Making & maintaining contact with the off-airport on-site commander having overall primacy jurisdiction at the accident location. The MICC will take over this latter communications role from you - after its arrival at deployed operating location | |
| 16 | Oversee enhancement of on-airport security measures (via Airport Police / Security etc.) | |
| 17 | Oversee initial co-ordination, liaison etc. (as required by actual circumstances 'on the day') between all deploying on-airport emergency support agencies. Transfer this task to XIA MICC and EOC in due course - as and when they become operational | |
| 18 | <p>Ensure (insofar as is possible / practicable) deployment (& use / operation) of the following to / at the most appropriate location (e.g. the nearest accessible land location to on / over water accident site..... and / or designated off-loading / landing point[s] etc.) - subject to availability and actual circumstances 'on the day': (Arrange deployment of said resources in accordance with any Mutual Aid Emergency Support Agreement in place OR as directed / requested by an appropriate authority OR at own discretion)</p> <ul style="list-style-type: none"> Sufficient Search and Rescue helicopters (and / or aircraft) Sufficient numbers of adequately equipped Inshore Rescue Craft / similar Sufficient Lifejackets / buoyancy aids (enough for maximum number of accident victims anticipated plus (+) maximum number of airport responders anticipated) Sufficient Life-rafts (enough for maximum numbers of accident victims anticipated) Sufficient waterproof / similar PPE & clothing (enough for maximum number of airport responders anticipated) Inflatable 'triage /immediate medical treatment' tents (an alternative to latter might be use of airport buses with seats removed; other types of portable shelter etc.) A suitable method of screening victims from adverse environmental (weather) conditions (e.g. use of heated / air conditioned [as appropriate] airport buses) Body bags Extra COMMS equipment (including [e.g. Tetra type] radios; Smart phones; SAT phones; Megaphones - etc.) Generators / Ground Power Sets Portable lighting, torches etc. Ropes, barriers, pickets etc. Cones, stakes, signs, marker tape etc. Suitable heavy machinery, extraction and cutting tools Drinking water / beverages for victims & responders (especially in hot conditions) Food / snacks etc. for victims & responders (don't forget specialist food, drink & hygiene requirements for children & infants - as required) Portable lavatories Rubbish Bags Anything else required / available - as per actual circumstances 'on the day' etc. | |



Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

See 'important' note 1 on page 293 & act on it when circumstances so require / permit

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| 19 | Work / liaise with XIA ATS, helicopter provider(s), medical services & all other appropriate parties present at the deployed location (i.e. typically the nearest accessible land location to the 'on / over' water accident site..... and / or designated off-loading / landing point[s] etc.) - in order to facilitate the task of choosing a suitable, local area - for use during medical support helicopter operations. Note 1. - Ensure commander having on-site jurisdiction / primacy is consulted. Note 2. - Delegate this checklist 19 requirement to XIA's 'Operational Commander / Airport Operator' + supporting team (after they arrive 'on-site') | |
| 20a | Provide regular situation reports to XYZ Airports Company top manager (insert contact details here xxxxxxxx) | |
| 20b | Provide regular situation reports to all other appropriate parties - as required (insert contact details here xxxxxxxx) | |
| 21 | Liaise (as required) with appropriate statutory / regulatory authorities e.g. Civil Aviation Authority; Air Accident Investigation Authority; Health / Medical Authority etc. (insert contact details here xxxxxxxx) | |
| 22 | When issuing orders / commands / instructions etc. - ensure (by whatever means available) that they are received in good time + achievement of adequate & timely execution of same is monitored | |
| 23 | Where necessary, activate pre-planned procedure for set-up & operation of <u>on-airport</u> (or near airport) temporary mortuary / mortuaries (Do this in conjunction with the <u>off-airport</u> on-site commander having overall primacy jurisdiction at the accident location) (insert contact details & associated SOP locations here xxxxxxxx) | |
| 24 | Activate the XIA Emergency Call / Contact / Information Centre (1. if there is one? 2. For use by 'enquiring' general public) (Insert location of appropriate activation SOP(s) here xxxxxxxx) Note - if both the airport & accident airline (and possibly other entities e.g. local Police) operate their own (separate) emergency telephone call centres - then great care must be taken to co-ordinate such separate emergency call centre operations, especially e.g. 1. With regard to exchange of essential informationand 2. Prevention of confusion to the public re which call centre is doing what; which one to call etc. | |

Note: Concerning checklists items 25 to 30 below, the XIA EOC Overall Commander (or equivalent person temporarily in charge e.g. person in charge XIA 'Normal Operations Control Centre') should liaise with the senior commander having jurisdiction / primacy at the accident location (and / or other appropriate off-airport authority) - as to use (or not) of these airport located facilities. **It is assumed in this guideline document that use of such airport facilities is required. If not, adapt the appropriate parts of this checklist accordingly**

| | | |
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| 25 | Check with aaaaaaa that the airport's Immediate Care Team (ICT) has been alerted, activated and is deploying (together with any aircraft operator provided Humanitarian Assistance Team [HAT] - as might be available locally) (Insert location of appropriate activation SOP(s) here xxxxxxxx) | |
| 26 | In conjunction with Airport Police / Security + Immigration (as required) - facilitate rapid and unhindered SOP clearance to XIA <u>airside</u> of any ICT / HAT (or similar) staff deploying to XIA CRC (A) and SRC (A) - and also to the <u>landside</u> FRRC. (Insert location of appropriate activation SOP(s) here xxxxxxxx) | |



Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

See 'important' note 1 on page 293 & act on it when circumstances so require / permit

| | | |
|----|--|--|
| 27 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (airside) Gates xx-yy</p> <p>Once completed, these gates are to then be set up, manned & operated as the XIA 'Uninjured Passenger (Survivor) Reception Centre - Airside' - SRC (A) (Insert location of appropriate activation SOP(s) here xxxxxxxx)</p> | |
| 28 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (airside) Business Class Lounge cc</p> <p>Once completed, this lounge is to be set up, manned & operated as the XIA 'Uninjured Crew (Survivor) Reception Centre - Airside' - CRC (A) (Insert location of appropriate activation SOP(s) here xxxxxxxx)</p> | |
| 29 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (landside) Food Court dd</p> <p>Once completed, this food court is to be set up, manned & operated as the XIA 'Family, Relatives & Friends Reception Centre - Airport' - (FRR) (Insert location of appropriate activation SOP(s) here xxxxxxxx)</p> | |
| 30 | <p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) - monitor SOP evacuation and securing of a suitable location at XIA Terminal (landside) (insert name, type and location of this facility here)</p> <p>Once completed, this location is to be set up, manned & operated as the XIA 'Reuniting Area - Airport' (RA [A]) (which will eventually be used for the immediate / shorter term re-uniting of uninjured victims with their associated [present at the airport] MGFR) (Insert location of appropriate activation SOP(s) here xxxxxxxx)</p> | |
| 31 | <p>Where the local accident site commander (i.e. person with overall on-site jurisdiction / primacy) and / or some other, appropriate authority has decided to set up <u>off-airport</u> equivalents of CRC (A), SRC (A), FRR and RA (A) (i.e. none of latter will be set up at XIA) - render all practical support, assistance, expertise, manpower (including [exceptionally] use of the XIA Immediate Care Team if feasible) and other XIA resources as available</p> | |
| 32 | <p>Double check that Airport Customs, Immigration and Port Health (CIQ) have been alerted & activated and are deploying / will deploy teams to the SRC (A) and CRC (A) (Insert location of appropriate activation SOP(s) here xxxxxxxx)</p> | |
| 33 | <p>Ensure that CIQ personnel facilitate the handling of all accident victims and crisis responders in accordance with the requirements of ICAO Annex 9, Chapter 8 - Note: See appendix R of the XIA AEP (separate document) Volume 1 for more information on this ICAO sourced requirement</p> | |



Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

See 'important' note 1 on page 293 & act on it when circumstances so require / permit

| | | |
|------------------|--|--|
| 34 | Alert bbbbbbb to standby to deploy aircraft recovery / removal teams and equipment (Insert location of appropriate activation SOP(s) here xxxxxxxx) | |
| 35 | For any initial 'Crisis Communications' dealings with the Media (up to the point when XIA Corporate Communications / PR can take over this task) - strictly follow the appropriate SOP related to this subject (Insert location of appropriate SOP(s) here xxxxxxxx) | |
| 36 | Double check that ABCX Airlines Flight Catering Company (at XIA) is following its SOP (as per appropriate Mutual Aid Emergency Support Agreement - or otherwise as required by actual circumstances 'on the day') re supplying food, beverage, emergency clothing and other essential 'commissary' type items (as required) to the SRC (A) , the CRC (A) & the FRRC (OR equivalent, local [off-airport] facilities) - not forgetting provision for children & infants (Insert location of appropriate activation SOP(s) here xxxxxxxx) Note: Also to provide on-going and regular food and beverage for all responding staff deployed at all on-airport crisis response action sites associated with the emergency. Same applies to airport based staff responding to crisis from off-airport locations (if reasonably practicable / possible so to do - and with permission of XIA EOC or equivalent authority) | |
| 37 | Facilitate provision of ongoing care (humanitarian, welfare etc.) of all on-airport located accident victims & their MGFR (if any & as required by actual circumstances 'on the day') | |
| 38 | Facilitate provision of ongoing care (humanitarian, welfare etc.) of all airport based responders wherever they are (as required by actual circumstances 'on the day') | |
| 39 | Provide detailed handover briefing to appropriate person in EOC - when latter is ready to become operational. Note: Ideally this should be accomplished 'face to face' - but in extremis a telephone briefing can be given, until such time as the XIA Normal Ops Control Centre person (responsible for this checklist) physically relocates to the XIA EOC, as per the 'important note' procedure shown on page 293 of this document | |
| 40 | When so cleared by the relevant authority, liaise with aircraft operator and bbbbbbb engineering (and / or specialist Marine Salvage company) for salvage / recovery of the accident aircraft or aircraft wreckage (insert contact details here xxxxxxxx) | |
| 41 | Continue with other emergency related duties assigned by EOC and / or otherwise at own initiative | |
| 42 | Resume full control of 'normal' (and possibly 'disrupted [business continuity]') operations duties (as appropriate to actual circumstances 'on the day') - when released from emergency response related accountabilities by the EOC's Overall Commander | |
| 43 | Ensure (in due course) that all involved Airport (Normal) Ops Centre staff receive appropriate, emotional support - if so required / requested. Also, don't forget to say 'thank you' | |
| 44 | Prepare appropriate feedback notes (from your / your staff's viewpoints) for use in the eventual 'wash-up' debriefing(s) as to how the emergency / crisis was handled by all appropriate agencies / persons involved | |
| End of Checklist | | |

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water



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FULL EMERGENCY

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Alerted By: AFS

Alerts Whom: See below:

- All appropriate XIA agencies required for crisis response operations (even if already alerted via other sources as per this AEP) *(insert or cross refer to contact details here xxxxxxxx)*
- All top (very senior) Management of XYZ Airports Company (even if already alerted via other sources as per this AEP) *(insert or cross refer to contact details here xxxxxxxx)*
- Others as intimated in the checklist starting on page 304

General Responsibilities:

- Continue own SOP alerting / activation procedure as required (This includes double checking that the appropriate **off-airport** agencies have been alerted & placed on a state of immediate readiness)
- Place additional (appropriate) staff on 'immediate standby' - ready to augment XIA **Normal Operations** Control Centre manning (circumstances 'on the day' so requiring)
- Exercise delegated **strategic & tactical** C4 of crisis situation (from airport viewpoint only) - until **XIA Emergency Operations Centre (EOC)** becomes 'operational' and can 'take over' (if circumstances 'on the day' require such EOC activation)
- Continue to oversee **normal** airport ops (1. Crisis circumstances 'on the day' so permitting & acceptable. 2. Where normal airport ops are possible but to do so **might** adversely interfere with the **potential** crisis response operation, consider **closing the airport**)
- Obtain and disseminate / update appropriate information re the 'full emergency' aircraft
- Prepare to oversee task of establishing and setting up the **XIA EOC**
- Pre-designate (and place on **immediate standby** to activate) a potential '**Overall Commander**' & **supporting EOC Team**
- Pre-designate (and place on **immediate standby** to activate) a potential '**On-scene Commander**' (Note - in the shorter term such person is likely to be the senior AFS person on duty & likely to deploy - should an **aircraft accident** eventually be declared)
- Pre-designate (and place on **immediate standby** to activate) a potential '**Operational Commander / Airport Operator**' & **supporting MICC Team**
- Ensure **Mobile Incident Command Centre (MICC)** is readied for immediate deployment
- Double check that all others concerned have made adequate preparation for potential immediate deployment of essential manpower, services, facilities, equipment (including vehicles) & other required resources (to include any aircraft operator 'Humanitarian Assistance Team' which might be available in the shorter term)
- Review (with e.g. ATS, AFS, Airport Police / Security etc.) choices of **potential** airport access / exit routes, crash gates, staging areas, RVPs etc. for use - should the crisis escalate
- Place the airport's '**Immediate Care Team**' on a state of immediate standby to activate
- Prepare to oversee rapid establishment & operation of XIA Airport Information Desk(s)
- Prepare to oversee rapid establishment & operation of XIA **CRC (A)**, **SRC (A)**, **FRRC** & **RA (A)**
- Prepare to set up & operate an **airport** Emergency Call / Contact / Information Centre
- Make regular situation reports to XYZ Airports Company top manager(s) + others TBA

General Actions Required: See checklist starting next page:



FULL EMERGENCY

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

| | Action | ☑ ? |
|---|--|-----|
| 1 | Commence own SOP alerting and activation procedure (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) Note. To include all appropriate off-airport agencies as per any mutual aid emergency support agreements in place and / or at own discretion, depending on actual circumstance prevailing 'on the day' | |
| 2 | Maintain a written log of events | |
| 3 | Double check that all appropriate / required XYZ Airports Company + other appropriate XIA based agencies / staff + appropriate off-airport agencies - have been brought to a state of immediate readiness (including the XIA Immediate Care Team) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 4 | Exercise strategic & tactical C4 of incident (from airport viewpoint only) until (if) relieved | |
| 5 | Obtain (ASAP) below information from (crisis/incident flight's) Aircraft Operator (or latter's [GHA] representative at XIA or whoever): (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) <ul style="list-style-type: none"> Total number of persons (unverified at this stage) believed to be on board incident aircraft Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any Estimated (type & amount) of fuel on board aircraft at time of emergency Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available <p>(Note. Do not let missing details delay passing on what you do have - see 6. below)</p> | |
| 6 | Ensure highlighted information as per checklist item 5 above is relayed / forwarded to appropriate emergency services immediately - particularly to AFS (via ATS etc. as required) + also to off-airport equivalent(s). Note - Update this info as quickly as possible, keep on doing so & keep on relaying the updates to whoever needs them | |
| 7 | Continue to oversee normal airport ops. Note 1. Crisis circumstances 'on the day' so permitting & acceptable. Note 2. Where normal airport ops are possible but to do so might adversely interfere with the potential crisis response operation, consider closing the airport) | |
| 8 | Prepare to oversee task of establishing XIA EOC + placing on immediate standby (to activate) an appropriate Overall Commander & supporting EOC Team. (<i>Insert associated contacts & SOP location here xxxxxxxx</i>). Note - if XIA EOC activates - prepare, complete & deliver a comprehensive (face to face) handover brief to appropriate EOC staff - including your current roles / responsibilities concerning the crisis - which you intend to handover to EOC | |
| 9 | Pre-designate (and place on immediate standby to activate) a potential 'On-scene Commander'. (<i>Insert associated contacts & SOP location here xxxxxxxx</i>). Note - in the shorter term such person is likely to be the senior AFS person on duty & likely to deploy - should an aircraft accident eventually be declared | |



FULL EMERGENCY

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

| | | |
|------------------|--|--|
| 10 | Pre-designate (and place on immediate standby to activate) a potential ' Operational Commander / Airport Operator ' & supporting MICC Team. <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| 11 | Ensure that MICC vehicle is readied in all respects for immediate deployment. <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| 12 | Review (with e.g. ATS, AFS, Airport Police / Security etc.) choices of potential airport access / exit routes, crash gates, staging areas, RVPs etc. for use - should the crisis escalate. (Ensure that the resulting, provisional details are immediately passed on to all concerned i.e. all appropriate on and off -airport agencies) | |
| 13 | Place the airport's ' Immediate Care Team ' on a state of immediate readiness to activate | |
| 14 | Double check that all concerned have taken adequate, precautionary preparations for potential immediate deployment of essential manpower, services / facilities (e.g. potable water , sustenance [food etc.], portable toilets , rubbish [FOD] collection etc.), equipment (including vehicles [e.g. buses]; inflatable tents , body bags , ground equipment , extra communications kit etc.), replenishment (e.g. fire-fighting & rescue foam / water stocks ; medical supplies etc.) & other required resources (to include any aircraft operator ' Humanitarian Assistance Team ' - which might be available in the shorter term) | |
| 15 | Prepare to oversee rapid establishment & operation of XIA Airport Information Desk(s) (i.e. as initial point(s) of contact for appropriate MGFR located at the airport). Note - also ensure that airport terminal(s) FIDS and PA systems can be rapidly utilised for crisis related messages | |
| 16 | Prepare to oversee rapid establishment & operation of XIA CRC (A) , SRC (A) , FRRC and RA (A) . <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| 17 | Prepare to oversee rapid set up & operation of an airport Emergency Call / Contact / Information Centre. <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| 18 | Make regular situation reports to XYZ Airports Company top manager(s) + others TBA (as appropriate to actual circumstances 'on the day'). <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| 19 | If Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3H | |
| 20 | If aircraft lands safely - stand-down to normal readiness & notify all associated potential responders accordingly (without delay). <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| End of Checklist | | |

| | | |
|---------|---|--|
| CIQ | = | Customs, Immigration & Port Health (Quarantine) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |



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LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - i.e. Airport Operators '*Normal Operations*' Control Centre

Some examples of when **Local Standby Aircraft in-flight** might typically be declared at XIA:

- An aircraft at or near the airport is known or suspected to have developed defects or problems, the nature of which are **not** expected to cause any *serious difficulty* in carrying out a safe landing. Such defects might typically include:
 - ❖ Single engine shutdown (assumes that aircraft has more than one engine and can operate safely with one engine inoperative)
 - ❖ Hydraulic system malfunction (non-catastrophic)
 - ❖ Cabin pressurisation problem (non-catastrophic) etc.
- An aircraft at or near the airport is subject to a *suspected* bomb threat
- An aircraft at or near the airport is subject to a *suspected* 'unlawful seizure / act'
- An aircraft at or near the airport is operating in weather conditions very close to its or its pilots' limitations (sometimes known as '*weather standby*')
 - etc.

The objective of declaring '**Local Standby Aircraft in-flight**' is to alert key airport response personnel and agencies to *prepare* for a rapid reaction in the *unlikely* event of a more serious situation occurring during the approach and landing of the aircraft (or any other phase of flight as appropriate) - until such time as the incident is terminated



LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - i.e. Airport Operators '**Normal Operations**' Control Centre

Alerted By: AFS

Alerts Whom: *(even if already alerted via other sources)*

- All appropriate XIA agencies required for a 'Local Standby - Aircraft In-flight' response *(insert or cross refer to contact details here xxxxxxx)*
- Others as intimated in the checklist starting further below

General Responsibilities

- Continue own SOP alerting and activation process as required
- Exercise delegated **strategic & tactical** C4 of crisis situation (from airport viewpoint only)
- Continue to oversee **normal** airport ops
- Place selected XYZ Airports Company agencies on a state of Immediate Readiness
- Place other, appropriate on-airport agencies on a state of Immediate Readiness
- Obtain & disseminate / update appropriate information re the 'Local Standby' aircraft

General Actions Required: See checklist immediately below:

LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - i.e. Airport Operators '**Normal Operations**' Control Centre

| | Action | ☑ ? |
|---|--|-----|
| 1 | Commence own SOP alerting and activation procedure <i>(Insert associated contacts & SOP location here xxxxxxx)</i> | |
| 2 | Maintain a written log of events | |
| 3 | Exercise delegated strategic & tactical C4 of crisis situation (from airport viewpoint only) - as required by actual circumstances 'on the day' | |
| 4 | Continue to oversee normal airport ops | |
| 5 | Bring selected XYZ Airports Company only + other selected XIA based agencies only - to a state of immediate readiness <i>(Insert associated contacts & SOP location here xxxxxxx)</i> | |



LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - i.e. Airport Operators '**Normal Operations**' Control Centre

| | | |
|-------------------------|---|--|
| 6 | <p>Obtain (ASAP) below information from (crisis / incident flight's) Aircraft Operator (or latter's [GHA] representative at XIA or whoever): <i>(Insert associated contacts & SOP location here xxxxxxx)</i></p> <ul style="list-style-type: none"> Total number of persons (unverified at this stage) believed to be on board incident aircraft Details of dangerous goods carried - if any Estimated (type & amount) of fuel on board aircraft at time of incident <p>(Note. Do not let missing details delay passing on what you do have - see 7a/b. below)</p> | |
| 7a | Ensure that highlighted information obtained as per checklist item 6 above is relayed to AFS immediately . Update this information as quickly as possible and keep on doing so | |
| 7b | Be prepared to immediately relay info obtained as per checklist item 6 above - to those other agencies brought to a state of immediate readiness - as per checklist item 5 above | |
| 8 | Should Local Standby become an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3H | |
| 9 | Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down - as appropriate | |
| End of Checklist | | |

| | | |
|---------|---|--|
| CIQ | = | Customs, Immigration & Port Health (Quarantine) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |



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Aircraft Ground Incident

An **Aircraft Ground Incident** is an occurrence, ***other than an aircraft accident***, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation

The following occurrences are typical examples of the above:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences)
- etc.

It is generally not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an outline checklist *has* been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of **aircraft ground incidents** (if required so to do) - should use logic, common sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the checklist), depending on developing actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B may *also* be used / adapted for additional guidance in how to respond to aircraft ground incidents. *Off-airport* responders are invited to do likewise

Important Note - An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **not** typically lead to death, serious injury, serious damage to an aircraft (or to anything else) etc.



Aircraft Ground Incident

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Alerted By: AFS

Alerts Whom: *(even if already alerted via other sources)*

- All appropriate XIA agencies required for crisis response operations (even if already alerted via other sources as per this AEP) *(insert or cross refer to contact details here xxxxxxxx)*
- All top (very senior) Management of XYZ Airports Company (even if already alerted via other sources as per this AEP) *(insert or cross refer to contact details here xxxxxxxx)*
- Others as intimated in the checklist starting further below (see page 313)

General Responsibilities:

- Continue own SOP alerting and activation process as required
- Exercise delegated **strategic** & **tactical** C4 of crisis situation (from airport viewpoint only)
- Continue to oversee **normal** airport ops
- Place selected XYZ Airports Company agencies on a state of Immediate Readiness
- Place other, appropriate **on-airport** agencies on a state of Immediate Readiness
- Consider placing appropriate **off-airport** resources on a state of Immediate Readiness
- Obtain/disseminate/update essential information re the 'Aircraft Ground Incident' aircraft
- Be prepared to quickly activate the XIA Emergency Operations Centre (EOC) + Operating Team - if so required
- Be prepared to quickly establish the Mobile Incident Command Centre (MICC) + Operating Team - if so required
- Deploy appropriate resources in support of crisis - as required
- Prepare to oversee rapid establishment & operation of XIA Airport Information Desk(s)
- Prepare to oversee rapid establishment & operation of XIA **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)**
- Prepare to oversee rapid set up & operation of an **airport** Emergency Call / Contact / Information Centre
- Make regular situation reports to XYZ Airports Company top manager(s) + others TBA

General Actions: See checklist starting next page:



Aircraft Ground Incident

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Commence own SOP alerting and activation procedure (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 2 | Maintain a written log of events | |
| 3 | Exercise delegated strategic & tactical C4 of crisis situation (from airport viewpoint only) - as required by actual circumstances 'on the day' | |
| 4 | Continue to oversee normal airport ops | |
| 5 | Bring selected XYZ Airports Company only + other selected XIA based agencies only - to a state of immediate readiness (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 6 | Where actual circumstances 'on the day' so require, alert (and place on a state of immediate readiness to activate & deploy) selected off-airport resources (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 7 | <p>Obtain (ASAP) below information from (crisis/incident flight's) Aircraft Operator (or latter's [GHA] representative at XIA or whoever): (<i>Insert associated contacts & SOP location here xxxxxxxx</i>)</p> <ul style="list-style-type: none"> Total number of persons (unverified at this stage) believed to be on board incident aircraft Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any Estimated (type & amount) of fuel on board aircraft at time of incident Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available <p>(Note. Do not let missing details delay passing on what you do have - see 8. below)</p> | |
| 8 | Ensure that highlighted information obtained as per checklist item 7 above is relayed to AFS immediately . Update this information as quickly as possible and keep on doing so | |
| 9 | Be prepared to immediately relay info obtained as per checklist item 7 above - to those other agencies brought to a state of immediate readiness - as per checklist item 5 & 6 above | |
| 10 | Be prepared to rapidly activate the XIA Emergency Operations Centre (EOC) + Supporting Team & the Mobile Incident Command Centre (MICC) + Supporting Team - if actual 'circumstances on the day' so require (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |



Aircraft Ground Incident

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre - *continued*

| | | |
|-------------------------|---|--|
| 11 | Deploy appropriate resources in support of incident - as required. Note - Use logic, common sense and any expert / specialist advice available to decide on which particular resources to deploy + what particular / specific actions to take, depending on actual incident circumstances 'on the day' | |
| 12 | Prepare to oversee rapid establishment & operation of XIA Airport Information Desk(s) (in the role of initial point(s) of contact for appropriate MGFR located at the airport). Note - also ensure that airport terminal(s) FIDS and PA systems can be rapidly utilised for crisis related messages | |
| 13 | Prepare to oversee rapid establishment & operation of XIA CRC (A), SRC (A), FRRC and RA (A). <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| 14 | Prepare to oversee rapid set up & operation of an airport Emergency Call / Contact / Information Centre. <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| 15 | Make regular situation reports to XYZ Airports Company top manager(s) + others TBA (as appropriate to actual circumstances 'on the day'). <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| 16 | If the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3H | |
| 17 | When appropriate, stand-down to normal readiness & notify all associated potential responders accordingly (without delay). <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| End of Checklist | | |

| | | |
|---------|---|--|
| CIQ | = | Customs, Immigration & Port Health (Quarantine) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |



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Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

IMPORTANT NOTE

The following checklists relate to '**bomb threat / sabotage**' as associated with aircraft operations directly impacting on XIA. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) **OR**on the ground at XIA

Depending on the actual '**bomb threat / sabotage**' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will generally declare any of '**Full Emergency**', '**Aircraft Ground Incident**' or '**Local Standby**'. (Each of these declarations has its own, associated [**& separate**] checklist located elsewhere in this sub-section **3H**)

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate '**bomb threat / sabotage**' checklist - **and also** (concurrently / at the same time) by the appropriate '**Full Emergency**' **OR** '**Aircraft Ground Incident**' **OR** '**Local Standby**' checklist

As always, should the situation develop into an '**Aircraft Accident**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate **Aircraft Accident** checklist from this sub-section **3H** must **also** be used. Should the '**bomb threat / sabotage**' situation **still exist** after such '**aircraft accident**' occurrence / declaration - then the appropriate '**bomb threat / sabotage**' checklist **must also continue** to be addressed **concurrently** with the aircraft accident checklist

Lastly, the '**bomb threat / sabotage**' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by **all** concerned / involved (along with associated implications, complications & consequences) it might be better for such ***combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!*

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. '**..... commence alerting & activation.....**'

Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences



IMPORTANT

At all stages of a security incident response where serious 'security type hazards' & similar exist and / or *potentially* exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a *major* security alert, it is generally only permissible for specialist security services (and / or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly greater distances depending on actual circumstances 'on the day') of a Bomb Threat aircraft - and / or when dealing with associated suspect baggage, cargo and mail

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (and / or local representative e.g. GHA), customs officials and similar agency personnel are *requested* to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, *this should strictly be on a voluntary basis only*

For *less serious security alerts* the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents *is both permitted and expected*

Reminder

See again 'Information Notes 1 to 3' - on page 268

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see again pages 14 - 25



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Alerted By: AFS / Various Inputs **Alerts Whom:** TBA

General Responsibilities:

IMPORTANT - Implementation of all / any of the below is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction etc. - of the organisation having primary responsibility (**primacy**) for overall conduct (**absolute / ultimate command & control [C4]**) of the security operation. This is particularly applicable to all forms of crisis related communications - whether written (electronic or otherwise) or spoken

- **Provide all & any support to those in absolute charge (C4) of the security incident** (including supporting use of XIA resources / facilities e.g. EOC + Team, MICC + Team, Immediate Care Team etc.)
- Continue own SOP alerting / activation procedure
- Place additional (appropriate) XIA staff on 'immediate standby' - ready to augment XIA **Normal Operations** Control Centre manning (if circumstances 'on the day' so require)
- Consider Terminal (+ other locations as appropriate) evacuation as required
- Close airport if considered necessary **OR** as so directed by an appropriate authority
- If airport remains open, continue to oversee **normal** airport ops insofar as is possible
- Exercise delegated **strategic & tactical C4** of crisis situation (from an **airport** viewpoint **only**) - until (if) a more appropriate person can 'take over' (e.g. '**Overall Commander**')
- Obtain (& regularly update) essential information re the security incident flight
- Participate in Bomb / Sabotage etc. 'Threat Assessment' procedure - as required
- Oversee implementation of any assigned (security threat) countermeasures as appropriate (typically under the direction of the authority in overall [absolute] charge of the security situation)
- Ensure all necessary communications links established (see *Radio Communications Plan* at appendix **P** to AEP **Volume 1** [separate document])
- Designate & notify details of an appropriate 'Isolated Aircraft Parking Position' (**IAPP**)
- Designate & notify details of an appropriate, isolated area for search / quarantine of baggage, cargo, mail etc. (In conjunction with XIA Customs agency, Aircraft Operator and / or Local Rep etc.)
- Co-ordinate airside operations related to the incident (in conjunction with ATS, Airport Police etc.)
- Oversee set-up of XIA **EOC** & pre-designate (+ place on **immediate standby** to activate) a potential '**Overall Commander**' & **supporting EOC Team** (Also see 'Note' on **next** page)
- Pre-designate (and place on **immediate standby** to activate) an '**On-scene Commander**' (Note - such person is likely to be the senior AFS person on duty & likely to deploy - should the latter be necessary)
- Pre-designate (and place on **immediate standby** to activate) an '**Operational Commander / Airport Operator**' & **supporting MICC Team**
- Ensure **Mobile Incident Command Centre** (MICC) is readied for immediate deployment



- Double check that all other (involved / potentially involved) **on-airport** agencies have made adequate preparation for potential immediate deployment of essential manpower, services, facilities, equipment (including vehicles) & other required resources (to include any **aircraft operator** provided 'Humanitarian Assistance Team' which *might* be available in the shorter term)
- General liaison & co-ordination (with involved / potentially involved) external agencies
- Review (with e.g. ATS, AFS, Airport Police / Security etc.) choices of potential airport access / exit routes, crash gates, staging areas, RVPs etc. to be used (e.g. in case security crisis escalates)
- Place the airport's '**Immediate Care Team**' on a state of **immediate standby** to activate
- Prepare to oversee rapid establishment & operation of XIA **Airport Information Desk(s)**
- Prepare to oversee rapid establishment & operation of XIA **CRC (A), SRC (A), FRRC & RA (A)**
- Prepare to rapidly set up / operate an **airport Emergency Call / Contact / Information Centre**
- Make regular situation reports to XYZ Airports Company top manager(s) + others TBA
- Initial dealings with the Media (if so trained & from an XIA viewpoint only + strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation)
- Assign & deploy XIA resources in support of incident - if so required (strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation)
- Respond as required by 'circumstances on the day' (strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation)
- Monitor situation and minimise disruption to normal operations (if appropriate)
- Facilitate return to normal operations when incident closed

Note

It is expected that **XXX** police / security / military / paramilitary services etc. will eventually assume overall (**absolute**) Command, Control, Co-ordination and Communication (**C4**) associated with a serious security incident at and / or affecting XIA. Possible nomination of an Airport Operator '**Overall Commander**' and set up of the XIA **EOC** and **MICC** is generally only required in order to *represent the interests of the Airport Operator* **and** to provide the necessary support to those in charge (**C4**) of the security incident - and is not intended to conflict with the roles and responsibilities of the latter

(Do not confuse the Airport EOC's 'overall commander' - with the person having overall [absolute] security incident C4 - they are different appointments with differing roles & responsibilities!)

General Actions Required - see checklist starting next page:

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that ATC and / or the airport's **normal ops control centre** is taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies will have been appointed (probably from government level) to undertake absolute / ultimate C4 of the security incident
- Due the security threat it may be necessary to consider evacuation of the airport's **normal ops control centre** facility. If this is required - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required / directed (as appropriate) level of ops control services



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

| | Action | ☑ ? |
|----|---|-----|
| 1 | Provide all & any support to those (external security agencies) exercising absolute C4 of the Bomb Threat / Sabotage incident (including use of XIA resources / facilities such as EOC + Team; MICC + Team; Immediate Care Team; CRC [A], SRC [A], FRRC and RA [A] etc.) | |
| 2 | Maintain a written log of events | |
| 3 | Commence own SOP alerting & activation (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) Note. Only alert appropriate off-airport agencies with permission of the commander of the security / military etc. services exercising ultimate C4 of the security situation | |
| 4 | Place additional (appropriate) staff on 'immediate standby' - ready to augment XIA Normal Operations Control Centre manning (if circumstances 'on the day' so require) | |
| 5 | Consider Passenger Terminal & other facility evacuation - implement as required (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 6 | Close airport as required OR as so directed by an appropriate authority. (If so - ensure NOTAM action taken) Note. - If airport remains open, continue overseeing normal airport ops insofar as is possible | |
| 7 | Exercise delegated strategic & tactical C4 of crisis situation (from an airport viewpoint only) - until a more appropriate person can 'take over' (e.g. the ' Overall Commander ') | |
| 8 | Obtain (ASAP) below information from (crisis/incident flight's) Aircraft Operator (or latter's [GHA] representative at XIA or whoever): (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) <ul style="list-style-type: none"> Total number of persons (unverified at this stage) believed to be on board incident aircraft Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any Estimated (type & amount) of fuel on board aircraft at time of incident Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available <p>(Note. Do not let missing details delay passing on what you do have - see 9. below)</p> | |
| 9 | Relay highlighted info (as per checklist item 8 above) to appropriate parties needing same. (As per checklist item 3 above. [Particularly ensure that AFS is notified / updated without delay]. Continually update this info and similarly pass on results. Only provide details to off-airport agencies with permission as per checklist item 3 above) | |
| 10 | Participate in any Bomb Threat Assessment process - as required / invited | |
| 11 | Oversee implementation of any assigned (security threat) countermeasures as appropriate (Typically as assigned by & under direction of authority conducting overall C4) | |
| 12 | Ensure all necessary communications links established (<i>see Radio Communications Plan at appendix P to AEP Volume 1 [separate document]</i>) | |
| 13 | Gather together a team of appropriate airport / aircraft operator etc. 'experts and specialists' pertaining to the bomb threat aircraft type and all aspects of its operation. (Have this team immediately available to offer advice and support to the authority exercising overall [absolute] C4 of security incident. <i>Note.</i> - This team might typically comprise e.g. a type qualified pilot and aircraft engineer, XIA ramp & terminal managers, aircraft operator / local rep etc.) | |



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

| | | |
|-----|--|--|
| 14a | Designate & notify (to all appropriate parties) details of an appropriate 'Isolated Aircraft Parking Position' (IAPP) (In co-ordination with ATS, Airport Police, Aircraft Operator and / or Local Rep; whoever etc.) Note - close any parts of the Movements Area and suspend impacted 'work in progress' tasks - as appropriate. Take associated NOTAM action if so required | |
| 14b | Designate & notify (to all appropriate parties and in co-ordination with ATS; Airport Police; Airport Customs agency; Aircraft Operator and / or Local Rep; whoever etc.) an isolated location where baggage, cargo and mail etc. from the bomb threat aircraft can be held for searching and / or screening and / or quarantine. Note - close any parts of the Movements Area and suspend impacted 'work in progress' tasks - as appropriate. Take associated NOTAM action if so required | |
| 15 | Co-ordinate airside operations related to the incident (in conjunction with ATS etc.) | |
| 16 | Oversee provision of an aircraft tug & tow-bar; aircraft steps; ground power; buses, portable lighting, etc. - same to be compatible with operation and configuration of the security incident aircraft | |
| 17 | Provide volunteer manpower to operate / drive the above equipment & vehicles etc. | |
| 18 | In conjunction with ATS, Airport Police etc. - arrange and notify a suitable RVP and / or staging area for the deploying equipment, vehicles etc. (as referred to in checklist item 17 above) Note - Also review choice of potential access / exit points to / from the airport, including use of crash gates where appropriate | |
| 19a | Oversee set-up of XIA EOC & pre-designate (+ place on immediate standby to activate) a potential ' Overall Commander ' & supporting EOC Team (Insert associated contacts & SOP location here xxxxxxx) (Also see again 'Note' - page 319) | |
| 19b | Pre-designate (and place on immediate standby to activate) an ' On-scene Commander ' (Latter is likely to be the senior AFS person on duty & likely to deploy - should it be necessary) | |
| 19c | Pre-designate (and place on immediate standby to activate) an ' Operational Commander / Airport Operator ' & supporting MICC Team | |
| 19d | Ensure Mobile Incident Command Centre (MICC) is readied for immediate deployment | |
| 20 | Place the airport's ' Immediate Care Team ' on a state of immediate standby to activate | |
| 21 | Double check that all other (involved / potentially involved) on-airport agencies have made adequate preparation for potential immediate deployment of essential manpower, services, facilities, equipment & other required resources (including any aircraft operator provided ' Humanitarian Assistance Team ' available in the shorter term) | |
| 22 | General liaison & co-ordination (with involved / potentially involved) external agencies (If so approved by the external security services in charge / exercising overall C4) | |
| 23 | Arrange with ATS, Ground Services, Airport Police, Aircraft Operator (and / or local rep e.g. GHA) etc. - for bomb threat aircraft to be moved to the IAPP (As approved / directed by the external security services in charge / exercising overall C4. Where contact with the latter is problematic, make the decision on own initiative as per actual circumstances 'on the day') | |
| 24 | Prepare to oversee rapid establishment & operation of XIA CRC (A), SRC (A), FRRC and RA (A). (Insert associated contacts & SOP location here xxxxxxx) Note - if FRRC activation required, arrange for appropriate information announcements and updates to be made in the appropriate Terminal(s); Arrivals Hall(s); Concourse(s) etc. (via Flight Information Displays [FIDS]; PA system; Loudhailer etc. - as required | |



Bomb Threat / Sabotage - Aircraft **RED Security Alert / RED Threat Assessment Made**

XYZ Airports Company - i.e. Airport Authority / Operator's 'Normal Operations' Control Centre

| | | |
|-------------------------|---|--|
| 25 | Prepare to rapidly set up and operate an airport Emergency Call / Contact / Information Centre (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 26 | Make regular situation reports to XYZ Airports Company top manager(s) + others TBA | |
| 27 | Initial dealings with the Media on behalf of XIA Airport Operator (if so trained & from an XIA viewpoint only + strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation). Note - the provisions of this item 27 checklist shall only apply in extremis i.e. where no other (more appropriate) XIA person / representative is available (at a required time) to conduct dealings with the media (<i>insert location of appropriate SOP here xxxxxxxx</i>) | |
| 28 | Assign & deploy XIA resources in support of incident - if so required (strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation). Note - request same from off-airport resources - again strictly in accordance with clearance from / co-ordination with authority in absolute charge of security situation | |
| 29 | Respond as required by 'circumstances on the day' (strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation) | |
| 30 | Provide (and keep providing) (in conjunction with other parties) food, beverage and similar commissary supplies and items to all appropriate personnel on-airport - acting in support of the incident | |
| 31 | Note - use appropriate checklist items above for guidance re lower security alert declarations related to bomb threat, sabotage / suspected sabotage etc. | |
| 32 | Should security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; aircraft crashes etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3H (and / or follow direction of the external security organisation responsible for absolute command & control of the security incident) | |
| 33 | Stand-down all agencies (including those off-airport as appropriate) to normal operations readiness when incident terminated & facilitate return to normal operations | |
| End of Checklist | | |

Note - When (if) XIA **EOC** is activated - prepare, complete & deliver a comprehensive (face to face) handover brief to appropriate EOC staff (e.g. Overall Manager) - to include all current roles and responsibilities concerning the crisis - which will be handed over to **EOC** jurisdiction. Also be prepared to relocate (when so directed or otherwise at own initiative) to any activated **EOC** - and complete any outstanding requirements from **this** checklist (i.e. the one that you are looking at now) - in close liaison and co-ordination with (by sitting next to) the person carrying out the **equivalent EOC** checklist (see pages 522 / 3)

| | | |
|---------|---|--|
| C4 | = | Command, Control, Co-ordination & Communication |
| CIQ | = | Customs, Immigration & Port Health (Quarantine) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |



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UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out flexibly as applicable to actual circumstances 'on the day' i.e. for a hi-jack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) airspace, many of the required checklist actions (starting page 327) will / may **not** be applicable - and / or might need 'adjustment'

Common sense, logic, flexibility etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances 'on the day'

Unlawful Interference (typically Hi-jack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to action both the 'Bomb Warning / Sabotage' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by management of responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities.....OR where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XYZ Airports Company - i.e. Airport Authority / Operator's **'Normal Operations'** Control Centre

Alerted By: AFS / Various Inputs

Alerts Whom: TBA

General Responsibilities:

IMPORTANT - Implementation of all / any of the below is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction etc. - of the organisation having primary responsibility (**primacy**) for overall conduct (**absolute / ultimate command & control [C4]**) of the security operation. This is particularly applicable to all forms of crisis related communications - whether written (electronic or otherwise) or spoken

- **Provide all & any support to those in absolute charge (C4) of the security incident** (including supporting use of XIA resources / facilities e.g. EOC + Team, MICC + Team, Immediate Care Team etc.)
- Continue own SOP alerting / activation procedure
- Place additional (appropriate) XIA staff on 'immediate standby' - ready to augment XIA **Normal Operations** Control Centre manning (if circumstances 'on the day' so require)
- Consider Terminal (+ other locations as appropriate) evacuation - as required
- Close airport if considered necessary **OR** as so directed by an appropriate authority
- If airport remains open, continue to oversee **normal** airport ops insofar as is possible
- Exercise delegated **strategic & tactical C4** of crisis situation (from an **airport** viewpoint **only**) - until (if) a more appropriate person can 'take over' (e.g. 'Overall Commander')
- Obtain (& regularly update) essential information re the security incident flight
- Participate in 'Threat Assessment' procedure - as required
- Oversee implementation of any assigned (security threat) countermeasures as appropriate (typically under the direction of the authority in overall [absolute] charge of the security situation)
- Ensure all necessary communications links established (see *Radio Communications Plan at appendix P to AEP Volume 1 [separate document]*)
- Designate & notify details of an appropriate 'Isolated Aircraft Parking Position' (IAPP)
- Designate & notify details of an appropriate, isolated area for search / quarantine of baggage, cargo, mail etc. (In conjunction with XIA Customs agency, Aircraft Operator and / or Local Rep etc.)
- Co-ordinate airside operations related to the incident (in conjunction with ATS, Airport Police etc.)
- Oversee set-up of XIA **EOC** & pre-designate (+ place on **immediate standby** to activate) a potential '**Overall Commander**' & **supporting EOC Team** (Also see 'Note' on **next** page)
- Pre-designate (and place on **immediate standby** to activate) an '**On-scene Commander**' (Note - such person is likely to be the senior AFS person on duty & likely to deploy - should the latter be necessary)
- Pre-designate (and place on **immediate standby** to activate) an '**Operational Commander / Airport Operator**' & **supporting MICC Team**
- Ensure **Mobile Incident Command Centre** (MICC) is readied for immediate deployment



- Double check that all other (involved / potentially involved) **on-airport** agencies have made adequate preparation for potential immediate deployment of essential manpower, services, facilities, equipment (including vehicles) & other required resources (to include any **aircraft operator** provided 'Humanitarian Assistance Team' which *might* be available in the shorter term)
- General liaison & co-ordination (with involved / potentially involved) external agencies
- Review (with e.g. ATS, AFS, Airport Police / Security etc.) choices of potential airport access / exit routes, crash gates, staging areas, RVPs etc. to be used (e.g. in case security crisis escalates)
- Place the airport's '**Immediate Care Team**' on a state of **immediate standby** to activate
- Prepare to oversee rapid establishment & operation of XIA **Airport Information Desk(s)**
- Prepare to oversee rapid establishment & operation of XIA **CRC (A), SRC (A), FRRC & RA (A)**
- Prepare to rapidly set up / operate an **airport Emergency Call / Contact / Information Centre**
- Make regular situation reports to XYZ Airports Company top manager(s) + others TBA
- Initial dealings with the Media (if so trained & from an XIA viewpoint only + strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation)
- Assign & deploy XIA resources in support of incident - if so required (strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation)
- Respond as required by 'circumstances on the day' (strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation)
- Monitor situation and minimise disruption to normal operations (if appropriate)
- Facilitate return to normal operations when incident closed

Note

It is expected that XXX police / security / military / paramilitary services etc. will eventually assume overall (**absolute**) Command, Control, Co-ordination and Communication (**C4**) associated with a serious security incident at and / or affecting XIA. Possible nomination of an Airport Operator '**Overall Commander**' and set up of the XIA **EOC** and **MICC** is generally only required in order to *represent the interests of the Airport Operator* **and** to provide the necessary support to those in charge (**C4**) of the security incident - and is not intended to conflict with the roles and responsibilities of the latter

(Do not confuse the Airport EOC's 'overall commander' - with the person having overall [absolute] security incident C4 - they are different appointments with differing roles & responsibilities!)

General Actions Required - see checklist starting next page:

- Where appropriate - assume that security incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that ATC and / or the airport's **normal ops control centre** is taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies will have been appointed (probably from government level) to undertake absolute / ultimate C4 of the security incident
- Due the security threat it may be necessary to consider evacuation of the airport's **normal ops control centre** facility. If this is required - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required / directed (as appropriate) level of ops control services



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XYZ Airports Company - i.e. Airport Authority / Operator's '**Normal Operations**' Control Centre

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Provide all & any support to those (external security agencies) exercising absolute C4 of the Unlawful Interference incident (including use of XIA resources / facilities such as EOC + Team; MICC + Team; Immediate Care Team; CRC [A], SRC [A], FRRC and RA [A] etc.) | |
| 2 | Maintain a written log of events | |
| 3 | Commence own SOP alerting & activation (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) Note. Only alert appropriate off-airport agencies with permission of the commander of the security / military etc. services exercising ultimate C4 of the security situation | |
| 4 | Place additional (appropriate) staff on 'immediate standby' - ready to augment XIA Normal Operations Control Centre manning (if circumstances 'on the day' so require) | |
| 5 | Consider Passenger Terminal & other facility evacuation - implement as required (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 6 | Close airport as required OR as directed by appropriate authority. (Ensure NOTAM action taken) Note. - If airport remains open, continue overseeing normal airport ops insofar as possible | |
| 7 | Exercise delegated strategic & tactical C4 of crisis situation (from an airport viewpoint only) - until a more appropriate person can 'take over' (e.g. the ' Overall Commander ') | |
| 8 | Obtain (ASAP) below information from (crisis / incident flight's) Aircraft Operator (or latter's [GHA] representative at XIA or whoever): (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) <ul style="list-style-type: none"> Total number of persons (unverified at this stage) believed to be on board incident aircraft Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any Estimated (type & amount) of fuel on board aircraft at time of incident Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available <p>(Note. Do not let missing details delay passing on what you do have - see 9. below)</p> | |
| 9 | Relay highlighted info (as per checklist item 8 above) to all appropriate parties needing same . (As per checklist item 3 above. [Particularly ensure that AFS {+ Security Services exercising ultimate C4 of the security situation} is / are notified / updated without delay]. Continually update this info and similarly pass on results. Only provide details to off-airport agencies with permission as per checklist item 3 above) | |
| 10 | Participate in any 'Threat Assessment' process - as required / invited | |
| 11 | Oversee implementation of any assigned (security threat) countermeasures as appropriate (Typically as assigned by & under direction of authority conducting overall C4) | |
| 12 | Ensure all necessary communications links established (<i>see Radio Communications Plan at appendix P to AEP Volume 1 [separate document]</i>) | |
| 13 | Gather together a team of appropriate airport / aircraft operator etc. 'experts and specialists' pertaining to the security incident aircraft type + all aspects of its operation. (Have this team immediately available to offer advice/support to the authority exercising overall [absolute] C4 of security incident. Note. - This team might typically comprise e.g. a type qualified pilot and aircraft engineer, XIA ramp & terminal managers, aircraft operator / local rep etc.) | |



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XYZ Airports Company - i.e. Airport Authority / Operator's 'Normal Operations' Control Centre

| | | |
|----|--|--|
| 14 | Designate & notify (to all appropriate parties and in co-ordination with ATS, Airport Police, Aircraft Operator and / or Local Rep; whoever etc.) details of an appropriate 'Isolated Aircraft Parking Position' (IAPP). Note - close any parts of the Movements Area and suspend impacted 'work in progress' tasks - as appropriate. Take associated NOTAM action if so required | |
| 15 | Designate & notify (to all appropriate parties and in co-ordination with ATS; Airport Police; Airport Customs agency; Aircraft Operator and / or Local Rep; whoever etc.) an isolated location where baggage, cargo and mail etc. from the 'unlawful interference' aircraft can be held for searching and / or screening and / or quarantine. Note - close any parts of the Movements Area and suspend impacted 'work in progress' tasks - as appropriate. Take associated NOTAM action if so required | |
| 16 | Co-ordinate airside operations related to the incident (in conjunction with ATS etc.) | |
| 17 | Oversee provision of an aircraft tug & tow-bar; aircraft steps; ground power; buses, portable lighting, cooling / heating etc. - same to be compatible with operation and configuration of the security incident aircraft | |
| 18 | Provide volunteer manpower to operate / drive the above equipment, vehicles etc. | |
| 19 | In conjunction with ATS, Airport Police etc. - arrange and notify a suitable RVP and / or staging area for the deploying equipment, vehicles etc. (as referred to in checklist items 17 & 18 above) Note - Also review choice of potential access / exit points to / from the airport, including use of crash gates where appropriate | |
| 20 | Oversee set-up of XIA EOC & pre-designate (+ place on immediate standby to activate) a potential 'Overall Commander' & supporting EOC Team (See again 'Note' - page 326) (Insert associated contacts & SOP location here xxxxxx) | |
| 21 | Pre-designate (and place on immediate standby to activate) an 'On-scene Commander' (Will probably be the senior AFS person on duty & likely to deploy - should the latter be necessary) | |
| 22 | Pre-designate (and place on immediate standby to activate) an 'Operational Commander / Airport Operator' & supporting MICC Team | |
| 23 | Ensure Mobile Incident Command Centre (MICC) is readied for immediate deployment | |
| 24 | Place the airport's 'Immediate Care Team' on a state of immediate standby to activate | |
| 25 | Double check that all other (involved / potentially involved) on-airport agencies have made adequate preparation for potential immediate deployment of essential manpower, services, facilities, equipment & other required resources (including any aircraft operator provided 'Humanitarian Assistance Team' available in the shorter term) | |
| 26 | General liaison & co-ordination (with involved / potentially involved) external agencies (If so approved by the external security services in charge / exercising overall C4) | |



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XYZ Airports Company - i.e. Airport Authority / Operator's **'Normal Operations'** Control Centre

| | | |
|----|---|--|
| 27 | Arrange with ATS, Ground Services, Airport Police, Aircraft Operator (and / or local rep e.g. GHA) etc. - for bomb threat aircraft to be moved to the IAPP (As approved / directed by the external security services in charge / exercising overall C4. Where contact with the latter is problematic, make the decision on own initiative as per actual circumstances 'on the day') | |
| 28 | Prepare to oversee rapid establishment & operation of XIA CRC (A), SRC (A), FRRC and RA (A). Note - if FRRC activation required, arrange for appropriate information announcements and updates to be made in the appropriate Terminal(s); Arrivals Hall(s); Concourse(s) etc. (via Flight Information Displays [FIDS]; PA system; Loudhailer etc. - as required <i>(Insert associated contacts & SOP location here xxxxxxx)</i> | |
| 29 | Make regular situation reports to XYZ Airports Company top manager(s) + others TBA | |
| 30 | Prepare to rapidly set up and operate an airport Emergency Call Centre <i>(Insert associated contacts & SOP location here xxxxxxx)</i> | |
| 31 | <u>Initial</u> dealings with the Media on behalf of XIA Airport Operator (if so trained & from an XIA viewpoint only + strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation). Note - the provisions of this checklist item 31 shall only apply in extremis i.e. where no other (more appropriate) XIA person / representative is available (at a required time) to conduct dealings with the media <i>(insert location of appropriate SOP here xxxxxxx)</i> | |
| 32 | <ul style="list-style-type: none"> In conjunction with other parties (as appropriate) ensure that rubbish from security threat aircraft is removed & toilets emptied etc. (Circumstances permitting & after clearance has been obtained from the authority having overall C4 of security incident) Similarly provide required medicines / drugs / medical services etc. Similarly provide food, drink & similar commissary items etc. | |
| 33 | In conjunction with other parties (as appropriate) provide commissary items (food, drink etc.) to appropriate on-airport located personnel - supporting the incident response | |
| 34 | Assign & deploy XIA resources in support of incident - if so required (strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation). Note - request same from off-airport resources - again strictly in accordance with clearance from / co-ordination with authority in absolute charge of security situation | |
| 35 | Respond as required by 'circumstances on the day' (strictly in accordance with clearance from / co-ordination with the authority in absolute charge of the security situation) | |
| 36 | Note - use appropriate checklist items above for guidance re lower security alert declarations related to bomb threat, sabotage / suspected sabotage etc. | |



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XYZ Airports Company - i.e. Airport Authority / Operator's **'Normal Operations'** Control Centre

| | | |
|------------------|---|--|
| 37 | Should security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes; mass murder commences etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3H (and / or follow the direction of the external security organisation responsible for absolute command & control of the security incident) | |
| 38 | Stand-down all agencies (including those off-airport as appropriate) to normal operations readiness when incident terminated & facilitate return to normal operations | |
| End of Checklist | | |

Note - When (if) XIA **EOC** is activated - prepare, complete & deliver a comprehensive (face to face) handover brief to appropriate EOC staff (e.g. Overall Manager) - to include all current roles and responsibilities concerning the crisis - which will be handed over to **EOC** jurisdiction. Also be prepared to relocate (when so directed or otherwise at own initiative) to any activated **EOC** - and complete any outstanding requirements from **this** checklist (i.e. the one that you are looking at now) - in close liaison and co-ordination with (by sitting next to) the person carrying out the **equivalent EOC** checklist (see pages 526)

| | | |
|---------|---|--|
| C4 | = | Command, Control, Co-ordination & Communication |
| CIQ | = | Customs, Immigration & Port Health (Quarantine) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |

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AEP Volume 2B / Sub-section 3J

Aircraft Operator (and // or local Representative [GHA])



Aircraft Accident // Incident Related Checklists

Important - Until such time as the XIA Emergency Operations Centre (EOC) can itself assume C4 responsibilities for the crisis - the airport's '**normal**' operation control centre' will typically assume temporary C4, on behalf of the EOC. The following 'Aircraft Operator' checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Reminder - See again information provided on pages 7 & 8 of this document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3J

Reminder - See again the definition of '**Primacy**' (AEP Volume 1 separate document] / Glossary refers)



Information 1

It may be that the **airport** operator is able to provide 'temporary' shelter' for triage and immediate medical care operations at or close to the accident site. Such shelter typically takes the form of inflatable tents - sometimes with power, lighting and temperature control (via portable generators & other appropriate equipment). At its most extreme, enough inflatable tents are procured by some well-resourced airports (and colour coded accordingly) for the different levels of triage required (again by standard triage colour code) and subsequent immediate medical treatment. At many airports having such a facility, it is AFS which typically deploys the inflatable tents and sets them up (in conjunction with others e.g. Medical Services responders; Airport Police / Security; XYZ Airports Authority (airport operator) staff; Aircraft Operator / Local Rep staff etc.)

Information 2

Airport provided buses with **seats removed** are another option for use in triage and immediate medical care operations. Where such facilities exist, their deployment and use at time of crisis should have already been **pre-planned**, documented, trained and exercised (and re-trained / re-exercised) by all concerned. Buses (with seats in place) can also be used as a collection point for uninjured victims. Provision of same is typically a shared responsibility of airport operator, accident aircraft operator and an appropriate Ground Handling Agent(s) - GHA

Note - assume herein that XIA has use of inflatable tents and buses (as described above) - for emergency response operations. The tents and buses **are capable of off-airport deployment** where so required

Information 3

Unless the **dead** have already been moved from the **initial** location where 'expiry of life' occurred - all bodies / body parts are to be left where they are - unless removal is considered overriding so as to preserve evidence for the eventual judicial & air accident enquiries. If such removal **is** required, photographs/sketches of such bodies/body parts should be made **before** removal (if possible & safe so to do). The same applies to personal effects (PEs) found close to bodies. All responders at the accident site shall be made aware of this requirement

Aircraft Accident - On Airport

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities

- Continue SOP alerting and activation process
- Maintain written log of events
- Set up and man accident airline's LACC
- Provide general co-ordination and liaison from an Aircraft Operator's viewpoint
- Speedy sourcing & local distribution (as per SOP) of vital information re the accident flight
- Brief, equip & deploy accident airline's 'Crash Site Team' (CST)
- Assist with provision / deployment of appropriate transport, ground equipment & operators
- Deploy airline representation to the appropriate airport information desk(s) / wherever
- Deploy airline & AOC reps accordingly e.g. to airports 'Normal' Ops Control Centre; EOC etc.
- Obtain the **verified** passenger & crew lists - and distribute as per SOP
- Obtain 'schedule' etc. details for accident flight - and distribute as per SOP
- Obtain details of cargo, baggage, mail etc. carried - and distribute as per SOP



- Deploy airline's (locally based) HAT (as appropriate / available)
- Contribute manpower (as appropriate / available) to airport's ICT
- Assist in evacuation, set-up, manning & operation of CRC (A), SRC (A), FRRC and RA (A)
- Assist in provision of welfare, humanitarian, emotional & other care / support at airport
- Assist in information gathering & distribution re CRC (A), SRC (A) and FRRC
- Monitor CIQ clearance progress for victims leaving XIA CRC (A) & SRC (A)
- Assist with matching & re-uniting process at airport (as appropriate / available)
- Facilitate baggage and personal possessions reclaim from Customs (as appropriate)
- Deal with Crisis Comms matters to extent permitted by SOP & airline HQ
- Invoke pre-prepared plans for aircraft recovery / salvage / removal (as appropriate)
- Take all required measures / actions for arrival of airline GO Team (as appropriate)
- Provide for the *longer term* welfare, humanitarian, emotional and financial support of accident victims and their associated (appropriate) MGFR (as appropriate)
- Ensure that affected staff receive appropriate emotional support as required / requested

General Actions Required: See checklist starting immediately below:

Aircraft Accident - On Airport

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representative etc.]

* = actions for 'suitable representative GHA(s) / AOC / whoever' to complete **if** required to represent the accident flight's Aircraft Operator at XIA. Also see **separate** GHA checklists - (starting page 376)

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Continue own Alerting and Activation Process (<i>Insert contacts list & SOP here xxxxxxxx</i>) * | |
| 2 | Maintain a written log of events * | |
| 3 | Convert your airport (airline) office to its 'Local Accident Control Centre' (LACC) role & man accordingly. (<i>Insert associated SOP location here xxxxxxxx</i>) * | |
| 4a | Obtain estimated fuel on board accident flight at time of accident ASAP. (Arrange to pass on in turn [without delay] to ATS, RFS and other appropriate parties as required) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) * | |
| 4b | <p>If Dangerous Goods carried on accident flight, obtain as much as possible of following ASAP. (Arrange to pass on in turn [without delay] to e.g. ATS, RFS etc.) Regularly update this info and again, pass on in turn: (<i>Insert contacts list & SOP here xxxxxxxx</i>) *</p> <ul style="list-style-type: none"> ▪ Proper shipping names ▪ UN Numbers ▪ Classes ▪ Compatibility groups for Class 1 goods ▪ Subsidiary risks ▪ Quantities ▪ Locations on board aircraft ▪ Brief, plain language description of each type of Dangerous Goods ▪ More definitive information on any radioactive material carried <p>Note - the appropriate government authority (State [Country] of Aircraft Operator) responsible for Dangerous Goods must also be advised without delay of the above information</p> | |



Aircraft Accident - On Airport

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

| | | |
|-----|--|--|
| 4c | Obtain accident flight's initial / unverified passenger & crew lists ASAP (Arrange to pass on [without delay] to all those needing these lists e.g. ATS, AFS, Airport Police, AMC, XIA's Normal Ops Control Centre, Airport Info Desk(s) / equivalent facility, Immediate Care Team etc.) <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> * | |
| 5 | Deploy aircraft operator's Crash Site Team (CST) to accident location ASAP. 1. Ensure CST gets to accident location without delay e.g. arrange provision of transport; escort etc. 2. Ensure CST take their checklists + copies (at least 3 sets of each) of latest passenger & crew lists; expected fuel on board and dangerous goods list (e.g. 1 copy for CST; 1 for AFS & 1 for Airport Police) 3. Ensure CST aircraft engineer takes the appropriate 'cut here for rescue' diagrams + a small tool kit + anything else required. 4. Brief CST to establish contact with you ASAP after arrival at accident location. 5. CST to base themselves in XIA MICC - after it arrives on site * | |
| 6 | Assist with provision / deployment of appropriate transport, ground equipment & operators (in support of emergency) - as required / available / appropriate * | |
| 7 | Deploy airline representation to the appropriate airport information desk(s) / wherever (as required) re initial reception of potentially involved (airport located) MGFR . Note - ensure rep(s) take their checklists with them + copies of latest passenger & crew lists (also provide them with updates [without delay] to the latter lists if appropriate) * | |
| 8 | Deploy appropriate airline representation / liaison to XIA ' normal ops control centre '. Note - this rep will eventually relocate to XIA EOC (when latter is fully activated) * | |
| 9 | Deploy appropriate Airline Operators' Committee (AOC) member (if / as available) to XIA ' normal ops control centre '. Note 1 - AOC rep to provide liaison / support re interests of all other (non-accident) aircraft operators at XIA. Note 2. AOC rep will eventually relocate to XIA EOC (when latter is fully activated) * | |
| 10 | Obtain / distribute the verified passenger & crew lists to all appropriate parties (e.g. - as per checklist 4c further above) as they become available * | |
| 11 | Obtain accident flight's (flight) number, STD from previous airport (or XIA as appropriate), aircraft type & total route flown (all sectors) by this specific flight. Distribute as required * | |
| 12 | Obtain details of VVIP PAX, cargo, baggage, mail etc. carried. Distribute as required * | |
| 13 | Deploy airline's local HAT. Note 1. As available . Note 2. In conjunction with pre-planned SOP also involving airport's normal ops control centre; airport police, CIQ, airline rep / GHA, Immediate care Team etc.) <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| 14 | Contribute manpower to airport's Immediate Care Team (resources permitting) * | |
| 15 | Assist in evacuation, set-up, manning & operation of CRC (A) , SRC (A) , FRRC and RA (A) * <i>(Insert associated SOP location here xxxxxxxx)</i> | |
| 16 | Assist in provision of welfare, humanitarian, emotional & other care / support of all relevant persons at the centres listed in 15 above * | |
| 17a | Assist in recording / distributing essential information from CRC (A) and SRC (A) (using the [4 in 1] Passenger/Victim Record Card [P/VRC] or equivalent form) * | |
| 17b | Assist in recording / distributing essential information from MGFR at the FRRC (using the FR Enquiry Card(FEC) or equivalent form) * | |
| 18 | Assist airport with matching process of (uninjured) victim with associated MGFR * | |
| 19 | Assist airport with re-uniting process itself at the RA (A) - as appropriate * | |
| 20 | Monitor CIQ clearance progress for victims leaving XIA CRC (A) & SRC (A) * | |
| 21 | Facilitate baggage and personal possessions reclaim from Customs (as appropriate) * | |
| 22 | Deal with Crisis Comms matters (in conjunction with XYZ Airports Company and other appropriate agencies) as per airline's Crisis Comms Plan & also as directed by airline HQ | |



Aircraft Accident - On Airport

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

| | | |
|------------------|--|--|
| 23 | Invoke pre-prepared plans for aircraft recovery / salvage / removal (as required) * | |
| 24 | Make / take all appropriate preparations (as applicable e.g. if accident aircraft is not XIA main based) for receiving a potential GO Team provided by the accident airline * | |
| 25 | Provide for the <i>longer term</i> welfare, humanitarian, emotional and financial support of all (airport located) victims and their associated (appropriate) MGFR (once all of the latter have moved on (or been moved on) from the airport / airport responsibility) * | |
| 26 | Ensure that local airline / airline representative staff receive appropriate, emotional support - if so required / requested * | |
| End of Checklist | | |

Notes

- 1.) If the aircraft operator has no direct (i.e. its own, dedicated staff/employees) representation at XIA, the XYZ Airports Company shall nominate a suitable representative (typically a selected XIA based GHA [or possibly GHAs, if there is more than one]) to assume the aircraft operator's local crisis response activities / accountabilities / responsibilities etc. (as per this Sub-section 3J) - until such time as the aircraft operator can provide such XIA representation itself (if at all). In such circumstances (and at some [very few] airports only), it is also possible that the local 'airline operator's committee (AOC)' members could additionally represent some of the interests of the accident airline (as per this Sub-section 3J)
- 2.) The above checklist assumes that associated, *adequate* manpower resources will be quickly / locally available to the accident airline. Unless the accident airline is *main* based at XIA, this will typically **not** be the case in reality. Such situation must be accounted for accordingly (and adequately) by **airport** emergency planners during AEP pre-planning operations e.g. by use of (airport) trained and exercised GHA / Airport / AOC / Faith / Volunteer etc. staff / personnel i.e. the XIA Immediate Care Team (ICT)
- 3.) Some (but by no means all) airlines (i.e. those not XIA main based) can be expected to deploy a 'GO Team' (airline provided manpower, equipment & other resources) to XIA for a catastrophic aircraft accident type situation. Depending on where such GO Team originates, it can take up to several days for it to arrive at / in the vicinity of XIA. XIA must account for this possibility (in its AEP) accordingly
- 4.) Some accident airlines have the capability to rapidly set up & operate an Emergency (telephone) Call Centre (ECC) to take & manage accident related calls from victims' FR; general public etc. Such ECC may **not** be located at / near XIA. If (rarely) both the accident *airline* and the accident *airport* (& possibly others e.g. the Off-airport Police; Government Agencies etc.) operate their own (separate) ECCs - then **great care** must be taken to **pre-plan** for the co-ordination all such operations - particularly regarding e.g.
 - a.) Rapid exchange of vital info/data
 - b.) Avoiding confusion [especially to callers]
 - c.) Which ECC is responsible for doing what?
 - d.) Which ECC [should e.g. FR & the public] call - etc.

| | | |
|---------|---|--|
| AOC | = | Airline Operators' Committee (at XIA) |
| CIQ | = | Customs, Immigration and Quarantine / Port Health (XIA Airport based) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| CST | = | Airline / Airlines Representative's 'Crash Site Team' |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |
| STA/D | = | Standard Time of Arrival / Departure (as related to accident flight) |



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Aircraft Accident - Off-airport / On Land

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue SOP alerting and activation process
- Maintain written log of events
- Set up and man accident airline's LACC
- General co-ordination and liaison from an Aircraft Operator's viewpoint
- Speedy sourcing & local distribution (as per SOP) of vital information re the accident flight
- Brief, equip & deploy accident airline's 'Crash Site Team' (CST) to off-airport accident site
- Assist with provision / deployment of appropriate transport, ground equipment & operators
- Deploy airline representation to the appropriate airport information desk(s) / wherever
- Deploy airline reps accordingly e.g. to airports 'Normal' Ops Control Centre; EOC; MICC etc.
- Obtain the *verified* passenger & crew lists - and distribute as per SOP
- Obtain 'schedule' etc. details for accident flight - and distribute as per SOP
- Obtain details of cargo, baggage, mail etc. carried - and distribute as per SOP
- Deploy airline's (locally based) HAT (as appropriate / available)
- Contribute manpower (as appropriate / available) to airport's ICT
- Assist in evacuation, set-up, manning & operation of CRC (A), SRC (A), FRRC and RA (A)
- Assist in provision of welfare, humanitarian, emotional & other care / support at airport
- Assist in information gathering & distribution re CRC (A), SRC (A) and FRRC
- Monitor CIQ clearance progress for victims leaving XIA CRC (A) & SRC (A)
- Assist with matching & re-uniting process at airport (as appropriate / available)
- Facilitate baggage and personal possessions reclaim from Customs (as appropriate)
- Deal with Crisis Comms matters to extent permitted by SOP & airline HQ
- Invoke pre-prepared plans for aircraft recovery / salvage / removal (as appropriate)
- Take all required measures / actions for arrival of airline GO Team (as appropriate)
- Provide for the *longer term* welfare, humanitarian, emotional and financial support of accident victims and their associated MGFR (as appropriate)
- Ensure that affected staff receive appropriate emotional support as required / requested

Reminder - see again 'Notes' on pages 332



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* [*airside*]) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (**Survivor**) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See checklist starting next page:



Aircraft Accident - Off-airport / On Land

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representative etc.]

* = actions for 'suitable representative GHA(s) / AOC / whoever' to complete **if** required to represent accident flight's Aircraft Operator at XIA. Also see **separate** GHA checklists - (starting page 376)

| Action | | ✓ ? |
|--------|---|-----|
| 1 | Continue own Alerting and Activation Process (<i>Insert contacts list & SOP here xxxxxxxx</i>) * | |
| 2 | Maintain a written log of events * | |
| 3 | Convert your airport (airline) office to its 'Local Accident Control Centre' (LACC) role & man accordingly (<i>Insert associated SOP location here xxxxxxxx</i>) * | |
| 4a | Obtain estimated fuel on board accident flight at time of accident ASAP (Arrange to pass on in turn [without delay] to e.g. ATS, RFS and other appropriate parties [including off-airport parties] as required) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) * | |
| 4b | <p>If Dangerous Goods carried on accident flight, obtain as much as possible of following ASAP. (Arrange to pass on in turn to e.g. to ATS, RFS & other appropriate parties [including off-airport parties] as required & as a matter of urgency) & regularly update (and again, pass on in turn): (<i>Insert contacts list & SOP here xxxxxxxx</i>) *</p> <ul style="list-style-type: none"> Proper shipping names UN Numbers Classes Compatibility groups for Class 1 goods Subsidiary risks Quantities Locations on board aircraft Brief, plain language description of each type of Dangerous Goods More definitive information on any radioactive material carried <p>Note - the appropriate government authority (State [Country] of Aircraft Operator) responsible for Dangerous Goods must also be advised without delay of the above information</p> | |
| 4c | Obtain accident flight's initial / unverified passenger & crew lists ASAP (Arrange to pass on [without delay] to all appropriate agencies e.g. ATS, AFS, Airport Police, AMC, XIA's Normal Ops Control Centre, Airport Info Desk(s) / equivalent facility, Immediate Care Team, appropriate off-airport agencies etc.) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) * | |
| 5 | <p>Deploy aircraft operator's Crash Site Team (CST) to off-airport accident location ASAP</p> <p>1. Ensure CST gets to accident location without delay e.g. arrange transport; Off-airport Police escort etc. 2. Ensure CST take checklists + copies (at least 5 sets of each) of latest passenger & crew lists; expected fuel on board and dangerous goods list (e.g. 1 copy each for CST, deployed AFS, deployed Airport Police, Off-airport Fire & Rescue Service and Off-airport Police) 3. Ensure CST aircraft engineer takes the appropriate 'cut here for rescue' diagrams + a small tool kit + anything else required. 4. Brief CST to establish (& thereafter maintain) contact with you ASAP after arrival at accident location. 5. CST to initially base themselves with the senior off-airport commander present having overall primacy / jurisdiction at accident site. (They will eventually relocate to XIA MICC - after it arrives on site) 6. Ensure CST personnel wear appropriate, identifying and protective apparel - & display appropriate passes / permits *</p> | |



Aircraft Accident - Off-airport / On Land

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

| | | |
|-----|---|--|
| 6 | Assist with provision / deployment of appropriate transport, ground equipment & operators (in support of emergency) - as required / available / appropriate * | |
| 7 | Deploy airline representation to the appropriate airport information desk(s) / wherever (as required) re initial reception of potentially involved (airport located) MGFR. Note - ensure rep(s) take their checklists with them + copies of latest passenger & crew lists (also provide them with updates [without delay] to the latter lists if appropriate) * | |
| 8 | Deploy appropriate airline representation / liaison to XIA 'normal ops control centre'. Note - this rep will eventually relocate to XIA EOC (when latter is fully activated) * | |
| 9 | Deploy appropriate Airline Operators' Committee (AOC) member (if / as available) to XIA 'normal ops control centre'. Note 1 - AOC rep to provide liaison / support re interests of all other (non-accident) aircraft operators at XIA. Note 2. AOC rep will eventually relocate to XIA EOC (when latter is fully activated) * | |
| 10 | Obtain / distribute the verified passenger & crew lists to all appropriate parties (e.g. - as per checklist 4c further above) as they become available * | |
| 11 | Provide (& pass on to all concerned parties [in appropriate circumstances only]) details of emergency locations aids (electronic & visual) carried on board accident flight * | |
| 12 | Obtain accident flight's (flight) number, STD from previous airport (or XIA as appropriate), aircraft type & total route flown (all sectors) by this specific flight. Pass on as required * | |
| 13 | Obtain details of VVIP PAX, cargo, baggage, mail etc. carried. Pass on as required * | |
| 14 | Deploy airline's local HAT. Note 1. As available. Note 2. In conjunction with pre-planned SOP also involving airport's normal ops control centre / EOC; airport police, CIQ, airline rep / GHA, Immediate Care Team, appropriate off-airport agencies etc.) (Insert associated contacts & SOP location here xxxxxxxx) | |
| 15 | Contribute manpower to airport's Immediate Care Team (resources permitting) * | |
| 16 | Assist in evacuation, set-up, manning & operation of CRC (A), SRC (A), FRRC and RA (A) * (as required by actual circumstances 'on the day') (Insert associated SOP location here xxxxxxxx) | |
| 17 | Assist in provision of welfare, humanitarian, emotional & other care / support of all relevant persons at the centres listed in 16 above (as appropriate) * | |
| 18a | Assist in recording / distributing essential information from CRC (A) and SRC (A) (using the [4 in 1] Passenger/Victim Record Card [P/VRC] or equivalent form [as appropriate]) * | |
| 18b | Assist in recording / distributing essential information from MGFR at the FRRC (using the Friends & Relatives Enquiry Card(FEC) or equivalent form [as appropriate]) * | |
| 19 | Assist matching process of (uninjured) victim with associated MGFR (as appropriate) * | |
| 20 | Assist with re-uniting process itself at the RA (A) (as appropriate) * | |
| 21 | Monitor CIQ clearance for victims leaving XIA CRC (A) & SRC (A) (as appropriate) * | |
| 22 | Facilitate baggage and personal possessions reclaim from Customs (as appropriate) * | |
| 23 | Deal with Crisis Comms matters (in conjunction with XYZ Airports Company and other appropriate agencies) as per airline's Crisis Comms Plan & also as directed by airline HQ | |
| 24 | Make / take all appropriate preparations (as applicable e.g. if accident aircraft is not XIA main based) for receiving a potential GO Team provided by the accident airline * | |



Aircraft Accident - Off-airport / On Land

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

| | | |
|------------------|--|--|
| 25 | Invoke pre-prepared plans for aircraft recovery / salvage / removal (as required) * | |
| 26 | Provide for the <i>longer term</i> welfare, humanitarian, emotional and financial support of all (airport located) victims and their associated (appropriate) MGFR (once all of the latter have moved on [or been moved on] from the airport / airport responsibility) * | |
| 27 | Ensure that local airline / airline representative staff receive appropriate, emotional support - if so required / requested * | |
| End of Checklist | | |

Notes

- 1.) If the aircraft operator has no direct (i.e. its own, dedicated staff/employees) representation at XIA, the XYZ Airports Company shall nominate a suitable representative (typically a selected XIA based GHA [or possibly GHAs, if there is more than one]) to assume the aircraft operator's local crisis response activities / accountabilities / responsibilities etc. (as per this Sub-section 3J) - until such time as the aircraft operator can provide such XIA representation itself (if at all). In such circumstances (and at some [very few] airports only), it is also possible that the local 'airline operator's committee (AOC)' members could additionally represent some of the interests of the accident airline (as per this Sub-section 3J)
- 2.) The above checklist assumes that associated, *adequate* manpower resources will be quickly / locally available to the accident airline. Unless the accident airline is *main* based at XIA, this will typically **not** be the case in reality. Such situation must be accounted for accordingly (and adequately) by **airport** emergency planners during AEP pre-planning operations e.g. by use of (airport) trained and exercised GHA / Airport / AOC / Faith / Volunteer etc. staff / personnel i.e. the XIA Immediate Care Team (ICT)
- 3.) Some (but by no means all) airlines (i.e. those not XIA main based) can be expected to deploy a 'GO Team' (airline provided manpower, equipment & other resources) to XIA for a catastrophic aircraft accident type situation. Depending on where such GO Team originates, it can take up to several days for it to arrive at / in the vicinity of XIA. XIA must account for this possibility (in its AEP) accordingly
- 4.) Some accident airlines have the capability to rapidly set up & operate an Emergency (telephone) Call Centre (ECC) to take & manage accident related calls from victims' FR; general public etc. Such ECC may **not** be located at / near XIA. If (rarely) both the accident *airline and* the accident *airport* (& possibly others e.g. the Off-airport Police; Government Agencies etc.) operate their own (separate) ECCs - then **great care** must be taken to **pre-plan** for the co-ordination of all such operations - particularly regarding e.g. **a.)** Rapid exchange of vital info/data **b.)** Avoiding confusion [especially to callers] **c.)** Which ECC is responsible for doing what? **d.)** Which ECC [should e.g. FR & the public] call - etc.

| | | |
|---------|---|--|
| AOC | = | Airline Operators' Committee (at XIA) |
| CIQ | = | Customs, Immigration and Quarantine / Port Health (XIA Airport based) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| CST | = | Airline / Airlines Representative's 'Crash Site Team' |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| LACC | = | (Aircraft Operator's) Local Accident Control (C4) Centre at XIA |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |
| STA/D | = | Standard Time of Arrival / Departure (as related to accident flight) |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **Off - Airport / on or over Water**

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|--|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident **Off - Airport / on or over Water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

Alerted By: AFS

Alerts Whom: TBA

General Responsibilities:

- Continue SOP alerting and activation process
- Maintain written log of events
- Set up and man accident airline's LACC
- General co-ordination and liaison from an Aircraft Operator's viewpoint
- Speedy sourcing & local distribution (as per SOP) of vital information re the accident flight
- Brief, equip & deploy accident airline's 'Crash Site Team' (CST) to off-loading / landing point(s) / wherever necessary
- Assist with provision / deployment of appropriate transport, ground equipment & operators
- Deploy airline representation to the appropriate airport information desk(s) / wherever
- Deploy airline reps accordingly e.g. to airports 'Normal' Ops Control Centre; EOC; MICC etc.
- Obtain the *verified* passenger & crew lists - and distribute as per SOP
- Obtain 'schedule' etc. details for accident flight - and distribute as per SOP
- Obtain details of cargo, baggage, mail etc. carried - and distribute as per SOP
- Deploy airline's (locally based) HAT (as appropriate / available)
- Contribute manpower (as appropriate / available) to airport's ICT
- Assist in evacuation, set-up, manning & operation of CRC (A), SRC (A), FRRC and RA (A)
- Assist in provision of welfare, humanitarian, emotional & other care / support at airport
- Assist in information gathering & distribution re CRC (A), SRC (A) and FRRC
- Monitor CIQ clearance progress for victims leaving XIA CRC (A) & SRC (A)
- Assist with matching & re-uniting process at airport (as appropriate / available)
- Facilitate baggage and personal possessions reclaim from Customs (as appropriate)
- Deal with Crisis Comms matters to extent permitted by SOP & airline HQ
- Invoke pre-prepared plans for aircraft recovery / salvage / removal (as appropriate)
- Take all required measures / actions for arrival of airline GO Team (as appropriate)
- Provide for the *longer term* welfare, humanitarian, emotional and financial support of accident victims and their associated MGFR (as appropriate)
- Ensure that affected staff receive appropriate emotional support as required / requested

Reminder - see again 'Notes' on pages 332

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* **airside**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See next page:



Aircraft Accident - Off-airport / on or over Water

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representative etc.]

* = actions for 'suitable representative GHA(s) / AOC / whoever' to complete **if** required to represent accident flight's Aircraft Operator at XIA. Also see **separate** GHA checklists - (starting page 376)

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Continue own Alerting and Activation Process (<i>Insert contacts list & SOP here xxxxxxxx</i>) * | |
| 2 | Maintain a written log of events * | |
| 3 | Convert your airport (airline) office to its 'Local Accident Control Centre' (LACC) role & man accordingly (<i>Insert associated SOP location here xxxxxxxx</i>) * | |
| 4a | Obtain estimated fuel on board accident flight at time of accident ASAP (Arrange to pass on in turn [without delay] to e.g. ATS, RFS and other appropriate parties [including off-airport parties] as required) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) * | |
| 4b | <p>If Dangerous Goods carried on accident flight, obtain as much as possible of following ASAP. (Arrange to pass on in turn to e.g. to ATS, RFS & other appropriate parties [including off-airport parties] as required & as a matter of urgency) & regularly update (and again, pass on in turn): (<i>Insert contacts list & SOP here xxxxxxxx</i>) *</p> <ul style="list-style-type: none"> ▪ Proper shipping names ▪ UN Numbers ▪ Classes ▪ Compatibility groups for Class 1 goods ▪ Subsidiary risks ▪ Quantities ▪ Locations on board aircraft ▪ Brief, plain language description of each type of Dangerous Goods ▪ More definitive information on any radioactive material carried <p>Note - the appropriate government authority (State [Country] of Aircraft Operator) responsible for Dangerous Goods must also be advised without delay of the above information</p> | |
| 4c | Obtain accident flight's initial / unverified passenger & crew lists ASAP (Arrange to pass on [without delay] to all appropriate agencies e.g. ATS, AFS, Airport Police, AMC, XIA's Normal Ops Control Centre, Airport Info Desk(s) / equivalent facility, Immediate Care Team, appropriate off-airport agencies etc.) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) * | |
| 5 | <p>Deploy aircraft operator's Crash Site Team (CST) to off-airport accident location ASAP</p> <p>1. Ensure CST gets to off-loading / landing point(s) / wherever without delay e.g. arrange transport + Off-airport Police escort etc. 2. Ensure CST take checklists + copies (at least 5 sets of each) of latest passenger & crew lists; expected fuel on board and dangerous goods list (e.g. 1 copy each for CST, deployed AFS, deployed Airport Police, Off-airport Fire & Rescue Service and Off-airport Police) 3. Ensure CST aircraft engineer takes appropriate 'cut here for rescue' diagrams + a small tool kit + anything else required. 4. Brief CST to establish (& thereafter maintain) contact with you on arrival at accident location. 5. CST to initially base themselves with the senior off-airport commander present having overall primacy / jurisdiction at accident site. (They will eventually relocate to XIA MICC - after it arrives on site) 6. Ensure CST personnel wear appropriate, identifying and protective apparel - & display appropriate passes / permits *</p> | |



Aircraft Accident - Off-airport / on or over Water

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

| | | |
|-----|--|--|
| 6 | Assist with provision / deployment of appropriate transport, ground equipment & operators (in support of emergency) - as required / available / appropriate * | |
| 7 | Deploy airline representation to the appropriate airport information desk(s) / wherever (as required) re initial reception of potentially involved (airport located) MGFR. Note - ensure rep(s) take their checklists with them + copies of latest passenger & crew lists (also provide them with updates [without delay] to the latter lists - as required) * | |
| 8 | Deploy appropriate airline representation / liaison to XIA 'normal ops control centre'. Note - this rep will eventually relocate to XIA EOC (when latter is fully activated) * | |
| 9 | Deploy appropriate Airline Operators' Committee (AOC) member (if / as available) to XIA 'normal ops control centre'. Note 1 - AOC rep to provide liaison / support re interests of all other (non-accident) aircraft operators at XIA. Note 2. AOC rep will eventually relocate to XIA EOC (when latter is fully activated) * | |
| 10 | ASAP obtain / distribute the verified passenger & crew lists to all appropriate parties (e.g. - as per checklist 4c further above) as they become available * | |
| 11 | Provide (& pass on to all concerned parties [in appropriate circumstances only]) details of emergency locations aids (electronic & visual) & survival equipment (including total number of lifejackets + number / capacity of life-rafts) carried on board accident flight * | |
| 12 | Obtain accident flight's (flight) number, STD from previous airport (or XIA as appropriate), aircraft type & total route flown (all sectors) by this specific flight. Pass on as required * | |
| 13 | Obtain details of VVIP PAX, cargo, baggage, mail etc. carried. Pass on as required * | |
| 14 | Deploy airline's local HAT. Note 1. As available. Note 2. In conjunction with pre-planned SOP also involving airport's normal ops control centre / EOC; airport police, CIQ, airline rep / GHA, Immediate Care Team, appropriate off-airport agencies etc.) (Insert associated contacts & SOP location here xxxxxxx) | |
| 15 | Contribute manpower to airport's Immediate Care Team (resources permitting) * | |
| 16 | Assist in evacuation, set-up, manning & operation of CRC (A), SRC (A), FRRC and RA (A) * (as required by actual circumstances 'on the day') (Insert associated SOP location here xxxxxxx) | |
| 17 | Assist in provision of welfare, humanitarian, emotional & other care / support of all relevant persons at the centres listed in 16 above (as appropriate) * | |
| 18a | Assist in recording / distributing essential information from CRC (A) and SRC (A) (using the [4 in 1] Passenger/Victim Record Card [P/VRC] or equivalent form [as appropriate]) * | |
| 18b | Assist in recording / distributing essential information from MGFR at the FRRC (using the Friends & Relatives Enquiry Card(FEC) or equivalent form [as appropriate]) * | |
| 19 | Assist matching process of (uninjured) victim with associated MGFR (as appropriate) * | |
| 20 | Assist airport with re-uniting process itself at the RA (A) (as appropriate) * | |
| 21 | Monitor CIQ clearance for victims leaving XIA CRC (A) & SRC (A) (as appropriate) * | |
| 22 | Facilitate baggage and personal possessions reclaim from Customs (as appropriate) * | |
| 23 | Deal with Crisis Comms matters (in conjunction with XYZ Airports Company and other appropriate agencies) as per airline's Crisis Comms Plan & also as directed by airline HQ | |
| 24 | Make / take all appropriate preparations (as applicable e.g. if accident aircraft is not XIA main based) for receiving a potential GO Team provided by the accident airline * | |



Aircraft Accident - Off-airport / on or over Water

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

| | | |
|------------------|--|--|
| 25 | Invoke pre-prepared plans for aircraft recovery / salvage / removal (as required) * | |
| 26 | Provide for the <i>longer term</i> welfare, humanitarian, emotional and financial support of all (airport located) victims and their associated (appropriate) MGFR (once all of the latter have moved on [or been moved on] from the airport / airport responsibility) * | |
| 27 | Ensure that local airline / airline representative staff receive appropriate, emotional support - if so required / requested * | |
| End of Checklist | | |

Notes

- 1.) If the aircraft operator has no direct (i.e. its own, dedicated staff/employees) representation at XIA, the XYZ Airports Company shall nominate a suitable representative (typically a selected XIA based GHA [or possibly GHAs, if there is more than one]) to assume the aircraft operator's local crisis response activities / accountabilities / responsibilities etc. (as per this Sub-section 3J) - until such time as the aircraft operator can provide such XIA representation itself (if at all). In such circumstances (and at some [very few] airports only), it is also possible that the local 'airline operator's committee (AOC)' members could additionally represent some of the interests of the accident airline (as per this Sub-section 3J)
- 2.) The above checklist assumes that associated, *adequate* manpower resources will be quickly / locally available to the accident airline. Unless the accident airline is *main* based at XIA, this will typically **not** be the case in reality. Such situation must be accounted for accordingly (and adequately) by **airport** emergency planners during AEP pre-planning operations e.g. by use of (airport) trained and exercised GHA / Airport / AOC / Faith / Volunteer etc. staff / personnel i.e. the XIA Immediate Care Team (ICT)
- 3.) Some (but by no means all) airlines (i.e. those not XIA main based) can be expected to deploy a 'GO Team' (airline provided manpower, equipment & other resources) to XIA for a catastrophic aircraft accident type situation. Depending on where such GO Team originates, it can take up to several days for it to arrive at / in the vicinity of XIA. XIA must account for this possibility (in its AEP) accordingly
- 4.) Some accident airlines have the capability to rapidly set up & operate an Emergency (telephone) Call Centre (ECC) to take & manage accident related calls from victims' FR; general public etc. Such ECC may **not** be located at / near XIA. If (rarely) both the accident *airline and* the accident *airport* (& possibly others e.g. the Off-airport Police; Government Agencies etc.) operate their own (separate) ECCs - then **great care** must be taken to **pre-plan** for the co-ordination of all such operations - particularly regarding e.g. **a.)** Rapid exchange of vital info/data **b.)** Avoiding confusion [especially to callers] **c.)** Which ECC is responsible for doing what? **d.)** Which ECC [should e.g. FR & the public] call - etc.

| | | |
|---------|---|--|
| AOC | = | Airline Operators' Committee (at XIA) |
| CIQ | = | Customs, Immigration and Quarantine / Port Health (XIA Airport based) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| CST | = | Airline / Airlines Representative's 'Crash Site Team' |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| LACC | = | (Aircraft Operator's) Local Accident Control (C4) Centre at XIA |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |
| STA/D | = | Standard Time of Arrival / Departure (as related to accident flight) |



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FULL EMERGENCY

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

Alerted By: AFS

Alerts Whom: TBA

General Responsibilities:

- Continue own Alerting and Activation process as required
- Place all appropriate staff on a state of immediate readiness to activate
- Obtain appropriate, vital information for potential (rapid) distribution to appropriate agencies
- Take other appropriate precautionary measures as required
- General (pre-preparatory) co-ordination / liaison from the aircraft operator's viewpoint
- Prepare to activate appropriate 'aircraft accident' or 'ground incident' checklist
- Respond as required by actual circumstances 'on the day'

Reminder - see again 'Notes' on pages 332 and 335

General Actions Required: See checklist immediately below

FULL EMERGENCY

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representative]

* = actions for 'suitable representative GHA(s) / AOC / whoever' to complete **if** required to represent accident flight's Aircraft Operator at XIA. Also see **separate** GHA checklists - (starting page 376)

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Continue own Alerting and Activation Process (<i>Insert contacts list & SOP location here xxxxxxxx</i>) * | |
| 2 | Maintain a written log of events * | |
| 3 | Bring all appropriate staff (including any local airline HAT - as / if available) to a state of immediate readiness + also prepare to setup LACC (<i>Insert contacts list & SOP location here xxxxxxxx</i>) * | |
| 4a | <p>If Dangerous Goods carried on accident flight, obtain as much as possible of following ASAP. (Arrange to pass on in turn [without delay] to e.g. ATS, RFS etc.) Regularly update this info and again, pass on in turn: (<i>Insert contacts list & SOP location here xxxxxxxx</i>) *</p> <ul style="list-style-type: none"> ▪ Proper shipping names ▪ UN Numbers ▪ Classes ▪ Compatibility groups for Class 1 goods ▪ Subsidiary risks ▪ Quantities ▪ Locations on board aircraft ▪ Brief, plain language description of each type of Dangerous Goods ▪ More definitive information on any radioactive material carried | |



FULL EMERGENCY

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

| | | |
|-------------------------|--|--|
| 4b | Obtain estimated fuel on board incident flight ASAP. (Arrange to pass on in turn [without delay] to ATS, RFS and other appropriate parties as required) <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> * | |
| 4c | Obtain accident flight's <i>initial / unverified</i> passenger & crew lists ASAP (<i>Prepare</i> to pass on [without delay] to all those potentially needing these lists <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> * | |
| 5 | Activate <i>aircraft operator's</i> Crash Site Team (CST) and <i>prepare</i> to deploy as per SOP * | |
| 6 | <i>Prepare</i> to assist with provision / deployment of appropriate transport, ground equipment & operators (in support of potential emergency) * | |
| 7 | <i>Prepare</i> to deploy airline rep(s) to the appropriate airport information desk(s) / wherever (as required) re initial reception of potentially involved (airport located) MGFR. * | |
| 8 | <i>Prepare</i> to send an airline rep to the XIA ' <i>normal</i> ops control centre' * | |
| 9 | <i>Prepare</i> to send an AOC rep (if / as available) to XIA ' <i>normal</i> ops control centre' * | |
| 10 | Start process of obtaining the <i>verified</i> passenger & crew lists for incident flight * | |
| 11 | Obtain incident flight's (flight) number, STD from previous airport (or XIA as appropriate), aircraft type & total route flown (all sectors) by this specific flight * | |
| 12 | Obtain details of VVIP PAX, cargo, baggage, mail etc. carried (prepare to distribute as required) * | |
| 13 | Assist (where so required) in any <i>pre-preparation</i> operations concerning the evacuation, set-up and manning of the XIA CRC (A), SRC (A), FRRC and RA (A) * | |
| 14 | <i>Prepare</i> to deal with associated <i>Public</i> Enquiries * | |
| 15 | <i>Prepare</i> to deal with potential <i>Media</i> enquiries * | |
| 16 | In the event that the <i>Full Emergency</i> becomes an <i>Aircraft Accident</i> or <i>Aircraft Ground Incident</i> - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3J | |
| 17 | If aircraft lands safely - stand-down to normal readiness & notify other associated responders accordingly - and as appropriate | |
| <i>End of Checklist</i> | | |

| | | |
|---------|---|--|
| C4 | = | Command, Control, Co-ordination & Communication |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| CST | = | Airline / Airlines Representative's 'Crash Site Team' |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| LACC | = | (Aircraft Operator's) Local Accident Control (C4) Centre at XIA |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |
| STA/D | = | Standard Time of Arrival / Departure (as related to accident flight) |



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LOCAL STANDBY - Aircraft In-flight

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc.]

Alerted By: AFS

Alerts Whom: TBA

General Responsibilities:

- Continue own Alerting and Activation process as required
- Place selected staff on an appropriate state of readiness to activate
- Take appropriate, precautionary measures as required
- General (pre-preparatory) co-ordination / liaison from the aircraft operator's viewpoint
- Prepare to activate appropriate 'aircraft accident' or 'full emergency' or 'ground incident' checklist
- Respond as required by actual circumstances 'on the day'

Some examples of when **Local Standby Aircraft in-flight** might typically be declared at XIA:

- An aircraft at or near the airport is known or suspected to have developed defects or problems, the nature of which are **not** expected to cause any **serious difficulty** in carrying out a safe landing. Such defects might typically include:
 - ❖ Single engine shutdown (assumes that aircraft has more than one engine and can operate safely with one engine inoperative)
 - ❖ Hydraulic system malfunction (non-catastrophic)
 - ❖ Cabin pressurisation problem (non-catastrophic) etc.
- An aircraft at or near the airport is subject to a **suspected** bomb threat
- An aircraft at or near the airport is subject to a **suspected** 'unlawful seizure / act'
- An aircraft at or near the airport is operating in weather conditions very close to its and / or its pilots' limitations (sometimes known as **'weather standby'**)
- etc.



The objective of declaring '*Local Standby Aircraft in-flight*' is to alert key on-airport response personnel and agencies to *prepare* for a rapid reaction in the *unlikely* event of a more serious situation occurring during the approach and landing of the aircraft (or any other phase of flight as appropriate) - until such time as the incident is terminated

Reminder - see again 'Notes' on pages 332 and 335

General Actions Required: See checklist next page:

| | | |
|------|---|--|
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |



LOCAL STANDBY - Aircraft In-flight **Aircraft Operator** and / or Local Representative (e.g. GHA[s])

* = actions for 'suitable representative GHA(s) / AOC / whoever' to complete **if** required to represent accident flight's Aircraft Operator at XIA. Also see **separate** GHA checklists - (starting page 376)

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own Alerting and Activation Process (<i>Insert contacts list & SOP location here xxxxxxxx</i>) * | |
| 2 | Maintain a written log of events * | |
| 3 | Bring selected staff to an appropriate state of readiness (<i>Insert contacts list & SOP location here xxxxxxxx</i>) * | |
| 4 | In the event that the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3J * | |
| 5 | If aircraft lands safely - stand-down to normal readiness & notify other associated responders accordingly - and as appropriate * | |
| 6 | Prepare to deal with queries, complaints etc. from incident aircraft passengers - and also possibly from local MGFR * | |
| 7 | Prepare to provide a 'low-level' response to any media enquiries re the incident (<i>Insert contacts list & SOP location here xxxxxxxx</i>) * | |
| End of Checklist | | |



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Aircraft Ground Incident

An **Aircraft Ground Incident** is an occurrence, ***other than an aircraft accident***, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation

The following occurrences are typical examples of the above:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences)
- etc.

It is generally not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an outline checklist **has** been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of **aircraft ground incidents** (if required so to do) - should use logic, common sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the checklist), depending on developing actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B may **also** be used / adapted for additional guidance in how to respond to aircraft ground incidents. **Off-airport** responders are invited to do likewise

Important Note - An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **not** typically lead to death, serious injury, serious damage to an aircraft (or to anything else) **etc.**

Aircraft Ground Incident

Aircraft Operator and / or Local Representative (e.g. GHA[s])

Alerted By: AFS

Alerts Whom: TBA

General Responsibilities: See next page:



- Continue own Alerting and Activation process as required
- Place selected staff on an appropriate state of readiness to activate
- Take appropriate, precautionary measures as required
- General (pre-preparatory) co-ordination / liaison from the aircraft operator's viewpoint
- Prepare to activate appropriate 'aircraft accident' checklist
- Respond as required by actual circumstances 'on the day'

Reminder - see again 'Notes' on pages 332 and 335

General Actions Required: See checklist starting immediately below:

Aircraft Ground Incident **Aircraft Operator** and / or Local Representative (e.g. GHA[s])

* = actions for 'suitable representative GHA(s) / AOC / whoever' to complete **if** required to represent accident flight's Aircraft Operator at XIA. Also see **separate** GHA checklists - (starting page 376)

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Continue own Alerting and Activation Process (<i>Insert contacts list & SOP location here xxxxxxxx</i>) * | |
| 2 | Maintain a written log of events * | |
| 3 | Bring all appropriate staff (including any local airline HAT - as / if available) to a state of immediate readiness + also prepare to setup LACC (<i>Insert contacts list & SOP location here xxxxxxxx</i>) * | |
| 4a | <p>If Dangerous Goods carried on accident flight, obtain as much as possible of following ASAP. (Arrange to pass on in turn [without delay] to e.g. ATS, RFS etc.) Regularly update this info and again, pass on in turn: (<i>Insert contacts list & SOP location here xxxxxxxx</i>) *</p> <ul style="list-style-type: none"> ▪ Proper shipping names ▪ UN Numbers ▪ Classes ▪ Compatibility groups for Class 1 goods ▪ Subsidiary risks ▪ Quantities ▪ Locations on board aircraft ▪ Brief, plain language description of each type of Dangerous Goods ▪ More definitive information on any radioactive material carried | |
| 4b | Obtain estimated fuel on board incident flight ASAP. (Arrange to pass on in turn [without delay] to ATS, RFS and other appropriate parties as required) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) * | |
| 4c | Obtain accident flight's initial / unverified passenger & crew lists ASAP (Prepare to pass on [without delay] to all those potentially needing these lists (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) *) | |
| 5 | Activate aircraft operator's Crash Site Team (CST) and prepare to deploy as per SOP * | |



Aircraft Ground Incident Aircraft Operator and / or Local Representative (e.g. GHA[s])

| | | |
|-------------------------|--|--|
| 6 | Prepare to assist with provision / deployment of appropriate transport, ground equipment & operators (in support of potential emergency) * | |
| 7 | Prepare to deploy airline rep(s) to the appropriate airport information desk(s) / wherever (as required) re initial reception of potentially involved (airport located) MGFR * | |
| 8 | Prepare to send an airline rep to the XIA ' normal ops control centre' * | |
| 9 | Prepare to rapidly deploy appropriate resources (personnel [e.g. CST]; equipment etc.) to incident location * Note 1 - use logic, common sense etc. to decide on what particular actions to take, depending on incident circumstances 'on the day'. Note 2 - deploy resources 'as required' | |
| 10 | Obtain / prepare (as required) the verified passenger & crew lists for incident flight (Prepare to pass on [without delay] to all those potentially needing these lists (Insert associated contacts & SOP location here xxxxxxxx) *) | |
| 11 | Obtain incident flight's (flight) number, STD from previous airport (or XIA as appropriate), aircraft type & total route flown (all sectors) by this specific flight * | |
| 12 | Obtain details of VVIP PAX, cargo, baggage, mail etc. carried (prepare to distribute as required) * | |
| 13 | Prepare to send an AOC rep (if / as available) to XIA ' normal ops control centre' * | |
| 14 | Assist (where so required) in any pre-preparation requirements concerning the evacuation, set-up, manning & operation of the XIA CRC (A), SRC (A), FRRC and RA (A) * | |
| 15 | Prepare to deal with associated Public Enquiries * | |
| 16 | Prepare to deal with potential Media enquiries * | |
| 17 | In the event that the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3J * | |
| 18 | If aircraft lands safely - stand-down to normal readiness & notify other associated responders accordingly - and as appropriate * | |
| End of Checklist | | |

| | | |
|---------|---|--|
| C4 | = | Command, Control, Co-ordination & Communication |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| CST | = | Airline / Airlines Representative's 'Crash Site Team' |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| LACC | = | (Aircraft Operator's) Local Accident Control (C4) Centre at XIA |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |
| STA/D | = | Standard Time of Arrival / Departure (as related to accident flight) |



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Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

Aircraft Operator and / or Local Representative (e.g. GHA[s])

IMPORTANT NOTE

The following checklists relate to **'bomb threat / sabotage'** *as associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) **OR**on the ground at XIA

Depending on the actual **'bomb threat / sabotage'** situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will generally declare any of **'Full Emergency'**, **'Aircraft Ground Incident'** or **'Local Standby'**. (Each of these declarations has its own, associated [& *separate*] checklist located elsewhere in this sub-section **3J**)

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate **'bomb threat / sabotage'** checklist - **and also** (concurrently / at the same time) by the appropriate **'Full Emergency'** **OR** **'Aircraft Ground Incident'** **OR** **'Local Standby'** checklist

As always, should the situation develop into an **'Aircraft Accident'** (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate **Aircraft Accident** checklist from this sub-section **3J** must **also** be used. Should the **'bomb threat / sabotage'** situation **still exist** after such **'aircraft accident'** occurrence / declaration - then the appropriate **'bomb threat / sabotage'** checklist **must also continue** to be addressed **concurrently** with the **aircraft accident** checklist

Lastly, the **'bomb threat / sabotage'** situation might be combined with an act (further act) of **'unlawful interference (aircraft related)'** - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by **all** concerned / involved (along with associated implications, complications & consequences) it might be better for such ***combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!*

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. **'..... commence alerting & activation.....'**

Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences



IMPORTANT

At all stages of a security incident response where serious 'security type hazards' & similar exist and / or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a **major** security alert, it is generally only permissible for specialist security services (and / or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly greater distances depending on actual circumstances 'on the day') of a Bomb Threat aircraft - and / or when dealing with associated suspect baggage, cargo and mail. Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (and / or local representative e.g. GHA), customs officials and similar agency personnel are **requested** to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, **this should strictly be on a voluntary basis only**

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents **is both permitted and expected**

Reminder

- See again Notes on page 332 and 335
- If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see again pages 14 - 25

Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

Aircraft Operator and / or Local Representative (e.g. GHA[s])

Alerted By: AFS / Various Inputs

Alerts Whom: TBA

General Responsibilities:

- Ensure aircraft commander, airport police, airline HQ & XIA Airport Operator are aware of threat
- Continue own alerting and activation process
- For aircraft in flight, try to ascertain airport of intended landing
- Bring all Aircraft Operator (and / or Local Rep) staff to a state of immediate readiness
- Conduct (and/or participate in) 'Threat Assessment' process (together with other relevant parties)
- Ascertain if aircraft's emergency slides will be deployed after landing
- Participate in appropriate countermeasures operations - as required
- Assist in evacuation of designated XIA ground facilities - as required
- Set up and operate a local C4 aircraft operator office (LACC)
- Obtain, distribute & continually update essential information re incident flight
- General co-ordination, liaison & technical / expert advice from Aircraft Operator's viewpoint
- Take all and any appropriate / viable action for the safety and security of the incident aircraft & all on board, responders, the general public etc. & any cargo, baggage, mail etc. carried



- Deploy an aircraft operator rep to the XIA EOC and MICC when they activate
- Arrange for deployment of suitable personnel, ground equipment and transport (plus **volunteer** operators/drivers etc.) in support of incident
- Prepare to assist in set up and operation of XIA CRC (A), SRC (A) and FRRC - as required
- Pass all local media requests to appropriate authority in absolute charge of security incident (via XIA EOC if latter has been activated). Do this in close conjunction with airline HQ
- Contribute to joint press releases and statements and participate in local joint press conferences - as appropriate / if practicable. Do this in close conjunction with airline HQ
- Ensure your staff receive appropriate 'mental health first aid' support - as required

Note - In certain circumstances **some** of the responsibilities and actions required of the aircraft operator (see above and following pages) will necessarily be (can only be) the responsibility of the **Aircraft Commander alone**

Note - It is expected that XXX police / security / military / paramilitary services will eventually assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

Possible nomination of an Airport Operator 'Overall Commander' and establishment of the XIA EOC and MICC is generally **only** required in order to *represent the interests of the Airport Operator and to facilitate support to those in charge of the security incident* - and is strictly not intended to conflict with the roles and responsibilities of the latter

Do not confuse the **Airport EOC's** 'overall commander' - with the person having overall [absolute] security incident C4 as per above. They are different appointments with differing roles & responsibilities!

General Actions Required - see checklist starting next page:

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the aircraft operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.



Bomb Threat / Sabotage - Aircraft **RED Security Alert / RED Threat Assessment Made**

Aircraft Operator and / or Local Representative (e.g. GHA[s])

* = actions for 'suitable representative GHA(s) / AOC / whoever' to complete **if** required to represent accident flight's Aircraft Operator at XIA. Also see **separate** GHA checklists - (starting page 376)

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Where appropriate, ensure (by all and any means available / possible) that involved aircraft commander, airport police, airline HQ & XIA Airport Operator are aware of security threat (e.g. [for aircraft commander] via radio; satphone; smartphone; data message etc.) * | |
| 2 | Continue own alerting & activation process * (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) Note - to include accident airline's local HAT (if same exists at or very close to XIA) | |
| 3 | Maintain a written log of events * | |
| 4 | If incident aircraft is in flight, try to establish the likely landing airport (if not obvious) & notify all relevant parties accordingly * (<i>Insert associated contacts & SOP location here xxxxxxxx</i>). Reminder - this checklists assumes that XIA is the landing airport | |
| 5 | Bring all local staff (including airline rep staff) to a state of immediate readiness * | |
| 6 | Participate in 'threat assessment' process as appropriate. Note 1. This is ideally accomplished with other parties operationally involved e.g. appropriate security services; destination airport; airline HQ etc. Note 2. To extent permitted / appropriate, act (and continue to act) as intermediary between aircraft operator HQ (& possibly parent country of that operator) and involved XXX authorities / agencies etc. * | |
| 7 | Try to ascertain from aircraft commander if he intends to deploy door slides after landing. If so, notify all appropriate parties * (<i>Insert associated contacts here xxxxxxxx</i>) | |
| 8 | Where so directed (or at own initiative in extremis) initiate (and / or participate in) appropriate countermeasures operations (In conjunction with other appropriate parties). * Note - Details of countermeasures are not documented herein. Those required to implement same will know where such information can be rapidly accessed. It can be anticipated that all such persons will be appropriately trained and exercised in use of such countermeasures | |
| 9 | Assist in evacuation of the Passenger Terminal(s) / other ground facilities - as required / directed (manpower permitting) * | |
| 10 | Set up and operate a local C4 office (LACC) for your airline * | |
| 11 | Facilitate provision of technical advice & expertise to the security services / equivalent - (latter exercising overall C4 of security incident response) * | |
| 12 | Prepare to carry out any other checklists as required by circumstances 'on the day'. (See 'important note' page 363 for details) * | |
| 13a | If Dangerous Goods carried on accident flight, obtain as much as possible of following ASAP. (Arrange to pass on in turn [without delay] to e.g. ATS, RFS etc.) Regularly update this info and again, pass on in turn: (<i>Insert contacts list & SOP location here xxxxxxxx</i>) * <ul style="list-style-type: none">▪ Proper shipping names▪ UN Numbers▪ Classes▪ Compatibility groups for Class 1 goods▪ Subsidiary risks▪ Quantities▪ Locations on board aircraft▪ Brief, plain language description of each type of Dangerous Goods▪ More definitive information on any radioactive material carried | |



Bomb Threat / Sabotage - Aircraft **RED Security Alert / RED Threat Assessment Made**

Aircraft Operator and / or Local Representative (e.g. GHA[s])

| | | |
|-----|--|--|
| 13b | Obtain estimated fuel on board incident flight ASAP. (Arrange to pass on in turn [without delay] to ATS, RFS and other appropriate parties as required) <i>(Insert associated contacts & SOP location here xxxxxx)</i> * | |
| 13c | Obtain accident flight's <i>initial / unverified</i> passenger & crew lists ASAP (<i>Prepare</i> to pass on [without delay] to all those potentially needing these lists. Also check if any VVIP PAX on board - if so, pass on details accordingly) <i>(Insert associated contacts & SOP location here xxxxxx)</i> * | |
| 14 | Take all and any appropriate / viable action (open to you) for the safety & security of: * <ul style="list-style-type: none"> The incident aircraft & all on board Responders The General Public etc. Any cargo, baggage, mail carried etc. | |
| 15 | Prepare to assist in providing appropriate aircraft ground equipment & transport etc. Note 1 - Complete with 'volunteer' operators / drivers. Note 2 - Ground equipment to be compatible with operation & configuration of bomb threat aircraft. Note 3 - 'Voluntary' participation (Operators & Drivers etc.) only applies during Bomb Threat assessment of RED . Note 4 - Two additional buses (seats removed) are to be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility. Note 5 - Deploy all of above when so directed (typically via a designated staging area / RVP)* | |
| 16 | Prepare to provide incident airline representation to XIA's EOC (see 'important' note on page 331 NOW)and also to any deployed MICC * | |
| 17 | Together with Airport Operator / GHA(s) / whoever, arrange for information updates and appropriate support to be provided to aircraft operator customers (indirectly affected by the security incident e.g. delays; cancellations; evacuation etc.) present at airport * | |
| 18 | Together with Airport Operator / GHA(s) / whoever, arrange for information updates and appropriate support to be provided to any incident flight associated MGFR present at the airport * | |
| 19 | Prepare to assist in set up and operation of XIA CRC (A), SRC (A) and FRRC - as required <i>(Insert associated contacts & SOP location here xxxxxx)</i> * | |
| 20 | Prepare to deploy accident airline's HAT if locally available - and as required. Note - if airline HAT not locally available, consider contributing staff to the XIA ICT (manpower permitting) <i>(Insert associated contacts & SOP location here xxxxxx)</i> * | |
| 21 | Deploy local airline resources (including any airline HAT if locally available) in support of incident as required / directed (Using logic, common sense, experience, direction from above etc. to decide on what particular actions to take, depending on actual circumstances 'on the day') * | |



Bomb Threat / Sabotage - Aircraft **RED Security Alert / RED Threat Assessment Made**

Aircraft Operator and / or Local Representative (e.g. GHA[s])

| | | |
|-------------------------|---|--|
| 22 | Pass all <i>local</i> media requests to security organisation exercising ultimate C4 of the operation (via XIA EOC if latter has been activated). Note - Ensure that this is done in close conjunction with airline HQ * | |
| 23 | Contribute to jointly agreed local press releases / statements - and participate in locally held joint press conferences - as appropriate and practicable so to do. (<i>Insert associated contacts & SOP location here xxxxxx</i>). Note. Do this strictly in accordance with the security organisation exercising ultimate C4 of the operation - and also with compatible direction and guidance from airline HQ * | |
| 24 | Should the security incident become the <i>equivalent</i> of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3J * and / or be guided by the security organisation exercising ultimate C4 of the response operation | |
| 25 | When incident resolved - stand-down to normal readiness * | |
| 26 | Ensure that local airline / airline representative staff receive appropriate, emotional and welfare support - if so required / requested * | |
| <i>End of Checklist</i> | | |

Note - use all above for guidance re lower security alert declarations related to bomb threat / sabotage / suspected sabotage etc. *

| | | |
|---------|---|--|
| C4 | = | Command, Control, Co-ordination & Communication |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| LACC | = | Local Accident Control Centre (located in accident airline's [normal business] airport office) |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| MICC | = | (XIA) Mobile Incident Command Centre |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |
| STA/D | = | Standard Time of Arrival / Departure (as related to accident flight) |



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UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Aircraft Operator or Local Representative (e.g. GHA[s])

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out flexibly as applicable to actual circumstances 'on the day' i.e. for a hi-jack actually occurring at or very close to XIA airport it is expected that the required actions will **all** be considered and **most** (if not all) carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting the airspace of **XXX** (e.g. the XIA Control Area and / or the **XXX** Area Control Centre / Flight Information Region etc.), many of the required checklist actions (starting page 372) will / may **not** be applicable - and / or might need 'adjustment'

Common sense, logic, flexibility etc. should be used accordingly (in huge doses) in deciding which particular actions are applicable / requiredas per actual circumstances 'on the day'

Unlawful Interference (typically Hi-jack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to action both the 'Bomb Warning / Sabotage' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by management of responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminders

- If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33
- See again 'Notes' on pages 332 and 335
- The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities.....OR where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Aircraft Operator or Local Representative (e.g. GHA[s])

Alerted By: AFS /Various Inputs

Alerts Whom: TBA

General Responsibilities:

- Ensure airport police, airline HQ & XIA Aircraft Operator are aware of 'unlawful interference' threat - as appropriate
- Continue own alerting and activation process - as required
- For aircraft in flight, try to ascertain airport of intended landing
- Bring all Aircraft Operator (and / or Local Rep) staff to a state of immediate readiness
- Conduct (and/or participate in) 'Threat Assessment' process (together with other relevant parties)
- Participate in appropriate countermeasures operations - as required
- Assist in evacuation of designated XIA ground facilities - as required
- Set up and operate a local C4 aircraft operator office (LACC)
- Obtain, distribute & continually update essential information re incident flight
- General co-ordination, liaison & technical / expert advice from Aircraft Operator's viewpoint
- Take all and any appropriate / viable action for the safety and security of the incident aircraft & all on board, responders, the general public etc. & any cargo, baggage, mail etc. carried
- Arrange for heating / cooling, catering, sanitation, rubbish removal, medicines & medical services etc. - to be supplied to the security threat aircraft - as required / directed
- Deploy an aircraft operator rep to the XIA EOC & MICC upon activation
- Arrange for deployment of suitable personnel, ground equipment and transport (plus **volunteer** operators/drivers etc.) in support of incident
- Prepare to assist in set up and operation of XIA CRC (A), SRC (A) and FRRC - as required
- Pass all media requests to appropriate authority in absolute charge of security incident (via XIA EOC if latter has been activated). Do this in close conjunction with airline HQ
- Contribute to joint press releases and statements and participate in **local** joint press conferences - as appropriate / if practicable. Do this in close conjunction with airline HQ
- Ensure your staff receive appropriate 'mental health first aid' support - as required

Note - In certain circumstances some of the responsibilities and actions required of the aircraft operator (see above and below) will necessarily be (can only be) the responsibility of the *Aircraft Commander alone*

Note - It is expected that XXX police / security / military / paramilitary services will eventually assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

Possible nomination of an Airport Operator 'Overall Commander' and establishment of the XIA EOC and MICC is generally only required in order to *represent the interests of the Airport Operator and to facilitate support to those in charge of the security incident* - and is not intended to conflict with the roles and responsibilities of the latter

Do not confuse the *Airport EOC's* 'overall commander' - with the person having overall [absolute] security incident C4 as per above. They are different appointments with differing roles & responsibilities!



General Actions Required - see checklist starting further below:

- Where appropriate - assume that incident aircraft is very close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the aircraft operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted ground facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

UNLAWFUL INTERFERENCE - Aircraft (HIJACK) **Aircraft Operator** or Local Representative (e.g. GHA[s])

* = actions for 'suitable representative GHA(s) / AOC / whoever' to complete **if** required to represent accident flight's Aircraft Operator at XIA. Also see **separate** GHA checklists - (starting page 376)

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Where appropriate, ensure that airport police, airline HQ and XIA Airport Operator are aware of 'unlawful interference' threat * | |
| 2 | Continue own alerting & activation process * (Insert associated contacts & SOP location here xxxxxxxx) Note - to include accident airline's local HAT (if same exists at or very close to XIA) | |
| 3 | Maintain a written log of events * | |
| 4 | If incident aircraft is in flight, try to establish the likely landing airport (if not obvious) & notify all relevant parties accordingly * (Insert associated contacts & SOP location here xxxxxxxx). Reminder - this checklists assumes that XIA is the landing airport | |
| 5 | Bring all local staff (including airline rep staff) to a state of immediate readiness * | |
| 6 | Participate in 'threat assessment' process as appropriate. Note 1. This is ideally accomplished with other parties operationally involved e.g. appropriate security services; destination airport; airline HQ etc. Note 2. To extent permitted / appropriate, act (and continue to act) as intermediary between aircraft operator HQ (& possibly parent country of that operator) and involved XXX authorities / agencies etc. * | |
| 7 | Deliberately Blank | |
| 8 | Where so directed (or at own initiative in extremis) initiate (and / or participate in) appropriate countermeasures operations (In conjunction with other appropriate parties). * Note - Details of countermeasures are not documented herein. Those required to implement same will know where such information can be rapidly accessed. It can be anticipated that all such persons will be appropriately trained and exercised in use of such countermeasures | |
| 9 | Assist in evacuation of the Passenger Terminal(s) / other ground facilities - as required / directed (manpower permitting) * | |
| 10 | Set up and operate a local C4 office (LACC) for your (the incident) airline * | |
| 11 | Facilitate provision of technical advice & expertise to the security services / equivalent - (latter exercising overall C4 of security incident response) * | |
| 12 | Deliberately Blank | |



UNLAWFUL INTERFERENCE - Aircraft (HIJACK) **Aircraft Operator** or Local Representative (e.g. GHA[s])

| | | |
|-----|---|--|
| 13a | <p>If Dangerous Goods carried on accident flight, obtain as much as possible of following ASAP. (Arrange to pass on in turn [without delay] to e.g. ATS, RFS etc.) Regularly update this info and again, pass on in turn: <i>(Insert contacts list & SOP location here xxxxxxxx)</i> *</p> <ul style="list-style-type: none"> ▪ Proper shipping names ▪ UN Numbers ▪ Classes ▪ Compatibility groups for Class 1 goods ▪ Subsidiary risks ▪ Quantities ▪ Locations on board aircraft ▪ Brief, plain language description of each type of Dangerous Goods ▪ More definitive information on any radioactive material carried | |
| 13b | <p>Obtain estimated fuel on board incident flight ASAP. (Arrange to pass on in turn [without delay] to ATS, RFS and other appropriate parties as required) <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> *</p> | |
| 13c | <p>Obtain accident flight's <i>initial / unverified</i> passenger & crew lists ASAP (Prepare to pass on [without delay] to all those potentially needing same. Also check if any VVIP PAX on board - if so, pass on details accordingly) <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> *</p> | |
| 14 | <p>Take all and any appropriate / viable action (open to you) for the safety & security of: *</p> <ul style="list-style-type: none"> ▪ The incident aircraft & all on board ▪ Responders ▪ The General Public etc. ▪ Any cargo, baggage, mail carried etc. | |
| 15 | <p>Together with Airport Operator / GHA(s) / whoever - provide appropriate ground equipment (compatible with operation and configuration of the hijack aircraft) and ground transport. Note 1. Similarly, arrange to find and potentially deploy operators / drivers for all of the above. Note 2 - Two additional buses (seats removed) are to be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility. Note 3. Provision of catering & commissary type items, toilet-emptying, heating / cooling, medicines & medical services, rubbish removal etc. (to the incident aircraft) should be anticipated. Note 4 - Assist in deploying all of above when so directed by the appropriate authority (typically via a designated staging area[s] / RVP[s]) *</p> | |
| 16 | <p>Prepare to provide incident airline representation to XIA's EOC (see 'important' note on page 331 NOW)and also to any deployed MICC *</p> | |
| 17 | <p>Together with Airport Operator / GHA(s) / whoever, arrange for information updates and appropriate support to be provided to aircraft operator customers (indirectly affected by the security incident e.g. delays; cancellations; evacuation etc.) present at airport *</p> | |
| 18 | <p>Together with Airport Operator / GHA(s) / whoever, arrange for information updates and appropriate support to be provided to any incident flight associated MGFR present at the airport *</p> | |



UNLAWFUL INTERFERENCE - Aircraft (HIJACK) **Aircraft Operator** or Local Representative (e.g. GHA[s])

| | | |
|------------------|---|--|
| 19 | Prepare to assist in set up and operation of XIA CRC (A), SRC (A) and FRRC - as required (Insert associated contacts & SOP location here xxxxxxx) * | |
| 20 | Prepare to deploy accident airline's HAT if locally available - and as required. Note - if airline HAT not locally available, consider contributing staff to the XIA ICT (manpower permitting) (Insert associated contacts & SOP location here xxxxxxx) * | |
| 21 | Deploy local airline resources (including any airline HAT if locally available) in support of incident as required / directed (Using logic, common sense, experience, direction from above etc. to decide on what particular actions to take, as per actual circumstances 'on the day') * | |
| 22 | Pass all local media requests to security organisation exercising ultimate C4 of the operation (via XIA EOC if latter has been activated). Note - Ensure that this is done in close conjunction with airline HQ * | |
| 23 | Contribute to jointly agreed local press releases / statements - and participate in locally held joint press conferences - as appropriate and practicable so to do. (Insert associated contacts & SOP location here xxxxxxx). Note. Do this strictly in accordance with the security organisation exercising ultimate C4 of the operation - and also with compatible direction and guidance from airline HQ * | |
| 24 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes; mass murders commence etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3J * and / or be guided by the security organisation exercising ultimate C4 of the response operation | |
| 25 | When incident resolved - stand-down to normal readiness * | |
| 26 | Ensure that local airline / airline representative staff receive appropriate, emotional support and welfare - if so required / requested * | |
| End of Checklist | | |

Note - use all above for guidance re lower security alert declarations related to bomb threat / sabotage / suspected sabotage etc. *

| | | |
|---------|---|--|
| C4 | = | Command, Control, Co-ordination & Communication |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| HAT | = | (Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available] |
| LACC | = | Local Accident Control Centre (located in accident airline's [normal business] airport office) |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| MICC | = | (XIA) Mobile Incident Command Centre |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |
| STA/D | = | Standard Time of Arrival / Departure (as related to accident flight) |



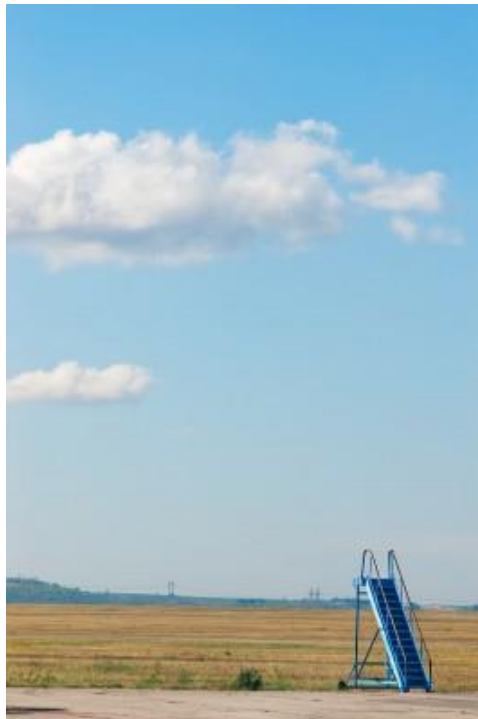
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AEP Volume 2B / Sub-section 3K

The 'Appropriate' Ground Handling Agent(s) - GHA



Aircraft Accident / Incident Related Checklists

IMPORTANT - Until such time as the XIA **Emergency Operations Centre (EOC)** can itself assume C4 responsibilities for the crisis - the airport's '**normal**' operation control centre' will typically assume temporary C4, on behalf of the EOC. The following 'GHA' checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Reminder - See again information provided on pages **7** & **8** of this document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section **3K**

Reminder - See again the definition of '**Primacy**' (AEP Volume 1 [*separate* document] / Glossary refers)



Information 1

It may be that the **airport** operator is able to provide 'temporary' shelter' for triage and immediate medical care operations at or close to the accident site. Such shelter typically takes the form of inflatable tents - sometimes with power, lighting and temperature control (via portable generators & other appropriate equipment). At its most extreme, enough inflatable tents are procured by some well-resourced airports (and colour coded accordingly) for the different levels of triage required (again by standard triage colour code) and subsequent immediate medical treatment. At many airports having such a facility, it is AFS which typically deploys the inflatable tents and sets them up (in conjunction with others e.g. Medical Services responders; Airport Police / Security; XYZ Airports Authority (airport operator) staff; Aircraft Operator / Local Rep staff etc.)

Information 2

Airport provided buses with **seats removed** are another option for use in triage and immediate medical care operations. Where such facilities exist, their deployment and use at time of crisis should have already been **pre-planned**, documented, trained and exercised (and re-trained / re-exercised) by all concerned. Buses (with seats in place) can also be used as a collection point for uninjured victims. Provision of same is typically a shared responsibility of airport operator, accident aircraft operator and an appropriate Ground Handling Agent(s) - GHA

Note - assume herein that XIA has use of inflatable tents and buses (as described above) - for emergency response operations. The tents and buses **are capable of off-airport deployment** where so required

Information 3

Unless the **dead** have already been moved from the **initial** location where 'expiry of life' occurred - all bodies / body parts are to be left where they are - unless removal is considered overriding so as to preserve evidence for the eventual judicial & air accident enquiries. If such removal **is** required, photographs/sketches of such bodies/body parts should be made **before** removal (if possible & safe so to do). The same applies to personal effects (PEs) found close to bodies. All responders at the accident site shall be made aware of this requirement

Aircraft Accident - On Airport

The 'appropriate' Ground Handling Agent(s)

Note - the term '**appropriate**' as used in the title immediately above (and elsewhere in this Sub-section 3K) variously refers to the specific **XIA based** GHA which is supporting (is contracted to) the aircraft operator experiencing the emergency..... **AND / OR** the specific GHA(s) designated (**directed**) by the XYZ Airports Company (XIA Airport Operator) to represent (for whatever reason) an aircraft operator experiencing an XIA related emergency - even if that aircraft operator is **not** a client of the GHA..... **AND / OR** the specific GHA voluntarily acting (as itself i.e. purely as a GHA) in general support of XYZ Airports Company (XIA Airport Operator) during a related (major) aircraft emergency type crisis

All of the aforesaid being as appropriate and according to actual crisis circumstances 'on the day'



Alerted By: TBA

Alerts Whom: TBA

General Responsibilities

- Continue alerting and activation process
- Maintain written log of events
- Where so directed / required, (additionally) carry out the *accident airline's* equivalent checklist
- Set up, man and operate an airport based **GHA** emergency response room
- Provide general co-ordination and liaison from the (your) specific **GHA** viewpoint
- Deploy adequate **GHA** manpower resources to airport information desk(s) - as appropriate
- Contribute **GHA** manpower (as appropriate / available) to the XIA Immediate Care Team (ICT)
- Provide **GHA** representation to XIA **EOC** and **MICC**
- Assist with provision / deployment of appropriate transport, ground equipment & operators / drivers
- Victim disembarkation from accident aircraft - as appropriate
- Assist in evacuation, set-up, manning & operation of **CRC (A)**, **SRC (A)**, **FRRC** & **RA (A)** facilities
- Assist in information gathering & distribution re **CRC (A)**, **SRC (A)** and **FRRC**
- Assist in provision of welfare, humanitarian, emotional & other care / support at airport
- Assist with matching & re-uniting process at **RA (A)** (as appropriate / available)
- Unloading, transportation, storage and security of baggage, cargo, mail etc.
- Anything else - as required by actual circumstances 'on the day'
- Ensure that affected staff receive appropriate emotional support as required / requested

As already mentioned (see page 377), where a (GHA's) '*client' aircraft operator (or any other aircraft operator as designated by the XYZ Airports Company)* has insufficient initial resources (particularly manpower) 'on the ground' (for whatever reason) to deal with its own emergency responsibilities, accountabilities & actions (both potentially and in reality), at or in the vicinity of XIA Airport - then the client's GHA (**OR** the **XIA appointed GHA** in circumstances as aforesaid) shall take on these responsibilities and actions (as appropriate and relevant) itself - until such time as the client / designated aircraft operator can make such resources available locally (*if at all*)

In the circumstances described above, such aircraft operator shall be obliged (at an appropriate time e.g. before commencing flight operations at XIA) to enter into a formal agreement with XYZ Airports Company to the effect that it (the aircraft operator concerned) shall agree to provide fair and adequate recompense to any XIA based GHA providing such service

General Actions: See checklist on next page:



Aircraft Accident - On Airport - The 'appropriate' Ground Handling Agent(s)

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Continue own (GHA) Alerting and Activation Process (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 2 | Maintain a (GHA) written log of events | |
| 3a | Provide all necessary support to the ' client ' aircraft operator (as appropriate) experiencing the emergency | |
| 3b | Where so required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the relevant & appropriate / equivalent aircraft operator emergency response actions (as marked with an asterisk[*]) - shown in the appropriate / equivalent aircraft operator checklist(s) (Latter shown on pages commencing 331 and ending 374 [Sub-section 3J] of this AEP Volume 2B document) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) Note: This will mean carrying out both checklists concurrently i.e. this GHA checklist itself - and the checklist of the accident flight's aircraft operator | |
| 4 | Set up and man a (your) GHA emergency operations room at XIA (Part of GHA's 'normal business' office typically used for this purpose) (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 5 | Deploy GHA rep(s) to appropriate airport information desk(s) (as required) re initial reception of potentially involved MGFR at XIA. Note - ensure that those so deployed are provided with latest versions (as frequently updated) of accident flight's passenger & crew lists | |
| 6 | Source and deploy suitable aircraft steps, ground equipment & operators to designated staging area(s) (and / or RVP[s]) - ready for call-forward / escort to accident site | |
| 7 | Source & deploy sufficient buses to designated staging area(s) (and / or RVP[s]) - ready for call-forward / escort to accident site. Note - two additional buses (seats removed; with drivers etc.) are to also be made ready for immediate call forward / escort to the accident location - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility | |
| 8 | <i>Deliberately Blank</i> | |
| 9 | Provide GHA representation to XIA's EOC (see ' important ' note on page 376 NOW) and also to any deployed MICC (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 10 | Assist with victim disembarkation from accident aircraft (as applicable & when so directed) | |
| 11 | Facilitate transportation ops for uninjured victims when latter are cleared to leave accident location (i.e. going to CRC [A] for uninjured crew and SRC [A] for uninjured PAX) | |
| 12 | Set up of an appropriate shuttle transport service between accident site and designated airport locations (for use by airport based crisis responders and similar) | |
| 13 | When permission is given by the Air Accident Investigation agency + the aircraft operator + XIA Customs authority etc. - off-load (from the accident aircraft [circumstances permitting]) and transport baggage, cargo, mail etc. to the area specified by the Air Accident Investigation agency / whoever. Note - special safety and security arrangements should be put in place for the handling of dangerous goods and high value cargo | |
| 14 | Contribute manpower to the airport's Immediate Care Team (ICT) - as appropriate (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 15 | Assist in evacuation, set-up, manning and operation of CRC (A), SRC (A), FRRC & RA (A) - as appropriate to actual circumstances 'on the day' (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |



Aircraft Accident - On Airport - The 'appropriate' Ground Handling Agent(s)

| | | |
|------------------|---|--|
| 16 | Assist with provision of welfare, humanitarian & emotional care of <i>uninjured victims</i> & <i>MGFR</i> at the centres referred to in checklist item 15 above | |
| 17 | Assist with obtaining / recording & processing essential information provided by <i>uninjured victims</i> at <i>CRC (A)</i> and <i>SRC (A)</i> - e.g. by using the XIA (4 in 1) Passenger/Victim Record Card (P/VRC) or equivalent form (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 18 | Assist with obtaining / recording & processing essential information provided by <i>MGFR</i> at the <i>FRRC</i> - e.g. by using the XIA FR Enquiry Card (FEC) or equivalent form (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 19 | Assist with the (on-airport) <i>matching process</i> of <i>uninjured victim</i> with associated <i>MGFR</i> (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 20 | Assist with facilitation of <i>CIQ</i> clearance for all <i>uninjured victims</i> cleared to leave the <i>CRC (A)</i> and <i>SRC (A)</i> - as appropriate (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 21 | Assist with the actual airport re-uniting process at the landside <i>RA (A)</i> - as appropriate (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 22 | Assist with facilitation of baggage and personal possessions reclaim from Customs - as appropriate (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 23 | Refer media queries to XIA's Normal Ops Control Centre and / or the XIA <i>EOC</i> - as appropriate (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 24 | Anything else as appropriate / required / directed / at own initiative etc. - until such time as XIA's participation in the emergency response is effectively complete | |
| 25 | Continue to support the accident flight's <i>aircraft operator</i> after such time as <i>XIA's</i> participation in the emergency response is complete - and subject to appropriate agreements / contracts / fees / voluntary assistance etc. | |
| 26 | Ensure that appropriate GHA staff receive appropriate, emotional support / debriefing etc. - if so required / requested | |
| End of Checklist | | |

| | | |
|---------|---|--|
| CIQ | = | Customs, Immigration and Quarantine / Port Health (XIA Airport based) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |



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Aircraft Accident - Off-airport / On Land The 'appropriate' Ground Handling Agent(s)

Note - see again information provided on page 377 before reading further

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue alerting and activation process
- Maintain written log of events
- Where so directed / required, (additionally) carry out the *accident airline's* equivalent checklist
- Set up, man and operate an airport based **GHA** emergency response room
- Provide general co-ordination and liaison from the (your) specific **GHA** viewpoint
- Deploy adequate **GHA** manpower resources to airport information desk(s) - as appropriate
- Contribute **GHA** manpower (as appropriate / available) to the XIA Immediate Care Team (ICT)
- Provide **GHA** representation to the XIA **EOC** and also any deployed **MICC**
- Assist with provision / off-airport deployment of appropriate ground transport, ground equipment & operators / drivers
- Victim disembarkation from accident aircraft - as appropriate
- Assist in evacuation, set-up, manning & operation of **CRC (A)**, **SRC (A)**, **FRRC** & **RA (A)** facilities
- Assist in information gathering & distribution re **CRC (A)**, **SRC (A)** and **FRRC**
- Assist in provision of welfare, humanitarian, emotional & other care / support at airport
- Assist with matching & re-uniting process at **RA (A)** (as appropriate / available)
- Unloading, transportation, storage and security of baggage, cargo, mail etc.
- Anything else - as required by actual circumstances 'on the day'
- Ensure that affected staff receive appropriate emotional support as required / requested

As already mentioned (see page 377), where a (GHA's) '*client' aircraft operator (or any other aircraft operator as designated by the XYZ Airports Company)* has insufficient initial resources (particularly manpower) 'on the ground' (for whatever reason) to deal with its own emergency responsibilities, accountabilities & actions (both potentially and in reality), at or in the vicinity of XIA Airport - then the client's GHA (**OR** the **XIA appointed GHA** in circumstances as aforesaid) shall take on these responsibilities and actions (as appropriate and relevant) itself - until such time as the client / designated aircraft operator can make such resources available locally (*if at all*)

In the circumstances described above, such aircraft operator shall be obliged (at an appropriate time e.g. before commencing flight operations at XIA) to enter into a formal agreement with XYZ Airports Company to the effect that it (the aircraft operator concerned) shall agree to provide fair and adequate recompense to any XIA based GHA providing such service



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* [*airside*]) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (**Survivor**) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See next page:



Aircraft Accident - Off-airport / On Land The 'appropriate' Ground Handling Agent(s)

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Continue own (GHA) Alerting and Activation Process (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 2 | Maintain a (GHA) written log of events | |
| 3a | Provide all necessary support to the ' client ' aircraft operator (as appropriate) experiencing the emergency | |
| 3b | Where so required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the relevant & appropriate / equivalent aircraft operator emergency response actions (as marked with an asterisk[*]) - shown in the appropriate / equivalent aircraft operator checklist(s) (Latter shown on pages commencing 331 and ending 374 [Sub-section 3J] of this AEP Volume 2B document) (<i>Insert associated SOP location here xxxxxxxx</i>) Note: This will mean carrying out both checklists concurrently i.e. this GHA checklist itself - and the checklist of the accident flight's aircraft operator | |
| 4 | Set up and man a (your) GHA emergency operations room at XIA (Part of GHA's 'normal business' office typically used for this purpose) (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 5 | Deploy GHA rep(s) to appropriate airport information desk(s) (as required) re initial reception of potentially involved MGFR at XIA. Note - ensure that those so deployed are provided with latest versions (as frequently updated) of accident flight's passenger & crew lists | |
| 6 | Source & deploy suitable aircraft steps, ground equipment & operators to designated staging area(s) / RVP[s] etc. - ready for call-forward & escort to off-airport accident site | |
| 7 | Source & deploy sufficient buses to designated staging area(s) (and / or RVP[s]) - ready for call-forward / escort to off-airport accident site. Note -two additional buses (seats removed; with drivers etc.) are to also be made ready for immediate call forward / escort to the off-airport accident location - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility | |
| 8 | Provide GHA representation to XIA's EOC (see ' important ' note on page 376 NOW) and also to any MICC deployed off-airport. (Where no deployed MICC is available, the GHA rep shall report instead to the senior off -airport commander [present at accident location] having overall on-site primacy / jurisdiction) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 9 | Assist with victim disembarkation from accident aircraft (as applicable & when so directed) | |
| 10 | Facilitate transportation ops for uninjured victims when latter are cleared to leave off-airport accident location (i.e. going to CRC [A] for uninjured crew and SRC [A] for uninjured PAX). Note - this checklist assumes that the CRC [A] and SRC [A] are those provided at XIA. This might not be the case 'on the day' e.g. such centres might be set up locally (off-airport) instead | |
| 11 | Set up of an appropriate shuttle transport service between off-airport accident site and designated airport locations (for use by airport based crisis responders and similar) | |
| 12 | When permission is given by the Air Accident Investigation agency + the aircraft operator + the appropriate Customs authority etc. - off-load (from the accident aircraft [circumstances permitting]) & transport baggage, cargo, mail etc. to the area specified by the Air Accident Investigation agency / whoever. Note - special safety and security arrangements should be put in place for the handling of dangerous goods, high value cargo etc. | |



Aircraft Accident - Off-airport / On Land The 'appropriate' Ground Handling Agent(s)

| Action | | ☑ ? |
|------------------|---|-----|
| 13 | Contribute manpower to the airport's Immediate Care Team (ICT) - as appropriate (Insert associated contacts & SOP location here xxxxxxxx) | |
| 14 | Assist in evacuation, set-up, manning & operation of CRC (A), SRC (A), FRRC and RA (A) - as appropriate to actual circumstances 'on the day'. Note 1 - this checklist assumes that the CRC [A] and SRC [A] are those provided at XIA. This might not be the case 'on the day' e.g. such centres might be set up locally (off-airport) instead. Note 2 - whilst it can be reasonably expected that the FRRC and RA (A) will be set up & operated at XIA, it is remotely possible that this might not be the case 'on the day' e.g. such centres might be set up locally (off-airport) instead. (Insert associated contacts & SOP location here xxxxxxxx) | |
| 15 | Assist with provision of welfare, humanitarian & emotional care of <i>uninjured victims</i> & MGFR at the centres referred to in checklist item 14 above | |
| 16 | Assist in obtaining/recording & processing essential information provided by <i>uninjured victims</i> at CRC (A) / SRC (A) / wherever - e.g. by using the XIA (4 in 1) Passenger/Victim Record Card (P/VRC) / equivalent form (Insert associated SOP location here xxxxxxxx) | |
| 17 | Assist with obtaining / recording & processing essential information provided by MGFR at the FRRC / wherever - e.g. by using the XIA FR Enquiry Card (FEC) or equivalent form (Insert associated SOP location here xxxxxxxx) | |
| 18 | Assist with the (on-airport / wherever) matching process of <i>uninjured victim</i> with associated MGFR (Insert associated SOP location here xxxxxxxx) | |
| 19 | Assist with facilitation of CIQ clearance for all <i>uninjured victims</i> cleared to leave the CRC (A) / SRC (A) / wherever - as appropriate | |
| 20 | Assist with the actual airport re-uniting process at the RA (A) / wherever - as and where appropriate (Insert associated SOP location here xxxxxxxx) | |
| 21 | Assist with facilitation of baggage and personal possessions reclaim from Customs - as appropriate (Insert associated contacts & SOP location here xxxxxxxx) | |
| 22 | Refer media queries to XIA's Normal Ops Control Centre and / or the XIA EOC - as appropriate (Insert associated contacts & SOP location here xxxxxxxx) | |
| 23 | Anything else as appropriate / required / directed / at own initiative etc. - until such time as XIA's participation in the emergency response is effectively complete | |
| 24 | Continue to support the accident flight's aircraft operator after such time as XIA's participation in the emergency response is complete - and subject to appropriate agreements / contracts / fees / voluntary assistance etc. | |
| 25 | Ensure that appropriate GHA staff receive appropriate, emotional support / debriefing etc. - if so required / requested | |
| End of Checklist | | |

| | | |
|---------|---|--|
| CIQ | = | Customs, Immigration and Quarantine / Port Health (XIA Airport based) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate ‘Off-loading / Landing point(s)’ shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **Off - Airport / on or over Water**

Note: Additional / alternative Off-loading / Landing point(s) may be designated ‘on the day’ by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|--|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident **Off - Airport / on or over Water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the ‘**surrounding community**’ are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated ‘**Mutual Aid Emergency Support Agreement**’ accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water The 'appropriate' Ground Handling Agent(s)

Note - see again information provided on page 377 before reading further

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue alerting and activation process
- Maintain written log of events
- Where so directed / required, (additionally) carry out the *accident airline's* equivalent checklist
- Set up, man and operate an airport based **GHA** emergency response room
- Provide general co-ordination and liaison from the (your) specific **GHA** viewpoint
- Deploy adequate **GHA** manpower resources to airport information desk(s) - as appropriate
- Contribute **GHA** manpower (as appropriate / available) to the XIA Immediate Care Team (ICT)
- Provide **GHA** representation to the XIA **EOC** and also any deployed **MICC**
- Assist with provision / off-airport deployment of appropriate ground transport, ground equipment & operators / drivers
- Assist in evacuation, set-up, manning & operation of **CRC (A)**, **SRC (A)**, **FRRC** & **RA (A)** facilities
- Assist in information gathering & distribution re **CRC (A)**, **SRC (A)** and **FRRC**
- Assist in provision of welfare, humanitarian, emotional & other care / support at airport
- Assist with matching & re-uniting process at **RA (A)** (as appropriate / available)
- Anything else - as required by actual circumstances 'on the day'
- Ensure that affected staff receive appropriate emotional support as required / requested

As already mentioned (see page 377), where a (GHA's) '*client*' **aircraft operator** (or any other aircraft operator as designated by the XYZ Airports Company) has insufficient initial resources (particularly manpower) 'on the ground' (for whatever reason) to deal with its own emergency responsibilities, accountabilities & actions (both potentially and in reality), at or in the vicinity of XIA Airport - then the client's GHA (OR the XIA appointed **GHA** in circumstances as aforesaid) shall take on these responsibilities and actions (as appropriate and relevant) itself - until such time as the client / designated aircraft operator can make such resources available locally (*if at all*)

In the circumstances described above, such aircraft operator shall be obliged (at an appropriate time e.g. before commencing flight operations at XIA) to enter into a formal agreement with XYZ Airports Company to the effect that it (the aircraft operator concerned) shall agree to provide fair and adequate recompense to any XIA based GHA providing such service



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* **airside**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See next page:



Aircraft Accident - Off-airport / on or over Water The 'appropriate' Ground Handling Agent(s)

Lifejackets or similar buoyancy aids must always be worn for any work carried out over water

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Continue own (GHA) Alerting and Activation Process (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 2 | Maintain a (GHA) written log of events | |
| 3a | Provide all necessary support to the ' client ' aircraft operator (as appropriate) experiencing the emergency | |
| 3b | Where so required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the relevant & appropriate / equivalent aircraft operator emergency response actions (as marked with an asterisk[*]) - shown in the appropriate / equivalent aircraft operator checklist(s) (Latter shown on pages commencing 331 and ending 374 [Sub-section 3J] of this AEP Volume 2B document) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) Note: This will mean carrying out both checklists concurrently i.e. this GHA checklist itself - and the checklist of the accident flight's aircraft operator | |
| 4 | Set up and man a (your) GHA emergency operations room at XIA (Part of GHA's 'normal business' office typically used for this purpose) (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 5 | Deploy GHA rep(s) to appropriate airport information desk(s) (as required) re initial reception of potentially involved MGFR at XIA. Note - ensure that those so deployed are provided with latest versions (as frequently updated) of accident flight's passenger & crew lists | |
| 6 | Source & deploy suitable ground equipment & operators to designated staging area(s) (and / or RVP[s]) - ready for call-forward & escort to off-loading / landing point(s) (and / or other appropriate locations as directed by the competent authority / whoever) | |
| 7 | Source & deploy sufficient buses to designated staging area(s) (and / or RVP[s]) - ready for call-forward / escort to off-loading / landing point(s) (and / or other appropriate locations as directed by the competent authority / whoever). Note -two additional buses (seats removed; with drivers etc.) are to also be made ready for immediate call forward / escort (to the same locations mentioned above) - in order to serve as a temporary casualty clearance (triage) and / or immediate medical care facility | |
| 8 | Provide GHA representation to XIA's EOC (see ' important ' note on page 376 NOW) and also to any MICC deployed off-airport . (Where no deployed MICC is available, the GHA rep shall report instead to the senior off-airport commander [present at accident location] having overall on-site primacy / jurisdiction) | |
| 9 | Facilitate transportation ops for uninjured victims when latter are cleared to leave off-loading / landing points and / or wherever (i.e. going to CRC [A] for uninjured crew and SRC [A] for uninjured PAX). Note - this checklist assumes that the CRC [A] and SRC [A] are those provided at XIA. This might not be the case 'on the day' e.g. such centres might be set up locally (off-airport) instead | |
| 10 | Set up of an appropriate shuttle transport service between off-airport loading / landing points and / or whereverand designated airport locations (for use by airport based crisis responders and similar) | |
| 11 | When baggage, cargo, mail etc. is brought ashore from the accident flight (as applicable), work with the appropriate Customs authority / whoever to 'manage' what is to happen to same (e.g. forward to airport / wherever for reclaiming; impounding; eventual forwarding to FR etc.). Note - advise all concerned of the special safety and security arrangements to follow for the handling of dangerous goods, high value cargo etc. | |



Aircraft Accident - Off-airport / on or over Water The 'appropriate' Ground Handling Agent(s)

| | | |
|------------------|---|--|
| 12 | Contribute manpower to the airport's Immediate Care Team (ICT) - as appropriate (Insert associated SOP location here xxxxxxxx) | |
| 13 | Assist in evacuation, set-up, manning & operation of CRC (A), SRC (A), FRRC and RA (A) - as appropriate to actual circumstances 'on the day'. Note 1 - this checklist assumes that the CRC [A] and SRC [A] are those provided at XIA. This might not be the case 'on the day' e.g. such centres might be set up locally (off-airport) instead. Note 2 - whilst it can be reasonably expected that the FRRC and RA (A) will be set up & operated at XIA, it is remotely possible that this might not be the case 'on the day' e.g. such centres might be set up locally (off-airport) instead. (Insert associated contacts & SOP location here xxxxxxxx) | |
| 14 | Assist with provision of welfare, humanitarian & emotional care of uninjured victims & MGFR at the centres referred to in checklist item 13 above | |
| 15 | Assist with obtaining / recording & processing essential information provided by uninjured victims at CRC (A) / SRC (A) / wherever - e.g. by using the XIA (4 in 1) Passenger/Victim Record Card (P/VRC) or equivalent form (Insert SOP location here xxxxxxxx) | |
| 16 | Assist with obtaining / recording & processing essential information provided by MGFR at the FRRC / wherever - e.g. by using the XIA FR Enquiry Card (FEC) or equivalent form (Insert SOP location here xxxxxxxx) | |
| 17 | Assist with the (on-airport / wherever) matching process of uninjured victim with associated MGFR (Insert SOP location here xxxxxxxx) | |
| 18 | Assist with facilitation of CIQ clearance for all uninjured victims cleared to leave the CRC (A) / SRC (A) / wherever - as appropriate | |
| 19 | Assist with the actual re-uniting process at the RA (A) - as and where appropriate (Insert SOP location here xxxxxxxx) | |
| 20 | Assist with facilitation of baggage and personal possessions reclaim from Customs - as appropriate (Insert associated contacts & SOP location here xxxxxxxx) | |
| 21 | Refer media queries to XIA's Normal Ops Control Centre and / or the XIA EOC - as appropriate (Insert associated contacts & SOP location here xxxxxxxx) | |
| 22 | Anything else as appropriate / required / directed / at own initiative etc. - until such time as GHA's participation in the emergency response is deemed (by the appropriate, competent person) to be effectively complete | |
| 23 | Continue to support the accident flight's aircraft operator after such time as XIA's participation in the emergency response is complete - and subject to appropriate agreements / contracts / fees / voluntary assistance etc. | |
| 24 | Ensure that appropriate GHA staff receive appropriate, emotional support / debriefing etc. - if so required / requested | |
| End of Checklist | | |

| | | |
|---------|---|--|
| CIQ | = | Customs, Immigration and Quarantine / Port Health (XIA Airport based) |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |



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FULL EMERGENCY The 'appropriate' Ground Handling Agent

Note - see again information provided on page 377 before reading further

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue alerting & activation process / bring selected staff to state of immediate readiness
- Maintain written log of events
- Provide required support to '**client**' aircraft operator in 'emergency' situation (as appropriate)
- Where so directed / required, (additionally) carry out the '**full emergency**' airline's directly equivalent checklist
- Provide general co-ordination, liaison & support from the (your) specific **GHA** viewpoint
- Set up, man and operate an airport based **GHA** emergency response room
- Prepare to deploy adequate **GHA** manpower resources to airport information desk(s)
- Prepare to contribute **GHA** manpower (as appropriate / available) to the XIA ICT
- Prepare to provide **GHA** representation to XIA **EOC** and **MICC**
- Prepare to assist with provision / deployment of appropriate transport, ground equipment & operators / drivers etc.
- Prepare to oversee possible victim disembarkation from accident aircraft
- Prepare to assist in evacuation, set-up, manning & operation of **CRC (A)**, **SRC (A)**, **FRRC** & **RA (A)** facilities
- Prepare to assist in information gathering & distribution re **CRC (A)**, **SRC (A)** and **FRRC**
- Prepare to assist in provision of welfare, humanitarian, emotional & other care / support
- Prepare to assist with matching & re-uniting process
- Prepare for unloading, transportation, storage and security of baggage, cargo, mail etc.
- Prepare for anything else - as required by actual circumstances 'on the day'
- Respond as required by developing circumstances
- Ensure (post incident) that affected staff receive appropriate emotional support

As already mentioned (see page 377), where a (GHA's) '**client**' aircraft operator (or any other aircraft operator as designated by the XYZ Airports Company) has insufficient initial resources (particularly manpower) 'on the ground' (for whatever reason) to deal with its own emergency responsibilities, accountabilities & actions (both potentially and in reality), at or in the vicinity of XIA Airport - then the client's GHA (OR the XIA appointed **GHA** in circumstances as aforesaid) shall take on these responsibilities and actions (as appropriate and relevant) itself - until such time as the client / designated aircraft operator can make such resources available locally (if at all)

In the circumstances described above, such aircraft operator shall be obliged (at an appropriate time e.g. before commencing flight operations at XIA) to enter into a formal agreement with XYZ Airports Company to the effect that it (the aircraft operator concerned) shall agree to provide fair and adequate recompense to any XIA based GHA providing such service

General Actions: See checklist on next page:



FULL EMERGENCY The 'appropriate' Ground Handling Agent

| | Action | ☑ ? |
|-----|--|-----|
| 1a | Continue own GHA Alerting and Activation Process (<i>Insert appropriate contact info & associated SOP location here xxxxxxxx</i>) | |
| 1b | Bring selected staff to a state of immediate readiness (including earmarking of selected staff for possible deployment with the XIA MICC and XIA ICT) | |
| 2 | Maintain a GHA written log of events | |
| 3a | Provide all necessary support to the ' client ' aircraft operator (if / as appropriate) experiencing the emergency | |
| 3b | Where so required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the relevant & appropriate / equivalent aircraft operator emergency response actions (as marked with an asterisk[*]) - shown in the appropriate / equivalent aircraft operator checklist(s) (Latter shown on pages commencing 331 and ending 374 [Sub-section 3J] of this AEP Volume 2B document) (<i>Insert associated SOP location here xxxxxxxx</i>) Note: This will mean carrying out both checklists concurrently i.e. this GHA checklist itself - and the checklist of the full emergency flight's aircraft operator | |
| 4 | Set up and man a (your) GHA emergency operations room at XIA (Part of the GHA's 'normal business' office is typically used for this purpose) (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 5 | Prepare to deploy GHA rep(s) to appropriate airport information desk(s) | |
| 6 | Source and prepare to deploy suitable aircraft steps, ground equipment & operators | |
| 7 | Source & prepare to deploy sufficient buses. Note - two additional buses (seats removed; with drivers etc.) are to also be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility - as required | |
| 8 | Prepare to provide GHA representation to XIA's EOC (see ' important ' note on page 376 NOW) and also to any deployed MICC | |
| 9 | Prepare to assist with victim (crew & passengers) disembarkation | |
| 10 | Prepare to facilitate provision of ground transport & drivers | |
| 11 | Prepare to assist with off-loading, transport, security & storage of cargo, mail etc. | |
| 12 | Prepare to contribute manpower to airport's ICT (as appropriate) (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 13a | Prepare to assist with CRC (A) , SRC (A) , FRRC & RA (A) securing & set-up (as appropriate) (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 13b | Prepare to assist in information gathering & distribution at centres shown in 13a above (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 13c | Prepare to assist with provision of welfare & humanitarian care of potential uninjured victims & MGFR at the centres referred to in checklist items 13a / b above | |
| 13d | Prepare to assist in any 'matching' & re-uniting process related to 13a / b / c above (<i>Insert contact info & associated SOP location here xxxxxxxx</i>) | |



FULL EMERGENCY The 'appropriate' Ground Handling Agent

| | | |
|-------------------------|--|--|
| 14 | Deploy in support of incident as required / directed (Using logic, common sense, experience, direction from above etc. to decide on what particular actions to take..... depending on actual circumstances 'on the day') | |
| 15 | Refer media queries to XIA's Normal Ops Control Centre and / or the XIA EOC - as appropriate (<i>Insert associated contacts & SOP location here xxxxxx</i>) | |
| 16 | In the event that the Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3K | |
| 17 | If aircraft lands safely - stand-down to 'normal operations' readiness & advise other appropriate parties accordingly | |
| <i>End of Checklist</i> | | |

| | |
|-----------|--|
| CRC (A) = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| EOC = | (XIA's) Emergency Operations Centre |
| FR = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| ICT = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| MICC = | (XIA's) Mobile Incident Command Centre |
| RA (A) = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |

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LOCAL STANDBY - Aircraft In-flight The 'appropriate' Ground Handling Agent

Note - see again information provided on page 377 before reading further

Alerted By: AFS

Alerts Whom: TBA

General Responsibilities:

- Continue alerting & activation process / bring selected staff to state of immediate readiness
- Maintain written log of events
- Where so directed / required, (additionally) carry out the *airline's* (i.e. the aircraft operator which is the subject of the 'local standby) directly equivalent checklist
- Prepare to set up, man and operate an airport based **GHA** emergency response room
- Provide general co-ordination, liaison & support from the (your) specific **GHA** viewpoint
- Respond as required by developing circumstances

As already mentioned (see page 377), where a (GHA's) '*client*' aircraft operator (or any other aircraft operator as designated by the XYZ Airports Company) has insufficient initial resources (particularly manpower) 'on the ground' (for whatever reason) to deal with its own emergency responsibilities, accountabilities & actions (both potentially and in reality), at or in the vicinity of XIA Airport - then the client's GHA (OR the *XIA appointed GHA* in circumstances as aforesaid) shall take on these responsibilities and actions (as appropriate and relevant) itself - until such time as the client / designated aircraft operator can make such resources available locally (*if at all*)

In the circumstances described above, such aircraft operator shall be obliged (at an appropriate time e.g. before commencing flight operations at XIA) to enter into a formal agreement with XYZ Airports Company to the effect that it (the aircraft operator concerned) shall agree to provide fair and adequate recompense to any XIA based GHA providing such service



LOCAL STANDBY - Aircraft In-flight The 'appropriate' Ground Handling Agent

Some examples of when **Local Standby Aircraft in-flight** might typically be declared at XIA:

- An aircraft at or near the airport is known or suspected to have developed defects or problems, the nature of which are **not** expected to cause any **serious difficulty** in carrying out a safe landing. Such defects might typically include:
 - ❖ Single engine shutdown (assumes that aircraft has more than one engine and can operate safely with one engine inoperative)
 - ❖ Hydraulic system malfunction (non-catastrophic)
 - ❖ Cabin pressurisation problem (non-catastrophic) etc.
- An aircraft at or near the airport is subject to a **suspected** bomb threat
- An aircraft at or near the airport is subject to a **suspected** 'unlawful seizure / act'
- An aircraft at or near the airport is operating in weather conditions very close to its and / or its pilots' limitations (sometimes known as **'weather standby'**)
- etc.

The objective of declaring **'Local Standby' Aircraft in-flight** is to alert key on-airport response personnel and agencies to **prepare** for a rapid reaction in the **unlikely** event of a more serious situation occurring during the approach and landing of the aircraft (or any other phase of flight as appropriate) - until such time as the incident is terminated

General Actions Required - See checklist starting next page:



LOCAL STANDBY - Aircraft In-flight The 'appropriate' Ground Handling Agent

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own Alerting and Activation Process (<i>insert associated contact details & SOP location here xxxxxxx</i>) | |
| 2 | Bring selected staff to a state of immediate readiness | |
| 3 | Maintain a written log of events | |
| 4 | Provide all necessary support to the ' client ' aircraft operator (as appropriate) experiencing the emergency | |
| 5 | Where so required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the relevant & appropriate / equivalent aircraft operator emergency response actions (as marked with an asterisk[*]) - shown in the appropriate / equivalent aircraft operator checklist(s) (Latter shown on pages commencing 331 and ending 374 [Sub-section 3J] of this AEP Volume 2B document) (<i>Insert associated SOP location here xxxxxxx</i>) Note: This will mean carrying out both checklists concurrently i.e. this GHA checklist itself - and the checklist of the local standby flight's aircraft operator | |
| 6 | Provide general co-ordination, liaison & support from the (your) specific GHA viewpoint - as required by actual circumstances 'on the day' | |
| 7 | Respond as (if) so required by developing circumstances 'on the day' | |
| 8 | In the event that the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3K | |
| 9 | Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down | |
| End of Checklist | | |



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Aircraft Ground Incident

An **Aircraft Ground Incident** is an occurrence, ***other than an aircraft accident***, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation

The following occurrences are typical examples of the above:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences)
- etc.

It is generally not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an outline checklist *has* been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of **aircraft ground incidents** (if required so to do) - should use logic, common sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the checklist), depending on developing actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B may *also* be used / adapted for additional guidance in how to respond to aircraft ground incidents. *Off-airport* responders are invited to do likewise

Important Note - An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **not** typically lead to death, serious injury, serious damage to an aircraft (or to anything else) etc.



Aircraft Ground Incident The 'appropriate' Ground Handling Agent

Note - see again information provided on page 377 before reading further

Alerted By: AFS

Alerts Whom: TBA

General Responsibilities:

- Continue alerting & activation process / bring selected staff to state of immediate readiness
- Maintain written log of events
- Provide required support to '**client**' aircraft operator in 'ground incident' situation (as appropriate)
- Where so directed / required, (additionally) carry out '**ground incident**' airline's directly equivalent checklist
- Provide general co-ordination, liaison & support from the (your) specific **GHA** viewpoint
- Prepare to set up, man and operate an airport based **GHA** emergency response room
- Prepare to assist with provision / deployment of appropriate transport, ground equipment & operators / drivers etc.
- Prepare to oversee possible victim disembarkation from incident aircraft
- Prepare for unloading, transportation, storage and security of baggage, cargo, mail etc.
- Respond to actual situation 'on the ground' / 'on the day' - as required by developing circumstances
- Ensure (post incident) that affected staff receive appropriate emotional support as appropriate / required / requested

As already mentioned (see page 377), where a (GHA's) '**client**' aircraft operator (or any other aircraft operator as designated by the XYZ Airports Company) has insufficient initial resources (particularly manpower) 'on the ground' (for whatever reason) to deal with its own emergency responsibilities, accountabilities & actions (both potentially and in reality), at or in the vicinity of XIA Airport - then the client's GHA (**OR** the **XIA appointed GHA** in circumstances as aforesaid) shall take on these responsibilities and actions (as appropriate and relevant) itself - until such time as the client / designated aircraft operator can make such resources available locally (**if at all**)

In the circumstances described above, such aircraft operator shall be obliged (at an appropriate time e.g. before commencing flight operations at XIA) to enter into a formal agreement with XYZ Airports Company to the effect that it (the aircraft operator concerned) shall agree to provide fair and adequate recompense to any XIA based GHA providing such service

General Actions Required - See checklist starting next page:



Aircraft Ground Incident The 'appropriate' Ground Handling Agent

| Action | | ☑ ? |
|--------|---|-----|
| 1a | Continue own GHA Alerting and Activation Process (<i>insert contact details & associated SOP location here xxxxxxxx</i>) | |
| 1b | Bring selected staff to a state of immediate readiness (including earmarking of selected staff for possible deployment with the XIA MICC and XIA ICT) | |
| 2 | Maintain a GHA written log of events | |
| 3a | Provide all necessary support to the ' client ' aircraft operator (as appropriate) experiencing the incident | |
| 3b | Where so required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the relevant & appropriate / equivalent aircraft operator emergency response actions (as marked with an asterisk[*]) - shown in the appropriate / equivalent aircraft operator checklist(s) (Latter shown on pages commencing 331 and ending 374 [Sub-section 3J] of this AEP Volume 2B document) (<i>insert associated SOP location here xxxxxxxx</i>) Note: This will mean carrying out both checklists concurrently i.e. this GHA checklist itself - and the checklist of the ground incident flight's aircraft operator | |
| 4 | Prepare to set up and man a (your) GHA emergency operations room at XIA (Part of GHA's 'normal business' office typically used for this purpose) (<i>insert associated SOP location here xxxxxxxx</i>) | |
| 5 | Prepare to deploy GHA rep(s) to appropriate airport information desk(s) | |
| 6 | Source and prepare to deploy suitable aircraft steps, ground equipment & operators | |
| 7 | Source & prepare to deploy sufficient buses. Note - two additional buses (seats removed; with drivers etc.) are to also be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility - as required | |
| 8 | Prepare to provide GHA representation to XIA's EOC (see ' important ' note on page 376 NOW) and also to any deployed MICC | |
| 9 | Prepare to facilitate provision of ground transport & drivers | |
| 10 | Prepare to assist with crew & passenger disembarkation | |
| 11 | Prepare to assist with off-loading, transport, security & storage of cargo, mail etc. | |
| 12 | Prepare to contribute manpower to airport's ICT (as appropriate) (<i>insert associated SOP location here xxxxxxxx</i>) | |
| 13a | Prepare to assist with CRC (A) , SRC (A) , FRRC & RA (A) securing & set-up (as appropriate) (<i>insert associated SOP location here xxxxxxxx</i>) | |
| 13b | Prepare to assist in information gathering & distribution at centres shown in 13a above(<i>insert associated SOP location here xxxxxxxx</i>) | |
| 13c | Prepare to assist with provision of welfare & humanitarian care of potential uninjured victims & MGFR at the centres referred to in checklist items 13a / b above | |
| 13d | Prepare to assist in any 'matching' & re-uniting process related to 13a / b / c above (<i>insert associated SOP location here xxxxxxxx</i>) | |



Aircraft Ground Incident The 'appropriate' Ground Handling Agent

| | | |
|------------------|--|--|
| 14 | Deploy in support of incident as required / directed (Using logic, common sense, experience, direction from above etc. to decide on what particular actions to take..... depending on actual circumstances 'on the day') | |
| 15 | Refer media queries to XIA's Normal Ops Control Centre and / or the XIA EOC - as appropriate (<i>Insert associated contacts & SOP location here xxxxxxx</i>) | |
| 16 | In the event that Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3K | |
| 17 | If aircraft lands safely - stand-down to 'normal operations' readiness & advise other appropriate parties accordingly | |
| End of Checklist | | |

| | |
|-----------|--|
| CRC (A) = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| EOC = | (XIA's) Emergency Operations Centre |
| FR = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| ICT = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| MICC = | (XIA's) Mobile Incident Command Centre |
| RA (A) = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |

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Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

The 'appropriate' Ground Handling Agent

IMPORTANT NOTE

The following checklists relate to 'bomb threat / sabotage' as associated with aircraft operations directly impacting on XIA. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) **OR**on the ground at XIA

Depending on the actual 'bomb threat / sabotage' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will generally declare any of 'Full Emergency', 'Aircraft Ground Incident' or 'Local Standby'. (Each of these declarations has its own, associated [& *separate*] checklist located elsewhere in this sub-section **3K**)

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate 'bomb threat / sabotage' checklist - **and also** (concurrently / at the same time) by the appropriate 'Full Emergency' **OR** 'Aircraft Ground Incident' **OR** 'Local Standby' checklist

As always, should the situation develop into an '**Aircraft Accident**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate **Aircraft Accident** checklist from this sub-section **3K** must **also** be used. Should the 'bomb threat / sabotage' situation **still exist** after such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat / sabotage' checklist **must also continue** to be addressed **concurrently** with the aircraft accident checklist

Lastly, the 'bomb threat / sabotage' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by **all** concerned / involved (along with associated implications, complications & consequences) it might be better for such ***combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!*

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. '**..... commence alerting & activation.....**'

****Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. If not, be prepared for a **totally ineffective and inefficient response - with associated, adverse consequences****



IMPORTANT

At all stages of a security incident response where serious 'security type hazards' & similar exist and / or *potentially* exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

Note

For a **major** security alert, it is generally only permissible for specialist security services (and / or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly greater distances depending on actual circumstances 'on the day') of a Bomb Threat aircraft - and / or when dealing with associated suspect baggage, cargo and mail. Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (and / or local representative e.g. GHA), customs officials and similar agency personnel are **requested** to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, *this should strictly be on a voluntary basis only*

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents **is both permitted and expected**

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see again pages 14 - 25



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

The 'appropriate' Ground Handling Agent

Note - see again information provided on page 377 before reading further

Alerted By: AFS

Alerts Whom: TBA

General Responsibilities:

- Ensure aircraft commander involved, Airport Police, airline involved & XIA Airport Operator are all aware of threat - as appropriate
- Continue own **GHA** alerting & activation process
- Where so directed / required, (additionally) carry out 'bomb threat' airline's directly equivalent checklist
- Where 'so invited' by appropriate authority - participate in 'Threat Assessment' process
- Where 'so invited' by appropriate authority - participate in 'Countermeasures' operations
- Assist in evacuation of designated XIA ground facilities - as required
- Set up, man and operate a local **GHA** C4 facility
- Provide general co-ordination, liaison & technical / expert advice from **GHA**'s viewpoint
- Deploy a **GHA** rep to each of the XIA **EOC** and **MICC** when (if) they activate
- Prepare to provide appropriate ground transport / equipment + **volunteer** drivers / operators
- Prepare to provide manpower to XIA Immediate Care Team
- Prepare to assist in set up and operation of XIA **CRC (A)**, **SRC (A)** and **FRRC** - as required
- Pass on any media requests (made to **GHA**) to appropriate authority in absolute charge of security incident, to XYZ Airports Company and to bomb threat airline and / or airline HQ (latter as associated with bomb threat aircraft)
- In addition to all of above, respond as required by developing circumstances 'on the day' – and / or as directed by the appropriate 'authority'
- Post crisis - ensure your staff receive appropriate 'mental health first aid' support - as required

Note - In certain circumstances **some** of the responsibilities and actions required of the aircraft operator (see above and following pages) will necessarily be (can only be) the responsibility of the **Aircraft Commander alone**

Note - It is expected that XXX police / security / military / paramilitary services will eventually assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

Possible nomination of an Airport Operator 'Overall Commander' and establishment of the XIA **EOC** and **MICC** is generally **only** required in order to **represent the interests of the Airport Operator and to facilitate support to those in charge of the security incident** - and is strictly not intended to conflict with the roles and responsibilities of the latter

Do not confuse the **Airport EOC's** 'overall commander' - with the person having overall [absolute] security incident C4 as per above. They are different appointments with differing roles & responsibilities!



As already mentioned (see page 377), where a (GHA's) '**client' aircraft operator (or any other aircraft operator as designated by the XYZ Airports Company)** has insufficient initial resources (particularly manpower) 'on the ground' (for whatever reason) to deal with its own emergency responsibilities, accountabilities & actions (both potentially and in reality), at or in the vicinity of XIA Airport - then the client's GHA (**OR** the **XIA appointed GHA** in circumstances as aforesaid) shall take on these responsibilities and actions (as appropriate and relevant) itself - until such time as the client / designated aircraft operator can make such resources available locally (**if at all**)

In the circumstances described above, such aircraft operator shall be obliged (at an appropriate time e.g. before commencing flight operations at XIA) to enter into a formal agreement with XYZ Airports Company to the effect that it (the aircraft operator concerned) shall agree to provide fair and adequate recompense to any XIA based GHA providing such service

General Actions Required - see checklist starting further below:

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the GHA) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

The '*appropriate*' Ground Handling Agent

| Action | | ☑ ? |
|--------|---|-----|
| 1 | <i>Where appropriate</i> , ensure (by all and any means available / possible) that involved aircraft commander, airport police, involved airline HQ & XIA Airport Operator are aware of bomb threat / sabotage threat (e.g. [for aircraft commander] via radio; satphone; smartphone; data message etc.) (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 2a | Continue own alerting & activation process (<i>Insert associated contacts & SOP location here xxxxxxxx</i>) | |
| 2b | Bring selected staff to a state of immediate readiness (including earmarking of selected staff for possible deployment with the XIA MICC and XIA ICT - and to the XIA EOC) | |
| 3 | Maintain a written log of events | |
| 4 | Set up & man a (your) GHA emergency operations room at XIA (Part of the GHA's 'normal business' office is typically used for this purpose) (<i>Insert associated SOP location here xxxxxxxx</i>) | |
| 5a | Provide all necessary support to the ' client ' aircraft operator (if / as appropriate) experiencing the emergency | |



Bomb Threat / Sabotage - Aircraft **RED Security Alert / RED Threat Assessment Made**

The 'appropriate' Ground Handling Agent

| | | |
|----|---|--|
| 5b | <p>Where so required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the relevant & appropriate / equivalent aircraft operator emergency response actions (as marked with an asterisk[*]) - shown in the appropriate / equivalent aircraft operator checklist(s) (Latter shown on pages commencing 331 and ending 374 [Sub-section 3J] of this AEP Volume 2B document) (<i>insert associated SOP location here xxxxxxxx</i>)</p> <p>Note: This will mean carrying out both checklists concurrently i.e. this GHA checklist itself - and the checklist of the bomb threat / sabotage flight's aircraft operator</p> | |
| 6 | <p>Participate in 'threat assessment' process as 'invited' & as appropriate. Note - this is typically accomplished with other parties operationally involved (<i>Insert associated SOP location here xxxxxxxx</i>)</p> | |
| 7 | <p>Participate in 'countermeasures' process as 'invited' & as appropriate. Note - this is typically accomplished with other parties operationally involved. (<i>Insert associated SOP location here xxxxxxxx</i>)</p> | |
| 8 | <p>Assist in evacuation of nominated ground facilities - as required / directed (<i>Insert associated SOP location here xxxxxxxx</i>)</p> | |
| 9 | <p>Assist in providing appropriate aircraft ground equipment & ground transport. Note 1 - Complete with 'volunteer' operators / drivers. Note 2 - Ground equipment to be compatible with operation & configuration of bomb threat aircraft. Note 3 - 'Voluntary' participation (Operators & Drivers etc.) only applies during Bomb Threat assessment of RED. Note 4 - Two additional buses (seats removed) are to be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility. Note 5 - Deploy all of above when so directed (typically via a designated staging area(s) / RVP(s))</p> | |
| 10 | <p>Prepare to provide GHA representation to XIA's EOC (see 'important' note on page 376 NOW) and also to any deployed MICC</p> | |
| 11 | <p>Prepare to assist with victim (crew & passengers) disembarkation</p> | |
| 12 | <p>Prepare to assist with off-loading, transport, security & storage of cargo, mail etc.</p> | |
| 13 | <p>Prepare to contribute manpower to airport's ICT (as appropriate) (<i>Insert associated SOP location here xxxxxxxx</i>)</p> | |
| 14 | <p>Prepare to assist with securing, set-up and operation of CRC (A), SRC (A), FRRC & RA (A) (as appropriate) (<i>Insert associated SOP location here xxxxxxxx</i>)</p> | |
| 15 | <p>Deploy in support of incident as required / directed (Using logic, common sense, experience, direction from above etc. to decide on what particular actions to take..... depending on actual circumstances 'on the day')</p> | |



Bomb Threat / Sabotage - Aircraft **RED Security Alert / RED Threat Assessment Made**

The 'appropriate' Ground Handling Agent

| | | |
|------------------|--|--|
| 16 | Refer media queries to the overall organisation in charge of security (via EOC if active - otherwise via XIA's Normal Ops Control Centre) - and also to HQ of affected aircraft operator (<i>Insert associated contacts & SOP location here xxxxxx</i>) | |
| 17 | Should the bomb threat/sabotage incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3K and / or be guided by the security organisation exercising ultimate C4 of the response operation | |
| 18 | Ensure that appropriate GHA staff receive appropriate, emotional support / debriefing etc. - if so required / requested | |
| End of Checklist | | |

Note - use all above for guidance re **lower** security alert declarations related to bomb threat, and also for similar situations such as sabotage / suspected sabotage etc.

| | |
|-----------|--|
| CRC (A) = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| EOC = | (XIA's) Emergency Operations Centre |
| FR = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| ICT = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| MICC = | (XIA's) Mobile Incident Command Centre |
| RA (A) = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |

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UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

The 'appropriate' Ground Handling Agent

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out flexibly as applicable to actual circumstances 'on the day' i.e. for a hi-jack actually occurring at or very close to XIA airport it is expected that the required actions will **all** be considered and **most** (if not all) carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting the airspace of **XXX** (e.g. the XIA Control Area and / or the **XXX** Area Control Centre / Flight Information Region etc.), many of the required checklist actions (starting page 414) will / may **not** be applicable - and / or might need 'adjustment'

Common sense, logic, flexibility etc. should be used accordingly (in huge doses) in deciding which particular actions are applicable / requiredas per actual circumstances 'on the day'

Unlawful Interference (typically Hi-jack) - **combined with concurrent & associated Bomb Warning / Sabotage Risk**

In the above circumstances it will probably be necessary to action both the 'Bomb Warning / Sabotage' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by management of responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

The 'appropriate' Ground Handling Agent

Alerted By: AFS

Alerts Whom: TBA

General Responsibilities:

Note - see again information provided on page 377 before reading further

- Ensure airport police, airline involved & XIA Airport Operator are aware of 'unlawful interference' threat - as appropriate
- Continue own **GHA** alerting & activation process
- Where so directed / required, (additionally) carry out '*unlawful interference*' airline's directly equivalent checklist
- Where 'so invited' by appropriate authority - participate in 'Threat Assessment' process
- Where 'so invited' by appropriate authority - participate in 'Countermeasures' operations
- Assist in evacuation of designated XIA ground facilities - as required
- Set up, man and operate a local **GHA** C4 facility
- Provide general co-ordination, liaison & technical / expert advice from **GHA**'s viewpoint
- Deploy a **GHA** rep to each of the XIA **EOC** and **MICC** when (if) they activate
- Prepare to provide appropriate ground transport / equipment + drivers / operators etc.
- Prepare to provide manpower to XIA Immediate Care Team
- Prepare to assist in set up and operation of XIA **CRC (A)**, **SRC (A)** and **FRRC** - as required
- Pass on any media requests (made to **GHA**) to appropriate authority in absolute charge of security incident, to XYZ Airports Company and to 'unlawful interference' airline / airline HQ
- In addition to all of above, respond / deploy as required by developing circumstances 'on the day' - and / or as directed by the appropriate 'authority'
- Post crisis - ensure your staff receive appropriate 'mental health first aid' support - as required

Note - In certain circumstances *some* of the responsibilities and actions required of the aircraft operator (see above and below) will necessarily be (can only be) the responsibility of the **Aircraft Commander alone**

Note - It is expected that XXX police / security / military / paramilitary services will eventually assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

Possible nomination of an Airport Operator 'Overall Commander' and establishment of the XIA **EOC** and **MICC** is generally only required in order to *represent the interests of the Airport Operator and to facilitate support to those in charge of the security incident* - and is not intended to conflict with the roles and responsibilities of the latter

Do not confuse the **Airport EOC's** 'overall commander' - with the person having overall [absolute] security incident C4 as per above. They are different appointments with differing roles & responsibilities!



As already mentioned (see page 377), where a (GHA's) '**client**' aircraft operator (or any other aircraft operator as designated by the XYZ Airports Company) has insufficient initial resources (particularly manpower) 'on the ground' (for whatever reason) to deal with its own emergency responsibilities, accountabilities & actions (both potentially and in reality), at or in the vicinity of XIA Airport - then the client's GHA (**OR** the **XIA appointed GHA** in circumstances as aforesaid) shall take on these responsibilities and actions (as appropriate and relevant) itself - until such time as the client / designated aircraft operator can make such resources available locally (**if at all**)

In the circumstances described above, such aircraft operator shall be obliged (at an appropriate time e.g. before commencing flight operations at XIA) to enter into a formal agreement with XYZ Airports Company to the effect that it (the aircraft operator concerned) shall agree to provide fair and adequate recompense to any XIA based GHA providing such service

General Actions Required - see checklist starting further below:

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the GHA) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

UNLAWFUL INTERFERENCE - (HIJACK) The '*appropriate*' Ground Handling Agent

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Where appropriate, ensure (by all and any means available / possible) that airport police, involved aircraft operator & XIA Airport Operator are aware of unlawful interference incident (Insert associated contacts & SOP location here xxxxxxx) | |
| 2a | Continue own alerting & activation process (Insert associated contacts & SOP location here xxxxxxx) | |
| 2b | Bring selected staff to a state of immediate readiness (including earmarking of selected staff for possible deployment with the XIA MICC and XIA ICT - and to the XIA EOC) | |
| 3 | Maintain a written log of events | |
| 4 | Set up & man a (your) GHA emergency operations room at XIA (Part of the GHA's 'normal business' office is typically used for this purpose) (Insert associated SOP location here xxxxxxx) | |
| 5a | Provide all necessary support to the ' client ' aircraft operator (if / as appropriate) experiencing the emergency | |



UNLAWFUL INTERFERENCE - (HIJACK) The 'appropriate' Ground Handling Agent

| | | |
|----|---|--|
| 5b | <p>Where so required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the relevant & appropriate / equivalent aircraft operator emergency response actions (as marked with an asterisk[*]) - shown in the appropriate / equivalent aircraft operator checklist(s) (Latter shown on pages commencing 331 and ending 374 [Sub-section 3J] of this AEP Volume 2B document) (<i>insert associated SOP location here xxxxxxxx</i>)</p> <p>Note: This will mean carrying out both checklists concurrently i.e. this GHA checklist itself - and the checklist of the "unlawful interference" flight's aircraft operator</p> | |
| 6 | <p>Participate in 'threat assessment' process as 'invited' & as appropriate. Note - this is typically accomplished with other parties operationally involved (<i>Insert associated SOP location here xxxxxxxx</i>)</p> | |
| 7 | <p>Participate in 'countermeasures' process as 'invited' & as appropriate. Note - this is typically accomplished with other parties operationally involved. (<i>Insert associated SOP location here xxxxxxxx</i>)</p> | |
| 8 | <p>Assist in evacuation of nominated ground facilities - as required / directed (<i>Insert associated SOP location here xxxxxxxx</i>)</p> | |
| 9 | <p>Together with XIA (Airport Operator) / appropriate aircraft operator / whoever - assist in providing appropriate ground equipment (compatible with operation and configuration of the hijack aircraft) and ground transport. Note 1. Similarly, arrange to find and potentially deploy operators / drivers for all of the above. Note 2 - Two additional buses (seats removed) are to be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility. Note 3. Provision of catering & commissary type items, toilet-emptying, heating / cooling, medicines & medical services, rubbish removal etc. (to the incident aircraft) should be anticipated. Note 4 - Assist in deploying all of above when so directed by the appropriate authority (typically via a designated staging area[s] / RVP[s])</p> | |
| 10 | <p>Prepare to provide GHA representation to XIA's EOC (see 'important' note on page 376 NOW) and also to any deployed MICC</p> | |
| 11 | <p>Prepare to assist with victim (crew & passengers) disembarkation</p> | |
| 12 | <p>Prepare to assist with off-loading, transport, security & storage of cargo, mail etc.</p> | |
| 13 | <p>Prepare to contribute manpower to airport's ICT (as appropriate) (<i>Insert associated SOP location here xxxxxxxx</i>)</p> | |
| 14 | <p>Together with Airport Operator / Aircraft Operator etc. arrange for information updates & appropriate support to be provided to aircraft operator customers (indirectly affected by the security incident e.g. delays; cancellations; evacuation etc.) present at airport</p> | |
| 15 | <p>Together with Airport Operator / Aircraft Operator etc. arrange for information updates & appropriate support to be provided to any 'incident flight associated' MGFR present at the airport</p> | |



UNLAWFUL INTERFERENCE - (HIJACK) The 'appropriate' Ground Handling Agent

| | | |
|------------------|--|--|
| 16 | Prepare to assist with securing, set-up and operation of CRC (A), SRC (A), FRRC & RA (A) (as appropriate) <i>(Insert associated SOP location here xxxxxxxx)</i> | |
| 17 | Deploy in support of incident as required / directed (Using logic, common sense, experience, direction from above etc. to decide on what particular actions to take..... depending on actual circumstances 'on the day') | |
| 18 | Refer media queries (made to GHA) to overall organisation in charge of security (via EOC if active - otherwise via XIA's Normal Ops Control Centre) - and also to aircraft operator involved <i>(Insert associated contacts & SOP location here xxxxxxxx)</i> | |
| 19 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes; mass murders commence etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3K * and / or be guided by the security organisation exercising ultimate C4 of the response operation | |
| 20 | Ensure that appropriate GHA staff receive appropriate, emotional support / debriefing etc. - if so required / requested | |
| End of Checklist | | |

Note - use all above for guidance re lower / less serious security alert declarations related to 'unlawful interference' type incidents etc.

| | |
|-----------|--|
| CRC (A) = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| EOC = | (XIA's) Emergency Operations Centre |
| FR = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| ICT = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR = | Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area |
| MICC = | (XIA's) Mobile Incident Command Centre |
| RA (A) = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |

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AEP Volume 2B / Sub-section 3L

Airport Engineering Services

Comprising Structural, Mechanical & Electrical / Electronic Engineering Services

Note - not applicable to aircraft (line maintenance & similar) engineering services

Note - not applicable to IT related engineering services



Aircraft Accident / Incident Related Checklists

Note - Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis - the airport's '**normal**' operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by circumstances 'on the day'



Information 1

It may be that the **airport** operator is able to provide 'temporary' shelter' for triage and immediate medical care operations at or close to accident site. Such shelter typically takes the form of inflatable tents - sometimes with power, lighting and temperature control (via generators & other appropriate equipment). At its most beneficial extreme, enough inflatable tents are procured by some airports (and colour coded accordingly) for the different levels of triage required (again by standard triage colour code) and subsequent immediate (on-site) medical treatment interventions

At many airports having such a facility, it is AFS that typically deploys and 'erects' the inflatable tents (in conjunction with others e.g. medical services responders [e.g. from AMC]; Airport Police / Security; XYZ Airports Authority [airport operator] staff (*including airport engineering staff*) etc.)

Information 2

Airport provided buses with seats removed are another option for use as a victim collection point and, more importantly, also for triage and immediate medical care operations. If such facilities exist their deployment and use at time of crisis should have already been **pre**-planned, documented, trained and exercised (and re-trained / re-exercised) by all concerned

Provision of such buses is typically a shared responsibility of airport operator, accident aircraft operator and an appropriate Ground Handling Agent(s) - GHA(s)

Note - The assumption has been made throughout this AEP guideline that XIA has both inflatable tents and modified buses at its disposal - for emergency response operations in both on **and** off-airport situations



Aircraft Accident - On Airport

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Water supply for Fire Fighting
- Withdrawing Navigation Aids & similar from service - as directed by a competent authority
- Supply of appropriate technical equipment (including mobile lighting) plus operators
- Airfield Paving / Lighting / etc. - Inspection
- Emergency Repairs - especially to Movements Area & vital Electrical / Electronic Equipment
- Co-ordinating & supervising repairs effected by other parties

General actions:

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own internal alerting and activation process | |
| 2 | Maintain written log of events | |
| 3 | Provide a representative to the XIA EOC / MICC if required | |
| 4 | Withdraw navigation aids & similar from service - as directed | |
| 5 | Mobilise emergency response equipment (e.g. generators, portable lighting, inflatable tents etc.) and deploy, together with experienced operators, to nominated staging area | |
| 6 | Deploy to accident location if so directed: <ul style="list-style-type: none"> ▪ Use all endeavour to ensure adequate water supply for fire & rescue operations (if practicable) ▪ Deploy and operate equipment as directed and / or on own initiative <p>Priorities are saving of life; prevention of injury / further injury; preservation of evidence</p> | |
| 7 | Movements Area Inspections and recommendations for action | |
| 8 | Effect repairs (structural, mechanical, electrical / electronic - as required) | |
| 9 | Co-ordinate with appropriate Government departments, contractors etc. - for assistance - if emergency repairs required are beyond the resources of airport capabilities | |
| End of Checklist | | |

- Note - this checklist is not applicable to aircraft related engineering (line maintenance & similar)
- Note - this checklist is not applicable to ITC related engineering



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Aircraft Accident - Off-airport / On Land

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Water supply for Fire Fighting (if accident site very close to airport boundary)
- Withdrawing Navigation Aids & similar from service - as directed by a competent authority
- Supply of appropriate Technical Equipment (including mobile lighting) & Operating Personnel

General actions:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own internal alerting and activation process | |
| 2 | Maintain a written log of events | |
| 3 | Withdraw navigation aids & similar from service - as directed | |
| 4 | Mobilise emergency response equipment (e.g. generators, portable lighting, inflatable tents etc.) and standby - together with appropriate operating personnel - ready for immediate call forward to the off-airport accident location, depending on circumstances on the day | |
| 5 | <p>Deploy to accident location if so directed by superior and appropriate airport operator manager:</p> <ul style="list-style-type: none"> ▪ Use all endeavour to ensure adequate water supply for fire & rescue operations (if possible / practicable) ▪ Deploy and operate equipment as directed and / or as per any standing 'mutual aid emergency support' agreement and / or on own initiative <p>Priorities are the saving of life; prevention of injury / further injury; preservation of evidence</p> | |
| 6 | Provide a representative to the EOC if required | |
| End of Checklist | | |

- Note - this checklist is not applicable to aircraft related engineering (Line maintenance & similar)
- Note - this checklist is not applicable to ITC related engineering



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

An 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **off - airport / on or over water**

Note: Additional Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be supplied by Navy / Coastguard / Harbourmaster - and similar staff

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | |
|-------|-----|
| | TBA |
| | TBA |
| | TBA |

Note - Airports faced with the real possibility of an aircraft accident **off - airport / on or over water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - typically e.g.

- One or more inshore rescue craft (with appropriate communications and navigation equipment, search lights, specialist rescue equipment etc.)
- Sufficient Personal Flotation Aids for all anticipated airport operator responders
- Sufficient Personal Flotation Aids related to max capacity of largest aircraft operating at airport
- Life-rafts of sufficient capacity related to max capacity of largest aircraft operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / maintained / reviewed)
- Associated manpower (trained and exercised accordingly on an initial & recurrent basis)

Where emergency and similar responders in the '**surrounding community**' are able to adequately provide equivalent over water safety and rescue resources and associated services capabilities as described above (or similar) - the airport should endeavour to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where this has been successfully accomplished, it *might* be possible for the airport to dispense with the need to provide certain, specified over water resources itself - provided that it is 100% certain (e.g. must be verifiable) that what *is* provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Withdrawing Navigation Aids & similar from service - as directed by a competent authority
- Supply of appropriate Technical Equipment (including mobile lighting) and Operating Personnel

General actions:

Lifejackets or similar buoyancy aids must always be worn for any work carried out over water

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own internal alerting and activation process | |
| 2 | Maintain a written log of events | |
| 3 | Withdraw navigation aids & similar from service - as directed | |
| 4 | Mobilise emergency response equipment (e.g. generators, portable lighting, inflatable tents etc.) and standby - together with appropriate operating personnel - ready for immediate call forward to the off-loading / landing point(s) and / or other location(s) as directed - depending on circumstances on the day | |
| 5 | <p>Deploy to off-loading / landing point(s) and / or other location(s) - if so directed by superior and appropriate airport operator manager</p> <p>Deploy and operate equipment as directed and / or as per any standing 'mutual aid emergency support' agreement and / or on own initiative</p> <p>Priorities are the saving of life; prevention of injury / further injury; preservation of evidence</p> | |
| 6 | Provide a representative to the EOC if required | |
| End of Checklist | | |

- Note - this checklist is not applicable to aircraft related engineering (i.e. line maintenance & similar)
- Note - this checklist is not applicable to ITC related engineering



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FULL EMERGENCY

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- **Pre-prepare** to provide an adequate water supply for fire-fighting purposes - as appropriate
- Pre-prepare to withdraw Navigation Aids & similar from service
- Pre-prepare for supply of appropriate technical equipment (including mobile lighting) and operating personnel
- Pre-prepare for airfield paving / lighting / etc. - inspections (where required)
- Pre-prepare for emergency repairs - especially to XIA Movements Area (as required)
- Pre-prepare to co-ordinate & supervise repairs effected by other parties (as required)

General actions:

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own internal alerting and activation process (<i>insert contact details here xxxxxx</i>) | |
| 2 | Maintain a written log of events | |
| 3 | Place relevant personnel on immediate standby to deploy | |
| 4 | Pre-prepare to withdraw navigation aids & similar from service - as directed | |
| 5 | Pre-prepare emergency response technical equipment (e.g. generators, portable lighting, inflatable tents etc.) - ready for immediate deployment via any briefed staging area | |
| 6 | In the event that the Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3L | |
| 7 | If aircraft lands safely - stand-down to normal operations readiness and advise other associated parties accordingly | |
| End of Checklist | | |

- Note - this checklist is not applicable to aircraft related engineering (i.e. line maintenance & similar)
- Note - this checklist is not applicable to ITC related engineering



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LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - Engineering (Structural, Mechanical & Electrical / Electronic) Services

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities & Actions Required:

- Continue own internal alerting and activation process as required
- Bring selected staff to a state of immediate readiness
- Standby to prepare an adequate water supply for fire-fighting purposes - as appropriate
- Standby to prepare for supply of appropriate technical equipment (including mobile lighting) and operating personnel
- Standby to prepare for airfield paving / lighting / etc. - inspections (where required)
- Standby to prepare for emergency repairs - especially to XIA Movements Area (as required)
- Standby to prepare to co-ordinate & supervise repairs effected by other parties (as required)
- In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency or Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this **Sub-section 3L**
- **Stand-down** to normal operations readiness when incident terminated - and also notify any associated parties of the stand-down

Note: Use the above can as a simple checklist for response to this type of 'minor' occurrence.
Maintain a written log of events where appropriate

- Note - this checklist is not applicable to aircraft related engineering (i.e. line maintenance & similar)
- Note - this checklist is not applicable to ITC related engineering



Some examples of when ‘*Local Standby Aircraft in-flight*’ might typically be declared at XIA:

- An aircraft at or near the airport is known or suspected to have developed defects or problems, the nature of which are *not* expected to cause any *serious difficulty* in carrying out a safe landing. Such defects might typically include:
 - ❖ Single engine shutdown (assumes that aircraft has more than one engine and can operate safely with one engine inoperative)
 - ❖ Hydraulic system malfunction (non-catastrophic)
 - ❖ Cabin pressurisation problem (non-catastrophic) etc.
- An aircraft at or near the airport is subject to a *suspected* bomb threat
- An aircraft at or near the airport is subject to a *suspected* ‘unlawful seizure / act’
- An aircraft at or near the airport is operating in weather conditions very close to its or its pilots’ limitations (sometimes / otherwise known as ‘*weather standby*’)
- etc.

The objective of declaring a local standby is to alert key airport response personnel and agencies to *prepare* for rapid reaction in the unlikely event of a more serious situation occurring during the approach and landing of the aircraft (or any other phase of flight as appropriate) - until such time as the incident is terminated



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AIRCRAFT GROUND INCIDENT

Aircraft Ground Incident

General

An **Aircraft Ground Incident** is an occurrence, *other than an aircraft accident*, where an aircraft on the **ground** (at an airport) requires the direct attendance of the AFS and / or Airport Medical Services and / or Aircraft Engineering and / or Airport Police / Security etc. - for assistance or investigation.

The following occurrences are typical examples of same:

- Aircraft damage due heavy / hard landing
- Tyre burst on landing
- Brake fire
- Runway / taxiway incursion / excursion
- Ground collision (relatively minor)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation
- Aircraft damage due bad weather or similar natural phenomenon
- Unruly passenger(s)

It is generally not practicable to include *detailed* check lists here due the considerable number of differing ground incidents which need to be catered for. However, an outline checklist has been provided to provide some guidance

Agencies deploying in support of **aircraft ground incidents**, if required so to do - should use logic and common sense to decide on what particular actions to take, depending on circumstances 'on the day'

Checklists already included in other parts of this AEP Volume **2B** may *also* be used / adapted for guidance in how to respond to aircraft ground incidents. Off-airport responders are invited to do likewise



Aircraft Ground Incident

XYZ Airports Company - Engineering (Structural, Mechanical & Electrical / Electronic) Services

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff to a state of immediate readiness
- Standby to prepare an adequate water supply for fire-fighting purposes - as appropriate
- Standby to prepare for supply of appropriate technical equipment (including mobile lighting) and operating personnel
- Standby to prepare for airfield paving / lighting / etc. - inspections (where required)
- Standby to prepare for emergency repairs - especially to XIA Movements Area (as required)
- Standby to prepare to co-ordinate & supervise repairs effected by other parties (as required)
- Standby to deploy in support of crisis - as appropriate

General actions:

Note: The above can also be used as a simple checklist for response to this type of occurrence.
Maintain a written log of events where appropriate

In the event that the **Aircraft Ground Incident** becomes an **Aircraft Accident** - follow the appropriate, documented procedure located elsewhere in this Sub-section **3L**

- Note - this checklist is not applicable to aircraft related engineering (line maintenance & similar)
- Note - this checklist is not applicable to IT related engineering



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Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XYZ Airports Company - Engineering (Structural, Mechanical & Electrical / Electronic) Services

IMPORTANT NOTE

The following checklist relates to 'bomb threat / sabotage' as *associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) or on the ground at XIA

Depending on the actual 'bomb threat / sabotage' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - Air Traffic Control will generally declare any of 'Full Emergency', 'Aircraft Ground Incident' or 'Local Standby'. (Each of these declarations has its own, associated (& *separate*) checklist located elsewhere in this sub-section 3L)

In such circumstances it will be necessary for all responders to be guided by *both* the appropriate 'bomb threat / sabotage' checklist - *and also* (concurrently / at the same time) by the appropriate 'Full Emergency' OR 'Aircraft Ground Incident' OR 'Local Standby' checklist

As always, should the situation develop into an 'Aircraft Accident' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3L checklist (Aircraft Accident) must be used. Should the 'bomb threat / sabotage' situation still exist after such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat / sabotage' checklist must *also* continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat / sabotage' situation might be combined with an act (further act) of 'unlawful interference (aircraft related)' - which adds a further degree of complexity to the response

So long as all of the above is clearly understood by all concerned (along with associated implications, complications & potential consequences) it might be better for such **combined* responses to be handled flexibly and logically 'on the day' - rather than mandating use of a single, integrated checklist to cover such situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, the 'bomb threat / sabotage' checklist & the 'unlawful interference' checklist*

Whilst such requirements / situations as described above are not 'ideal' from a crisis response viewpoint, they should be ***manageable* to a degree - especially as there will be 'common' sections of the 'combined' checklists which might be in use' - which obviously do not need to be addressed twice e.g. '..... commence alerting & activation.....'

***Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences*



IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a *major* security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly much greater distances depending on circumstances) of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar agencies (e.g. airport engineering) are *requested* to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, *this should be on a voluntary basis only*

For *less serious security alerts* the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents *is both permitted and expected*

Note

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that Airport Engineering and other appropriate parties are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to consider evacuation of Airport Engineering facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of services

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see pages **14 - 25**



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XYZ Airports Company - Engineering (Structural, Mechanical & Electrical / Electronic) Services

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff to a state of immediate readiness
- Standby to prepare an adequate water supply for fire-fighting purposes - as appropriate
- Standby to prepare for supply of appropriate technical equipment (including mobile lighting) & **volunteer** operating personnel (as appropriate for latter)
- Standby to cease all 'work in progress' operations on airport's manoeuvring area
- Standby to shut-down airport services (Power, Lighting, Radios and Navigation Aids etc.) - if so directed by the organisation responsible for overall management of security incident
- Standby to assist in 'runway blocking' procedure) - if so directed by the organisation responsible for overall management of security incident
- Standby to prepare for airfield paving / lighting / etc. - inspections (where required)
- Standby to prepare for emergency repairs - especially to XIA Movements Area (as required)
- Standby to prepare to co-ordinate & supervise repairs effected by other parties (as required)
- Standby to deploy in support of crisis - as appropriate
- Should the security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section **3L**

General actions: Comply with the above 'general responsibilities' - as appropriate to circumstances 'on the day' - i.e. use the above as a checklist. Maintain a written log of events throughout

- Note - this checklist is not applicable to aircraft related engineering (line maintenance & similar)
- Note - this checklist is not applicable to IT related engineering



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UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hijack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) **airspace**, many of the required actions will **not be applicable**

Common sense and logic should be used accordingly in deciding which particular actions are applicable / required

Unlawful Interference (typically Hijack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete both the 'Bomb Warning / Sabotage' and 'Unlawful Interference' checklists concurrently

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff to a state of immediate readiness
- Standby to prepare an adequate water supply for fire-fighting purposes - as appropriate
- Standby to prepare for supply of appropriate technical equipment (including mobile lighting) & **volunteer** operating personnel
- Standby to cease all 'work in progress' operations on airport's manoeuvring area
- Standby to shut-down airport services (Power, Lighting, Radios and Navigation Aids etc.) - if so directed by organisation responsible for overall (absolute) management of security incident
- Standby to assist in 'runway blocking' procedure) - if so directed by the organisation responsible for overall management of security incident
- Standby to prepare for airfield paving / lighting / etc. - inspections (where required)
- Standby to prepare for emergency repairs - especially to XIA Movements Area (as required)
- Standby to prepare to co-ordinate & supervise repairs effected by other parties (as required)
- Standby to deploy in support of crisis - as appropriate
- **Should the security incident become the equivalent of an Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section **3L**

General actions: Comply with the above 'general responsibilities' - as appropriate to circumstances 'on the day' - i.e. use the above as a checklist. Maintain a full written log of events throughout

- Note - this checklist is not applicable to aircraft related engineering (line maintenance & similar)
- Note - this checklist is not applicable to IT related engineering



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AEP Volume 2B / Sub-section 3M Aircraft Engineering (Line Maintenance)



Aircraft Accident / Incident Related Checklists

Aircraft Engineering / Line Maintenance & similar services can generally be sourced from several different types of 'provider' - typically by aircraft operators themselves (either directly or as sub-contracted between operators) and / or via a sub-contracted 'maintenance & repair organisation - MRO' service

Note - not applicable to airport (structural, mechanical & electrical / electronic) engineering

Note - not applicable to IT related engineering services

Note - Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis - the airport's '**normal**' operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by circumstances 'on the day'

Reminder - unless the dead have already been removed from the **initial** location where 'expiry of life' occurred - leave all bodies / body parts where they are - unless such removal is considered to be overriding in order to preserve evidence for the eventual police and air accident enquiries

If such removal *is* required, try to take photographs / make sketches of such bodies / body parts - before removing them (if possible and safe so to do). The same applies to any personal effects found close to bodies. Brief all other appropriate staff accordingly



Aircraft Accident - On Airport Line Maintenance / Aircraft Engineering

Preferably provided by an engineer(s) qualified on accident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Specialist Technical Support (as part of aircraft operator's 'Crash Site Team' or similar)
- Advise & assist with process for removal or salvage of accident aircraft / aircraft wreckage

General actions:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own internal alerting and activation process | |
| 2 | Maintain a written log of events | |
| 3 | When directed by an appropriate superior authority - deploy to accident location as part of aircraft operator's 'Crash Site Team' | |
| 4 | Wear appropriate, identifying & protective clothing & display appropriate passes / permits. Take all essential equipment (tool kit; sample bottles; appropriate aircraft technical information [including 'crash / cut here type diagrams'] etc.) | |
| 5 | Report to the On-scene Commander and offer all & any appropriate technical support and advice | |
| 6 | <p>If so directed by an appropriate Air Accident Investigation agency / equivalent - and competent so to do - carry out appropriate technical actions on the accident aircraft. Do not attempt latter if the situation is assessed as unsafe</p> <p>Note: Despite provision of the paragraph immediately above, the aircraft engineer may take any actions he / she deems appropriate and at his / her discretion - in the genuine belief that such actions are for the purposes of preservation of life; prevention of injury / further injury; preservation of evidence; overriding reasons of safety</p> | |
| 7 | Provide regular situation reports to aircraft operator management | |
| 8 | If aircraft operator is capable of removing the aircraft / aircraft wreckage, commence initial task assessment (if so competent) & brief aircraft & airport operator accordingly | |
| 9 | If the aircraft operator is <i>not</i> capable of removing the aircraft / aircraft wreckage, obtain the aircraft operator's permission to commence liaison with xxxxxxxx (via the MICC / EOC / whoever) for initial discussions as to aircraft / aircraft wreckage removal procedures (insert contact information here xxxxxxxx) | |
| 10 | When clearance has been given by the Air Accident Investigation agency / equivalent for the aircraft / aircraft wreckage to be removed, assist in the operation if required and so qualified / experienced | |
| 11 | When xxxxxxxx has been requested to remove the accident aircraft / aircraft wreckage on behalf of the aircraft operator, request that xxxxxxxx deploys a suitable liaison person to the XIA EOC to advise on same | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / On Land **Line Maintenance / Aircraft Engineering**

Preferably provided by an engineer(s) qualified on accident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Deploy as part of aircraft operator's 'Crash Site Team' or similar
- Specialist Technical support (aircraft specialist) to person in charge having local jurisdiction / primacy at accident location
- Advise & assist with process for removal or salvage of accident aircraft / wreckage

General actions:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting and activation process | |
| 2 | Maintain a written log of events | |
| 3 | When so directed by an appropriate superior authority - deploy to off-airport accident location as part of aircraft operator's 'Crash Site Team' | |
| 4 | Wear appropriate, identifying & protective clothing & display appropriate passes / permits. Take all essential equipment (tool kit; sample bottles; appropriate aircraft technical information [including 'crash / cut here type diagrams'] etc.) | |
| 5 | Report to 'person in charge having local jurisdiction' and offer all & any appropriate technical support and advice | |
| 6 | <p>If so directed by an appropriate Air Accident Investigation agency / equivalent - and competent so to do - carry out appropriate technical actions on the accident aircraft. Do not attempt latter if the situation is assessed as unsafe</p> <p>Note: Despite provision of the paragraph immediately above, the aircraft engineer may take any actions he / she deems appropriate and at his / her discretion - in the genuine belief that such actions are for the purposes of preservation of life; prevention of injury / further injury; preservation of evidence; overriding reasons of safety</p> | |
| 7 | Provide regular situation reports to aircraft operator management | |
| 8 | If the aircraft operator is capable of removing the aircraft / aircraft wreckage, commence initial task assessment (if so competent) & brief aircraft operator accordingly | |
| 9 | If the aircraft operator is <i>not</i> capable of removing the aircraft / aircraft wreckage, obtain the aircraft operator's permission to commence liaison with xxxxxxxx (via the MICC / EOC / whoever) for initial discussions as to aircraft / aircraft wreckage removal procedures (insert contact information here xxxxxxxx) | |
| 10 | When clearance has been given by the Air Accident Investigation agency / equivalent for the aircraft / aircraft wreckage to be removed, assist in the operation if required and so qualified / experienced | |
| 11 | When xxxxxxxx has been requested to remove the accident aircraft / aircraft wreckage on behalf of the aircraft operator, request that xxxxxxxx deploys a suitable liaison person to the HQ of the 'person in charge having local jurisdiction' - to advise on same | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

An 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **off - airport / on or over water**

Note: Additional Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be supplied by Navy / Coastguard / Harbourmaster - and similar staff

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | |
|-------|-----|
| | TBA |
| | TBA |
| | TBA |

Note - Airports faced with the real possibility of an aircraft accident **off - airport / on or over water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - typically e.g.

- One or more inshore rescue craft (with appropriate communications and navigation equipment, search lights, specialist rescue equipment etc.)
- Sufficient Personal Flotation Aids for all anticipated airport operator responders
- Sufficient Personal Flotation Aids related to max capacity of largest aircraft operating at airport
- Life-rafts of sufficient capacity related to max capacity of largest aircraft operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / maintained / reviewed)
- Associated manpower (trained and exercised accordingly on an initial & recurrent basis)

Where emergency and similar responders in the '**surrounding community**' are able to adequately provide equivalent over water safety and rescue resources and associated services capabilities as described above (or similar) - the airport should endeavour to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where this has been successfully accomplished, it *might* be possible for the airport to dispense with the need to provide certain, specified over water resources itself - provided that it is 100% certain (e.g. must be verifiable) that what *is* provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water **Line Maintenance / Aircraft Engineering**

Preferably provided by an engineer(s) qualified on accident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Deploy as part of aircraft operator's 'Crash Site Team' or similar
- Specialist Technical support (aircraft specialist) to person in charge having local jurisdiction / primacy at accident location and / or Off-Loading / Landing Point(s)
- Advise & assist with process for removal or salvage of accident aircraft / wreckage

General actions:

Lifejackets or similar buoyancy aids must always be worn for any work carried out over water

| | Action | ☑ ? |
|---|---|-----|
| 1 | Continue own alerting and activation process | |
| 2 | Maintain written log of events | |
| 3 | When so directed by an appropriate superior authority - deploy to off-airport accident location and / or off-loading / landing points - as part of aircraft operator's 'Crash Site Team' | |
| 4 | Wear appropriate, identifying & protective clothing & display appropriate passes / permits. Take all essential equipment (tool kit; sample bottles; appropriate aircraft technical information [including 'crash / cut here type diagrams'] etc.) - and safety equipment (e.g. lifejackets) | |
| 5 | Report to the local jurisdiction person in charge and offer all and any appropriate technical support and advice | |
| 6 | <p>If so directed by an appropriate Air Accident Investigation agency / equivalent - and competent so to do - carry out appropriate technical actions on the accident aircraft. Do not attempt latter if the situation is assessed as unsafe</p> <p>Note: Despite provision of the paragraph immediately above, the aircraft engineer may take any actions he / she deems appropriate and at his / her discretion - in the genuine belief that such actions are for the purposes of preservation of life; prevention of injury / further injury; preservation of evidence; overriding reasons of safety</p> | |
| 7 | Provide regular situation reports to aircraft operator management | |



Aircraft Accident - Off-airport / on or over Water **Line Maintenance / Aircraft Engineering - continued**

| | | |
|-------------------------|--|--|
| 8 | If the aircraft operator (e.g. via a Marine Salvage specialist entity) is capable of removing the aircraft / aircraft wreckage, commence initial task assessment (if so competent) & brief aircraft operator accordingly | |
| 9 | If the aircraft operator is not capable of removing the aircraft / aircraft wreckage, obtain the aircraft operator's permission to commence liaison with xxxxxxxx (via the MICC / EOC / whoever) for <u>initial</u> discussions as to aircraft / aircraft wreckage removal procedures <i>(insert contact information here xxxxxxxx)</i> | |
| 10 | When clearance has been given by the Air Accident Investigation agency for the aircraft / aircraft wreckage to be removed, assist in the operation if required and so qualified / experienced | |
| 11 | When xxxxxxxx has been requested to remove the accident aircraft / aircraft wreckage on behalf of the aircraft operator, request that xxxxxxxx deploys a suitable liaison person to the HQ of the 'person in charge having local jurisdiction' - to advise on same | |
| <i>End of Checklist</i> | | |



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FULL EMERGENCY

Line Maintenance / Aircraft Engineering

Preferably provided by an engineer(s) qualified on incident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff (if any) to a state of immediate readiness
- Make initial preparations to deploy as part of aircraft operator's 'Crash Site Team' or similar
- Technical (aircraft specialist) support and advice - as required
- Initial survey of any requirements re aircraft removal / salvage - as required

General actions:

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | Continue own internal alerting and activation process (<i>insert contact details here xxxxxxxx</i>) | |
| 2 | Maintain a written log of events | |
| 3 | <u>Prepare</u> to deploy to any accident location as part of the aircraft operator's (or aircraft operator representative's) 'Crash Site Team' | |
| 4 | When it is expected that an organisation other than the aircraft operator will be requested to remove the accident aircraft / aircraft wreckage, the 'organisation' is to be requested to bring its aircraft recovery team to a state of immediate readiness for deployment (<i>insert contact details here xxxxxxxx</i>) | |
| 5 | In the event that the Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3M | |
| 6 | If aircraft lands safely - stand-down to normal operations readiness & advise other associated parties accordingly | |
| End of Checklist | | |



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LOCAL STANDBY - Aircraft In-flight

Line Maintenance / Aircraft Engineering

Preferably provided by an engineer(s) qualified on incident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff (if any) to a state of enhanced readiness
- Technical support and advice (aircraft specialist) - as required
- Review preparations to deploy as part of aircraft operator's 'Crash Site Team'

General actions:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own Alerting and Activation Process (insert contact details here xxxxxxxx) | |
| 2 | Maintain a written log of events | |
| 3 | Bring selected staff to a state of enhanced readiness | |
| 4 | Prepare to offer (aircraft) engineering specialist advice to all parties, as required | |
| 5 | Review preparations to potentially deploy as part of aircraft operator's 'Crash Site Team' | |
| 6 | In the event that the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3M | |
| 7 | Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down | |
| End of Checklist | | |



Some examples of when ‘*Local Standby*’ *Aircraft in-flight*’ might typically be declared at XIA:

- An aircraft at or near the airport is known or suspected to have developed defects or problems, the nature of which are *not* expected to cause any *serious difficulty* in carrying out a safe landing. Such defects might typically include:
 - ❖ Single engine shutdown (assumes that aircraft has more than one engine and can operate safely with one engine inoperative)
 - ❖ Hydraulic system malfunction (non-catastrophic)
 - ❖ Cabin pressurisation problem (non-catastrophic) etc.
- An aircraft at or near the airport is subject to a *suspected* bomb threat
- An aircraft at or near the airport is subject to a *suspected* ‘unlawful seizure / act’
- An aircraft at or near the airport is operating in weather conditions very close to its or its pilots’ limitations (sometimes / otherwise known as ‘*weather standby*’)
- etc.

The objective of declaring a local standby is to alert key airport response personnel and agencies to *prepare* for rapid reaction in the unlikely event of a more serious situation occurring during the approach and landing of the aircraft (or any other phase of flight as appropriate) - until such time as the incident is terminated



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AIRCRAFT GROUND INCIDENT

Aircraft Ground Incident

General

An **Aircraft Ground Incident** is an occurrence, *other than an aircraft accident*, where an aircraft on the **ground** (at an airport) requires the direct attendance of the AFS and / or Airport Medical Services and / or Aircraft Engineering and / or Airport Police / Security etc. - for assistance or investigation.

The following occurrences are typical examples of same:

- Aircraft damage due heavy / hard landing
- Tyre burst on landing
- Brake fire
- Runway / taxiway incursion / excursion
- Ground collision (relatively minor)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation
- Aircraft damage due bad weather or similar natural phenomenon
- Unruly passenger(s)

It is generally not practicable to include *detailed* check lists here due the considerable number of differing ground incidents which need to be catered for. However, an outline checklist has been provided to provide some guidance

Agencies deploying in support of **aircraft ground incidents**, if required so to do - should use logic and common sense to decide on what particular actions to take, depending on circumstances 'on the day'

Checklists already included in other parts of this AEP Volume **2B** may *also* be used / adapted for guidance in how to respond to aircraft ground incidents. Off-airport responders are invited to do likewise



Aircraft Ground Incident

Line Maintenance / Aircraft Engineering

Preferably provided by an engineer(s) qualified on incident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff (if any) to a state of immediate readiness
- Make initial preparations to deploy as part of aircraft operator's 'Crash Site Team' or similar
- Technical (specialist) support and advice - as required
- Initial survey of any requirements re aircraft removal / salvage - as required

General actions:

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own internal alerting and activation (<i>insert contact details here xxxxxxxx</i>) | |
| 2 | Maintain a written log of events | |
| 3 | Bring selected staff (if any) to a state of immediate readiness | |
| 4 | Offer aircraft engineering specialist advice to all parties, as required | |
| 5 | Where necessary and / or as directed - deploy to incident location as part of the aircraft operator's (or aircraft operator representative's) 'Crash Site Team' and / or as technical 'expert' Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' | |
| 6 | When it is expected that an 'organisation' other than the aircraft operator will be removing / recovering the incident aircraft / aircraft wreckage (as necessary), the 'organisation' is to be requested to bring its aircraft recovery team to a state of immediate readiness for deployment (<i>insert contact details here xxxxxxxx</i>) | |
| 7 | In the event that the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3M | |
| 8 | Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down | |
| End of Checklist | | |



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Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

Line Maintenance / Aircraft Engineering

IMPORTANT NOTE

The following checklist relates to 'bomb threat / sabotage' as *associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) or on the ground at XIA

Depending on the actual 'bomb threat / sabotage' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - Air Traffic Control will generally declare any of 'Full Emergency', 'Aircraft Ground Incident' or 'Local Standby'. (Each of these declarations has its own, associated (& *separate*) checklist located elsewhere in this sub-section **3M**)

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate 'bomb threat / sabotage' checklist - **and also** (concurrently / at the same time) by the appropriate 'Full Emergency' **OR** 'Aircraft Ground Incident' **OR** 'Local Standby' checklist

As always, should the situation develop into an '**Aircraft Accident**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3M** checklist (**Aircraft Accident**) must be used. Should the 'bomb threat / sabotage' situation still exist after such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat / sabotage' checklist must **also** continue to be addressed **concurrently** with the aircraft accident checklist

Lastly, the 'bomb threat / sabotage' situation might be combined with an act (further act) of 'unlawful interference (aircraft related)' - which adds a further degree of complexity to the response

So long as all of the above is clearly understood by all concerned (along with associated implications, complications & potential consequences) it might be better for such ***combined** responses to be handled flexibly and logically 'on the day' - rather than mandating use of a single, integrated checklist to cover such situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, the 'bomb threat / sabotage' checklist & the 'unlawful interference' checklist*

Whilst such requirements / situations as described above are not 'ideal' from a crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined' checklists which might be in use' - which obviously do not need to be addressed twice e.g. '..... **commence alerting & activation**.....'

***Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences*



IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a *major* security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly much greater distances depending on circumstances) of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar agencies (including line maintenance [aircraft engineering]) are *requested* to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, *this should be on a voluntary basis only*

For *less serious security alerts* the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents *is both permitted and expected*

Note

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that Aircraft Line Maintenance / Engineering and other appropriate parties are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to consider evacuation of Aircraft Line Maintenance / Engineering facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of services

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see pages **14 - 25**



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

Line Maintenance / Aircraft Engineering

Preferably provided by an engineer(s) qualified on incident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff (if any) to a state of immediate readiness
- Make initial preparations to deploy as part of aircraft operator's 'Crash Site Team' or similar
- Provide Specialist Technical support and advice - as required
- Respond as required by developing circumstances

General actions:

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | Continue own internal alerting and activation (insert contact details here xxxxxxxx) | |
| 2 | Maintain a written log of events | |
| 3 | Bring selected staff (if any) to a state of immediate readiness | |
| 4 | Offer aircraft engineering specialist advice to all parties, as required | |
| 5 | If required - deploy to incident location (on a voluntary basis) as part of the aircraft operator's (or aircraft operator representative's) 'Crash Site Team' and / or as technical 'expert' Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' | |
| 6 | When it is expected that an 'organisation' other than the aircraft operator will be removing / recovering the incident aircraft / aircraft wreckage (as necessary), the 'organisation' is to be requested to bring its aircraft recovery team to a state of immediate readiness for deployment (insert contact details here xxxxxxxx) | |
| 7 | Take all and any measures required (on a voluntary basis) to provide engineering support and rectification to the bomb threat aircraft | |
| 8 | Note - use all above for guidance re lower security alert declarations related to bomb threat, and also for similar situations such as sabotage / suspected sabotage etc. | |
| 9 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section 3M | |
| 10 | When incident resolved - stand-down to normal readiness | |
| End of Checklist | | |



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UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Line Maintenance / Aircraft Engineering

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hijack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) **airspace**, many of the required actions will **not be applicable**

Common sense and logic should be used accordingly in deciding which particular actions are applicable / required

Unlawful Interference (typically Hijack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete both the 'Bomb Warning / Sabotage' and 'Unlawful Interference' checklists concurrently

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Line Maintenance / Aircraft Engineering

Preferably provided by an engineer(s) qualified on incident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff (if any) to a state of immediate readiness
- Make initial preparations to deploy as part of aircraft operator's 'Crash Site Team' or similar
- Provide Specialist Technical support and advice - as required
- Respond as required by developing circumstances

General actions:

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | Continue own internal alerting and activation (insert contact details here xxxxxxxx) | |
| 2 | Maintain a written log of events | |
| 3 | Bring selected staff (if any) to a state of immediate readiness | |
| 4 | Offer aircraft engineering specialist advice to all parties, as required | |
| 5 | If required - deploy to incident location (on a voluntary basis) as part of the aircraft operator's (or aircraft operator representative's) 'Crash Site Team' and / or as technical 'expert' Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' | |
| 6 | When it is expected that an 'organisation' other than the aircraft operator will be removing / recovering the incident aircraft / aircraft wreckage (as necessary), the 'organisation' is to be requested to bring its aircraft recovery team to a state of immediate readiness for deployment (insert contact details here xxxxxxxx) | |
| 7 | Take all and any measures required (on a voluntary basis) to provide engineering support and rectification to the bomb threat aircraft | |
| 8 | Note - use all of the above for guidance re lower security alert declarations related to unlawful interference and similar situations | |
| 9 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section 3M | |
| 10 | When incident resolved - stand-down to normal readiness | |
| End of Checklist | | |



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AEP Volume 2B / Sub-section 3N 'Into-plane' - Refuelling / Defuelling Operator / Company



Aircraft Accident / Incident Related Checklists

Note

Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis - the airport's '**normal**' operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by circumstances 'on the day'



Aircraft Accident - On Airport

Into-plane Refuelling Company / Operator

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- De-fuelling of accident aircraft (where appropriate / possible)
- Collect and Preserve any fuel samples removed as 'evidence' (where appropriate / possible)
- Facilitate testing and preparation of report on fuel samples removed - for use by Air Accident Investigation Agency

General actions:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own internal alerting and activation process | |
| 2 | Maintain written log of events | |
| 3 | Provide de-fuelling appliances and operators to the designated staging area | |
| 4 | Proceed to accident location when / if called forward | |
| 5 | Report to On-scene Commander on arrival at accident location | |
| 6 | De-fuel accident aircraft when / if so directed | |
| 7 | Secure and preserve samples of removed fuel as 'evidence' Also remind aircraft operator (or latter's local representative) that samples of the accident aircraft's fuel uploads for an appropriate period <i>prior</i> to the accident should also be arranged and subsequent analysis performed and reported upon | |
| 8 | Facilitate submission of appropriate report on fuel removed (chemical analysis etc.) to Air Accident Investigation Agency, aircraft operator and / or any other designated agency | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / On Land

Into-plane Refuelling Company / Operator

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- De-fuelling of accident aircraft (where appropriate / possible)
- Collect and Preserve any fuel samples removed as 'evidence' (where appropriate / possible)
- Facilitate testing and preparation of report on fuel samples removed - for use by Air Accident Investigation Agency

General actions required:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting and activation process | |
| 2 | Maintain written log of events | |
| 3 | Provide de-fuelling appliances and personnel ready to be called forward to accident site | |
| 4 | Proceed to accident location when called forward | |
| 5 | Report to local jurisdiction person in charge (having primacy) on arrival | |
| 6 | De-fuel the accident aircraft when / if so directed by a 'competent' person | |
| 7 | Secure and preserve samples of removed fuel as 'evidence' Also remind aircraft operator (or latter's local representative) that samples of the accident aircraft's fuel uploads for an appropriate period <u>prior</u> to the accident should also be arranged and subsequent analysis performed and reported upon | |
| 8 | Facilitate submission of appropriate report on fuel removed (chemical analysis etc.) to Air Accident Investigation Agency, aircraft operator and / or any other designated agency | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

An 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **off - airport / on or over water**

Note: Additional Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be supplied by Navy / Coastguard / Harbourmaster - and similar staff

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | |
|-------|-----|
| | TBA |
| | TBA |
| | TBA |

Note - Airports faced with the real possibility of an aircraft accident **off - airport / on or over water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - typically e.g.

- One or more inshore rescue craft (with appropriate communications and navigation equipment, search lights, specialist rescue equipment etc.)
- Sufficient Personal Flotation Aids for all anticipated airport operator responders
- Sufficient Personal Flotation Aids related to max capacity of largest aircraft operating at airport
- Life-rafts of sufficient capacity related to max capacity of largest aircraft operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / maintained / reviewed)
- Associated manpower (trained and exercised accordingly on an initial & recurrent basis)

Where emergency and similar responders in the '**surrounding community**' are able to adequately provide equivalent over water safety and rescue resources and associated services capabilities as described above (or similar) - the airport should endeavour to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where this has been successfully accomplished, it *might* be possible for the airport to dispense with the need to provide certain, specified over water resources itself - provided that it is 100% certain (e.g. must be verifiable) that what *is* provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

Into-plane Refuelling Company / Operator

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- De-fuelling of accident aircraft (where appropriate / possible)
- Collect and Preserve any fuel samples removed as 'evidence' (where appropriate / possible)
- Facilitate testing and preparation of report on fuel samples removed - for use by Air Accident Investigation Agency

General actions required:

Lifejackets or similar buoyancy aids must always be worn for any work carried out over water

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting and activation process | |
| 2 | Maintain written log of events | |
| 3 | Provide de-fuelling appliances and personnel ready to be called forward to accident site or off-loading / landing point(s) | |
| 4 | Proceed to accident location or off-loading / landing point(s) when called forward | |
| 5 | Report to local jurisdiction person in charge (having primacy) on arrival | |
| 6 | Where required and possible - and In conjunction with 'authorities' & XIA staff present - work out a plan for how to de-fuel the accident aircraft if 'over water' circumstances so permit. If de-fuelling not possible, devise a plan for the taking of fuel samples - if 'over water' circumstances so permit | |
| 7 | De-fuel the accident aircraft (and / or take and preserve fuel samples as evidence) when directed and if safe so to do Also remind aircraft operator (or latter's local representative) that samples of the accident aircraft's fuel uploads for an appropriate period <i>prior</i> to the accident should also be arranged and subsequent analysis performed and reported upon | |
| 8 | Facilitate submission of appropriate report on fuel removed (chemical analysis etc.) to Air Accident Investigation Agency, aircraft operator and / or any other designated agency | |
| End of Checklist | | |



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FULL EMERGENCY

Into-plane Refuelling Company / Operator

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- **Pre-prepare** for de-fuelling of 'emergency' aircraft & sampling of removed fuel as 'evidence' (if required and as possible)
- If required - test removed fuel and prepare report for Air Accident Investigation Authority

General actions required:

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own alerting and activation process (<i>insert contact details here xxxxxxxx</i>) | |
| 2 | Maintain written log of events | |
| 3 | Make initial preparations to provide de-fuelling appliances and personnel to the designated staging area - or other appropriate location | |
| 4 | In the event that the Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3N | |
| 5 | If aircraft lands safely - stand-down to normal operations readiness & advise other associated parties accordingly | |
| End of Checklist | | |



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LOCAL STANDBY - Aircraft In-flight

Into-plane Refuelling Company / Operator

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Pre-prepare for possible de-fuelling of 'incident' aircraft & sampling of removed fuel as 'evidence' (if required and as possible)
- If required - arrange testing of removed fuel and preparation of associated report for Air Accident Investigation Authority, Aircraft Operator etc.

General actions:

In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency or Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this **Sub-section 3N**

Some examples of when '**Local Standby** **Aircraft in-flight**' might typically be declared at XIA:

- An aircraft at or near the airport is known or suspected to have developed defects or problems, the nature of which are **not** expected to cause any **serious difficulty** in carrying out a safe landing. Such defects might typically include:
 - ❖ Single engine shutdown (assumes that aircraft has more than one engine and can operate safely with one engine inoperative)
 - ❖ Hydraulic system malfunction (non-catastrophic)
 - ❖ Cabin pressurisation problem (non-catastrophic) etc.
- An aircraft at or near the airport is subject to a **suspected** bomb threat
- An aircraft at or near the airport is subject to a **suspected** 'unlawful seizure / act'
- An aircraft at or near the airport is operating in weather conditions very close to its or its pilots' limitations (sometimes / otherwise known as '**weather standby**')
 - etc.

The objective of declaring a local standby is to alert key airport response personnel and agencies to **prepare** for rapid reaction in the unlikely event of a more serious situation occurring during the approach and landing of the aircraft (or any other phase of flight as appropriate) - until such time as the incident is terminated



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AIRCRAFT GROUND INCIDENT

Aircraft Ground Incident

General

An **Aircraft Ground Incident** is an occurrence, *other than an aircraft accident*, where an aircraft on the **ground** (at an airport) requires the direct attendance of the AFS and / or Airport Medical Services and / or Aircraft Engineering and / or Airport Police / Security etc. - for assistance or investigation.

The following occurrences are typical examples of same:

- Aircraft damage due heavy / hard landing
- Tyre burst on landing
- Brake fire
- Runway / taxiway incursion / excursion
- Ground collision (relatively minor)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation
- Aircraft damage due bad weather or similar natural phenomenon
- Unruly passenger(s)

It is generally not practicable to include *detailed* check lists here due the considerable number of differing ground incidents which need to be catered for. However, an outline checklist has been provided to provide some guidance

Agencies deploying in support of **aircraft ground incidents**, if required so to do - should use logic and common sense to decide on what particular actions to take, depending on circumstances 'on the day'

Checklists already included in other parts of this AEP Volume **2B** may *also* be used / adapted for guidance in how to respond to aircraft ground incidents. Off-airport responders are invited to do likewise



Aircraft Ground Incident

Into-plane Refuelling Company / Operator

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Pre-prepare for de-fuelling of 'incident' aircraft & sampling of removed fuel as 'evidence' (if required and as possible)
- If required - arrange testing of removed fuel and preparation of the associated report for Air Accident Investigation Authority, Aircraft Operator etc.

General actions required:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting and activation process (<i>insert contact details here xxxxxxxx</i>) | |
| 2 | Maintain written log of events | |
| 3 | Make initial preparations to provide de-fuelling appliances and personnel to the designated staging area - or other appropriate location | |
| 4 | Deploy appropriate resources to incident location if so directed / required Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' | |
| 5 | In the event that the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3N | |
| 6 | Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down | |
| End of Checklist | | |



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Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

Into-plane Refuelling Company / Operator

IMPORTANT NOTE

The following checklist relates to 'bomb threat / sabotage' as *associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) or on the ground at XIA

Depending on the actual 'bomb threat / sabotage' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - Air Traffic Control will generally declare any of 'Full Emergency', 'Aircraft Ground Incident' or 'Local Standby'. (Each of these declarations has its own, associated (& *separate*) checklist located elsewhere in this sub-section **3N**)

In such circumstances it will be necessary for all responders to be guided by *both* the appropriate 'bomb threat / sabotage' checklist - *and also* (concurrently / at the same time) by the appropriate 'Full Emergency' **OR** 'Aircraft Ground Incident' **OR** 'Local Standby' checklist

As always, should the situation develop into an 'Aircraft Accident' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3N** checklist (**Aircraft Accident**) must be used. Should the 'bomb threat / sabotage' situation still exist after such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat / sabotage' checklist must *also* continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat / sabotage' situation might be combined with an act (further act) of 'unlawful interference (aircraft related)' - which adds a further degree of complexity to the response

So long as all of the above is clearly understood by all concerned (along with associated implications, complications & potential consequences) it might be better for such **combined* responses to be handled flexibly and logically 'on the day' - rather than mandating use of a single, integrated checklist to cover such situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, the 'bomb threat / sabotage' checklist & the 'unlawful interference' checklist*

Whilst such requirements / situations as described above are not 'ideal' from a crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined' checklists which might be in use' - which obviously do not need to be addressed twice e.g. '..... commence alerting & activation.....'

***Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. If not, be prepared for a totally ineffective and inefficient response - with associated consequences*



IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly much greater distances depending on circumstances) of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar agencies (e.g. into-plane refuelling operator) are **requested** to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, **this should be on a voluntary basis only**

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents **is both permitted and expected**

Note

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that the 'into-plane refuelling operator' and other appropriate parties are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to the security threat it may be necessary to consider evacuation of 'into-plane refuelling operator' facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of services

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see pages **14 - 25**



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

Into-plane Refuelling Company / Operator

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Pre-prepare for de-fuelling of 'incident' aircraft & sampling of removed fuel as 'evidence' (if required and as possible)
- Respond as required by developing circumstances
- If required - arrange testing of removed fuel and preparation of the associated report e.g. for Air Accident Investigation Authority, Security Organisation, Aircraft Operator etc.

General actions required:

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting and activation process (<i>insert contact details here xxxxxxxx</i>) | |
| 2 | Maintain written log of events | |
| 3 | Make <u>initial</u> preparations to provide de-fuelling appliances and personnel to the designated staging area - or other appropriate location, as & when directed | |
| 4 | Deploy (on a <u>voluntary</u> basis) appropriate resources to incident location if so directed / required Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' | |
| 5 | Note - use all above for guidance re lower security alert declarations related to bomb threat, and also for similar situations such as sabotage / suspected sabotage etc. | |
| 6 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section 3N | |
| 7 | When incident resolved - stand-down to normal readiness | |
| End of Checklist | | |



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UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Into-plane Refuelling Company / Operator

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hijack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) **airspace**, many of the required actions will **not be applicable**

Common sense and logic should be used accordingly in deciding which particular actions are applicable / required

Unlawful Interference (typically Hijack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete both the 'Bomb Warning / Sabotage' and 'Unlawful Interference' checklists concurrently

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK) Into-plane Refuelling Company / Operator

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Pre-prepare for de-fuelling of 'incident' aircraft & sampling of removed fuel as 'evidence' (if required and as possible)
- Respond as required by developing circumstances
- If required - arrange testing of removed fuel and preparation of the associated report e.g. for Air Accident Investigation Authority, Security Organisation, Aircraft Operator etc.

General actions required:

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting and activation process <i>(insert contact details here xxxxxxxx)</i> | |
| 2 | Maintain written log of events | |
| 3 | Make <u>initial</u> preparations to provide de-fuelling appliances and personnel to the designated staging area - or other appropriate location, as & when directed | |
| 4 | Deploy (on a <u>voluntary</u> basis) appropriate resources to incident location if so directed / required Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' | |
| 5 | Note - use all of the above for guidance re lower security alert declarations related to unlawful interference and similar situations | |
| 6 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section 3N | |
| 7 | When incident resolved - stand-down to normal readiness | |
| End of Checklist | | |



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AEP Volume 2B / Sub-section 3P

Airport Operator's (XIA) - Emergency Operations Centre - EOC



Aircraft Accident / Incident Related Checklists

Important Reminder - See again information provided on pages 7 & 8 of this document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3P



Introductory Notes - XIA's **Normal** Ops Control Centre *versus* the XIA **Emergency Ops Centre**

Note 1: IMPORTANT - Many airports operate under the **false** (& potentially damaging) **assumption** that their emergency operations centre (**EOC** [if they have one!]) can activate & become effective **almost immediately** following first declaration of a major airport related emergency. In reality, **the very quickest** that the 'most fit for purpose' airport EOCs can be adequately manned and 'switched on' functionally is around 30 minutes. Most airports will typically take longer, up to 60 minutes and possibly significantly longer - depending on time of day; day of week; public / religious holidays etc.

For example, on New Year's Eve at **5 minutes before midnight**, it might easily take several hours (**or even longer**) for an EOC to become operational (same goes for Christmas; Eid al-Fitr; Diwali; Chinese New Year etc.)

Accordingly, **and until the EOC is ready to assume its crisis related roles and responsibilities** - it is the airport's '**normal**' (day to day) **operations control centre**' (or equivalent facility) which must take over all airport related management (command, control, co-ordination & communication) of a major, airport related crisis response. (Note that for 'worst case' pre-planning purposes - it should be assumed that the XIA EOC **will not become operational for at least 2 hours** - following initial emergency declaration by the airport)

Note 2: IMPORTANT - Until the XIA EOC becomes operational, the airport's 'Normal Operations Control Centre' will need to concurrently (at the same time) deal with the emergency / crisis (as per 'Note 1' above) - **and also** with what it would have been doing 'on a day to day' basis as part of its **normal** operations duties (assuming for the moment that the airport remains operational after crisis occurrence) - **BUT** with only the **same** number of staff initially available (until [if] extra staff can be made available for duty [which will take considerable time {if at all possible} on e.g. New Year's Eve!])

However, in the vast majority of on-airport major accidents, the airport will close immediately - possibly for several days or even longer. At many airports this is obviously going to cause massive disruption (business continuity related problems) to airport operations

Such disruption must **also** be managed of course - and the most significant player involved here is **again** the airport's Normal Operations Control Centre - which (it will be recalled) is **also** managing the emergency (until such time as the EOC can take over)

Note - for '**worst case**' pre-planning purposes, it should be assumed that XIA is required to **concurrently** manage **1)** the Emergency / Crisis; **2)** **Normal** Airport Operations - & **3)** **Disrupted** Airport Operations. This is a perfectly feasible scenario e.g. in displaced parallel runways operations permitting the airport to remain operational; where the accident occurs off-airport but close by etc.)

Because of what has been written in notes 1 & 2 above - associated (fit for purpose) plans, procedures etc. must obviously be **pre-prepared**, documented, maintained, reviewed, trained for (& re-trained) and exercised for (& re-exercised)

Without all of the latter, the probability of the desired outcomes (from operational, financial, brand / image / reputation etc. viewpoints) **being achieved is low to very low**



Information 1

It may be that the **airport** operator is able to provide 'temporary' shelter' for triage and immediate medical care operations at or close to the accident site. Such shelter typically takes the form of inflatable tents - sometimes with power, lighting and temperature control (via portable generators & other appropriate equipment). At its most extreme, enough inflatable tents are procured by some well-resourced airports (and colour coded accordingly) for the different levels of triage required (again by standard triage colour code) and subsequent immediate medical treatment

At many airports having such a facility, it is AFS which typically deploys the inflatable tents and sets them up (in conjunction with others e.g. Medical Services responders; Airport Police / Security; XYZ Airports Authority (airport operator) staff; Aircraft Operator / Local Rep staff etc.)

Information 2

Airport provided buses with **seats removed** are another option for use in triage and immediate medical care operations. Where such facilities exist, their deployment and use at time of crisis should have already been **pre**-planned, documented, trained and exercised (and re-trained / re-exercised) by all concerned. Buses (with seats in place) can also be used as a collection point for uninjured victims. Provision of same is typically a shared responsibility of airport operator, accident aircraft operator and an appropriate Ground Handling Agent(s) - GHA

Note - It is assumed herein that XIA has use of both inflatable tents and modified & unmodified buses (as described above) at its disposal - for emergency response operations. The tents and buses **are capable of off-airport deployment** where so required

Information 3

Unless the **dead** have already been moved from the **initial** location where 'expiry of life' occurred - all bodies / body parts are to be left where they are - unless such removal is considered overriding in order to preserve evidence for the eventual judicial & air accident enquiries. If such removal **is** required, photographs / sketches of such bodies / body parts should be made before removal (if possible and safe so to do). The same applies to personal effects found close to bodies. All responders at the accident site are to be made aware of this accordingly



Aircraft Accident - On Airport XYZ Airports Company - **Emergency Operations Centre (EOC)**

Alerted By: XYZ Airports Company - (**Normal**) Operations Control Centre / Whoever

Alerts Whom: As required by circumstances 'on the day'

IMPORTANT NOTE - XYZ Airport's Normal Ops Control Centre's Checklist *versus* EOC Checklist

When (if) the XYZ Airports Company - **Emergency Operations Centre (EOC)** has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed) from the XYZ Airports Company (**'Normal Operations' Control Centre**) equivalent checklist (starts page 271 of this AEP Vol 2B) will be merged (transferred) with (to) those of the separate EOC check list (starts page 492)

When (if / whilst) this is done, it is vital that the primary / appropriate person(s) responsible for operating the XYZ Airports Company **'normal operations control centre'** check list (reminder - starts page 271) transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and physically sits next to the equivalent person(s) responsible for the airport operator's separate, equivalent EOC check list (reminder - starts page 492)- and that these persons then liaise closely together to ensure that **all** items on **both** of their respective check lists are **fully co-ordinated, addressed and 100% completed - without error, omission or confusion**

At this point it is anticipated that other staff at the XIA **'Normal Operations'** Control Centre itself will continue / revert to management of normal and business continuity operations **only** (as applicable) - as required by actual circumstances 'on the day'

Important Reminder - See again information provided on pages 7 & 8 of this guideline document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3P. This is particularly important with regard to what is contained in the boxed **'IMPORTANT NOTE'** immediately above, as it is possible that several **different** persons in the EOC might be assigned to **concurrently** address (action) the particular EOC checklist (in use 'on the day')

Another way of saying this is that for the sake of speed, workload sharing etc. some of the individual EOC checklists (e.g. aircraft accident on airport; bomb threat / sabotage) may be split up (for the purpose of taking appropriate action as per the checklist) between several **different** EOC persons. Thus it is vital that the primary / appropriate person(s) responsible for operating the XYZ Airports Company **'normal operations control centre'** check list works together with **all** such EOC persons, during the process described in the boxed 'IMPORTANT NOTE' immediately above

General Responsibilities:

- Further to what has been written above, EOC 'general responsibilities' (shown on next page) **only** include those which are **additional** to those already documented (starting page 269 of this AEP Volume 2B document) for the equivalent (*General Responsibilities of*) XIA Airport's **Normal Operations Control Centre**
- It is assumed here (at this point in time) that the EOC is now specifically manned and functional to the extent that it can effectively, efficiently and expediently assume (take over) strategic C4 operations of the crisis from the XIA Airport's **Normal Operations Control Centre**



- Note that when the EOC is fully active, it can be expected that most XIA alerting & activation tasks (in general) will already be complete. This situation should be assumed for purposes of *this* Sub-section 3P
- The manner in which the EOC 'general responsibilities' are written below is indicative of *just one person* (e.g. the EOC Overall Commander) being responsible in general. This has been done for the sake of simplicity & expediency. In reality several *different* persons can be assumed to be responsible for completing specifically 'assigned' responsibilities. Same goes for corresponding checklists - with 'everything' falling under the ultimate authority (insofar as XIA is concerned) of the *Overall Commander*

- See '**IMPORTANT NOTE**' & '*Important Reminder*' (previous page) and be guided accordingly
- Continue own (EOC specific) alerting and activation procedure - *BUT*.....only to extent not already addressed by the XIA Airport's *Normal* Operations Control Centre, as appropriate
- Take a *Strategic* (GOLD) C4 handover (from the XIA Airport's *Normal* Operations Control Centre) of the entire emergency response effort (from Airport Operator viewpoint *only*)
- Assume / exercise strategic (GOLD) C4 of the crisis (from Airport Operator viewpoint *only* [unless agreed otherwise with other, appropriate {off-airport} GOLD level commanders])
- Prepare to temporarily assume / exercise *Tactical* (SILVER) C4 of specific & limited elements of the on-airport crisis response operation, if (exceptionally) so required
- Ensure all necessary communications links established / maintained - *BUT*.....only to the extent not already addressed by the XIA Airport's *Normal* Operations Control Centre, as appropriate (to include comms with {off-airport} GOLD level commanders - as appropriate)
- Ensure health / safety of appropriate responders / staff is adequately accounted for
- Ensure that appropriate and adequate resources (including manpower) and support for the airport response are available / will continue to be available
- Oversee continuation of pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational information re overall (big picture) crisis response operation. (Updating and re-distributing same on a continual cycle basis, for as long as is necessary)
- Acquire, retain and continually update the 'big picture' of the overall crisis response operation
- Based on the updating big picture - continually make & communicate the appropriate decisions required of you
- Oversee associated actions required / completed 'monitoring cycle' re big picture decisions
- Based on last 4 bullet points above, ensure subordinate EOC managers (and other on-airport equivalents) do likewise (in principle) within their specific areas of interest / accountability
- Provide regular situation reports to XYZ Airports Company top manager(s)
- Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' related operations
- Oversee (from airport viewpoint) humanitarian assistance, welfare & similar matters
- Oversee (from airport viewpoint) crisis communications related matters (unless 'top management' has assumed this responsibility themselves)
- Oversee (from airport viewpoint) dealings with Air Accident Investigation Agency
- Oversee (from airport viewpoint) dealings with any Judicial Investigation (as appropriate)
- Oversee associated aircraft 'removal / recovery / salvage' operations (as appropriate to the actual situation 'on the day')
- Ensure post crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible - as appropriate
- Ensure 'psychosocial' support is provided to airport responders / staff in need of same
- Oversee 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same



General actions:

Aircraft Accident - On Airport XYZ Airports Company - **Emergency Operations Centre (EOC)**

| Action | | ☑ ? |
|--------|---|-----|
| 1 | <p>Ensure EOC is fully set up, equipped & manned re '24H / fit for purpose' operations (insert location of associated SOP here xxxxxx). Manning (each EOC shift) typically comprises:</p> <ul style="list-style-type: none"> (EOC) Overall Commander & deputy (EOC) Operational Support Team - including representatives from all major agencies (on & off-airport - as pre-planned and / or as required by actual circumstances 'on the day') required to respond to the crisis. Note 1 - to include an (XYZ Airports Company) 'Crisis Communications / PR' expert support team / person. Note 2 - to include an (XYZ Airports Company) 'Humanitarian Assistance' expert support team / person (EOC) Admin, Logistics & Welfare Support Team (including a 'log-keeper') Anyone else as appropriate to circumstances 'on the day' <p>Note - plan on 12 hour shifts (unless manpower is sufficient [unlikely] for shorter shifts). In extremis (e.g. manpower shortage) it might be necessary to operate shifts exceeding 12 hours</p> | |
| 2 | Ensure EOC is provided with 24H security | |
| 3 | <p>When EOC is assessed as being 'ready for operations' - take a full handover brief (ideally face to face) from the XYZ Airports Company's 'Normal Operations Control Centre' appropriate person - & then assume all airport related aspects of strategic C4 of the crisis. Note - Advise all appropriate parties of the C4 transfer + remind them again of full EOC contact details. Reminder - See again 'important note' & 'important reminder' page 490 - and implement the associated requirements NOW - without fail</p> | |
| 4 | Ensure EOC log of events is maintained | |
| 5 | <p>Exercise strategic (GOLD) C4 of the crisis (from an airport operator viewpoint). Note 1 - see 'boxed' information at end of this checklist NOW (page 494) - and act on it NOW. Note 2 - where necessary, also conduct temporary and specific tactical (SILVER) C4 operations (from an airport operator viewpoint) in the unlikely event that no other responding agency is capable of so doing</p> | |
| 6 | <p>When issuing orders / commands / instructions / requests etc. - ensure (by whatever means necessary) that timely & reliable (i.e. effective, efficient and expedient) transmission, execution and completion of same is adequately monitored, managed & recorded</p> | |
| 7 | <p>With reference to accident flight - double check that info below has been obtained & already forwarded to <u>all</u> appropriate emergency response agencies needing same (if not - address urgently): (insert contacts list & location of associated SOP here xxxxxx)</p> <ul style="list-style-type: none"> Dangerous Goods on board (if any) Estimated Fuel on Board (at time of accident) Initial Crew & Passenger Lists Verified (confirmed) Crew & Passenger Lists Flight number / date, aircraft type & total route (all sectors - as per flight number) <p>Note - whilst doing this also double check that details of any cargo, baggage and mail carried (particularly any high value and / or 'sensitive' cargo) + identification of any VVIP victims on board (if any) has been similarly identified & forwarded (both ASAP but not urgent)</p> | |



Aircraft Accident - On Airport XYZ Airports Company - **Emergency Operations Centre (EOC)**

| | | |
|----|---|--|
| 8 | Ensure (insofar as is possible / practicable 'on the day') that the health, safety and security of airport based responders is adequately accounted for (regardless of where such responses are being undertaken) | |
| 9 | If accident flight's aircraft operator has insufficient / inadequate / nil representation at XIA, ensure that an appropriate agency is appointed to take on such representation (typically the accident airline's contracted GHA at XIA AND / OR any XIA GHA designated by the by XYZ Airports Company AND / OR members of the XIA Airline Operators' Committee (AOC) etc. | |
| 10 | Ensure (where possible / available) that appropriate & adequate resources & support (for airport provided elements of the response) are provided / will continue to be provided | |
| 11 | Double check all necessary communications links have been established (as per Radio Communications Plan at appendix P to separate document - AEP Volume 1) (insert location of associated SOP here xxxxxx). Note 1 - where so required, include establishing communications with appropriate off-airport GOLD commander(s). Note 2 - where so required & jointly agreed, place an appropriately experienced / senior XIA EOC rep in the main / appropriate off-airport GOLD facility (EOC equivalent) and vice versa | |
| 12 | Oversee ongoing, pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational information re overall (big picture) crisis & crisis response situation / operation. (Updating & re-distributing same on a continual cycle basis, for as long as is necessary) | |
| 13 | Establish / maintain regular liaison & co-ordination with the on-airport deployed On-scene Commander / MICC / FCP - and provide appropriate direction (as required) together with all and any support / resources etc. required / requested. Note - where possible, do this via any AFS / MICC / FCP etc. rep present in the EOC | |
| 14 | Establish / maintain regular liaison & co-ordination with other on-airport emergency response agencies as appropriate - and provide appropriate direction (as required / appropriate) together with all and any support / resources etc. required / requested. Note - where possible, do this via the appropriate reps present in the EOC | |
| 15 | Establish / maintain regular liaison & co-ordination with appropriate off-airport emergency response agencies. Note 1 - where possible, do this via the appropriate off-airport reps present in the EOC. Note 2 - where necessary, it may be necessary to conduct such liaison etc. via the appropriate off-airport GOLD commander - see this checklist, item 19 | |
| 16 | Obtain regular situation reports (SITREPS) from accident site - and respond as required | |
| 17 | Obtain regular SITREPS from the various locations where humanitarian assistance, welfare etc. type support is being provided - and respond as required | |
| 18 | Provide regular SITREPS to XYZ Airports Company top manager(s) | |
| 19 | Maintain regular liaison / co-ordination / info exchange with the GOLD (strategic C4) HQ(s) of all supporting off-airport emergency response / support agencies (including at government level where appropriate) - as applicable | |
| 20 | Oversee operation of airport operator's emergency call / contact / information centre (if any) and appropriate web & social networking sites (if any) - to convey / exchange essential and / or useful information e.g. with the public, media etc. Note - Do this in close conjunction, co-ordination, co-operation etc. with other appropriate (non-airport operator) responding agencies e.g. accident airline; off-airport police etc. - as appropriate | |



Aircraft Accident - On Airport XYZ Airports Company - **Emergency Operations Centre (EOC)**

| | | |
|-------------------------|--|--|
| 21 | Oversee humanitarian assistance / welfare ops re airport located victims, MGFR etc. | |
| 22 | Oversee matching / reuniting ops of airport located victims with associated MGFR | |
| 23 | Oversee Crisis Communications management from an airport operator viewpoint. <i>Note</i> - do this in close conjunction, co-ordination, co-operation etc. with other (non-airport operator) responding agencies e.g. accident airline; air accident investigation agency; government; judiciary etc. - as appropriate. (See Appendix T to [separate] document] XIA AEP Volume 1) | |
| 24 | Fully support / co-operate with the Air Accident Investigation Agency | |
| 25 | Oversee (from airport viewpoint) dealings with any Judicial investigation (as appropriate) | |
| 26 | Ensure short term post-crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible (as appropriate) | |
| 27 | Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' operations | |
| 28 | Oversee initial aircraft 'removal / recovery / salvage' considerations - as appropriate | |
| 29 | Oversee humanitarian, welfare & psychosocial support of XIA based emergency responders - as required. Extend same to off-airport responders (when responding on-airport) as appropriate (but strictly subject to associated resources being available) | |
| 30 | Oversee ongoing 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same | |
| 31 | Anything else required which has not already been covered above | |
| End of Checklist | | |

In conjunction with the above checklist and for the duration of the crisis, the XIA **EOC Overall Commander** (via his / her **EOC** staff, other resources etc.) shall:

- Acquire / retain the developing 'big picture' of the overall crisis & crisis response operation
- Continually re-assess the big picture situation
- Make / take / review the associated & appropriate strategic C4 decisions required
- Ensure (however done) that such decisions are transmitted, co-ordinated, executed (effectively, efficiently and expeditiously), **monitored** (for timely completion, effectiveness etc. - to / by all concerned
- Regularly / cyclically repeat **all** of the above - until crisis is concluded
- **Communicate, Communicate, Communicate** & keep on communicating

| | | |
|---------|---|--|
| CIQ | = | XIA based Customs, Immigration & Port Health (Quarantine) Agencies |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FCP | = | XIA's Forward Command Post |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| MICC | = | XIA's Mobile Incident Command Centre |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |



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Reminder: See again info provided on pages **488-489** before starting

Aircraft Accident - Off-airport / On Land XIA - **Emergency Operations Centre (EOC)**

Alerted By: XYZ Airports Company - (**Normal**) Operations Control Centre / Whoever

Alerts Whom: As required by circumstances 'on the day'

IMPORTANT NOTE - XIA Normal Operations Control Centre Checklist *versus* **EOC Checklist**

When (if) the XYZ Airports Company - **Emergency Operations Centre (EOC)** has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed) from the XYZ Airports Company (**'Normal Operations' Control Centre**) equivalent checklist (starts page 283 of this AEP Vol 2B) will be merged (transferred) with (to) those of the **separate EOC** check list (starts page 500)

When (if / whilst) this is done, it is vital that the primary / appropriate person(s) responsible for operating the XYZ Airports Company **'normal operations control centre'** check list (reminder - starts page 283) transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and physically sits next to the equivalent person(s) responsible for the airport operator's **separate, equivalent EOC check list** (reminder - starts page 500)- and that these persons then liaise closely together to ensure that **all** items on **both** of their respective check lists are **fully co-ordinated, addressed and 100% completed - without error, omission or confusion**

At this point it is anticipated that other staff at the XIA **'Normal Operations'** Control Centre itself will continue / revert to management of **normal** and **business continuity** operations **only** (as applicable) - as required by actual circumstances 'on the day'

Important Reminder - See again information provided on pages 7 & 8 of this guideline document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3P. This is particularly important with regard to what is contained in the boxed **IMPORTANT NOTE** immediately above, as it is possible that several **different** persons in the EOC might be assigned to **concurrently** address (action) the particular EOC checklist (in use 'on the day'). Another way of saying this is that for the sake of speed, workload sharing etc. some of the individual EOC checklists (e.g. aircraft accident on airport; bomb threat / sabotage) may be split up (for the purpose of taking appropriate action as per the checklist) between several **different** EOC persons. Thus it is vital that the primary / appropriate person(s) responsible for operating the XYZ Airports Company **'normal operations control centre'** check list works together with **all** such EOC persons, during the process described in the boxed 'IMPORTANT NOTE' immediately above

General Responsibilities:

- Further to what has been written above, **EOC 'general responsibilities'** (start on **next** page) **only** include those which are **additional** to those already documented (starting page 278 of this AEP Volume 2B document) for the equivalent (*General Responsibilities* of) XIA Airport's **Normal Operations Control Centre**



- It is assumed here (at this point in time) that the **EOC** is now specifically manned and functional to the extent that it can effectively, efficiently and expediently assume (take over) strategic C4 operations of the crisis from the XIA Airport's **Normal** Operations Control Centre
- Note that when the **EOC** is fully active, it can be expected that most XIA alerting & activation tasks (in general) will already be complete. This situation should be assumed for purposes of **this** Sub-section **3P**
- The manner in which the EOC 'general responsibilities' are written below is indicative of **just one person** (e.g. the EOC Overall Commander) being responsible in general. This has been done for the sake of simplicity & expediency. In reality several **different** persons can be assumed to be responsible for completing specifically 'assigned' responsibilities. Same goes for corresponding checklists - with 'everything' falling under the ultimate authority (insofar as XIA is concerned) of the **Overall Commander**

- See '**IMPORTANT NOTE**' & '**Important Reminder**' (previous page) and be guided accordingly
- Continue own (**EOC** specific) alerting and activation procedure - **BUT**.....only to extent not already addressed by the XIA Airport's **Normal** Operations Control Centre, as appropriate
- Take a **Strategic (GOLD) C4** handover (from the XIA Airport's **Normal** Operations Control Centre) of the entire emergency response effort (from the Airport Operator viewpoint **only**)
- Assume / exercise strategic (**GOLD**) C4 of the crisis (from Airport Operator viewpoint **only** [unless agreed otherwise with other, appropriate {off-airport} GOLD level commanders])
- Prepare to temporarily assume / exercise **Tactical (SILVER)** C4 of specific & limited elements of the off-airport crisis response operation, if (exceptionally) so required
- Provide XIA representation at accident site via deployed XIA MICC & other airport responders
- Ensure all necessary communications links established / maintained - **BUT**.....only to the extent not already addressed by the XIA Airport's **Normal** Operations Control Centre, as appropriate (to include comms with {off-airport} GOLD level commanders - as required)
- Ensure health / safety of airport responders / staff is adequately accounted for
- Ensure that appropriate and adequate resources (including manpower) and support for the off-airport response (from airport viewpoint) are available / will continue to be available
- Oversee (from airport viewpoint) continuation of pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational information re overall (big picture) crisis response operation. (Updating and re-distributing same on a continual cycle basis, for as long as is necessary)
- Acquire, retain and continually update the 'big picture' of the overall crisis response operation
- Based on the updating big picture - continually make & communicate the appropriate big picture decisions required of you (i.e. the **XIA EOC**) specifically
- Oversee associated actions required / completed 'monitoring cycle' re big picture decisions
- Based on last 4 bullet points above, ensure subordinate EOC managers (and other on-airport equivalents) do likewise (in principle) within their specific areas of interest / accountability
- Provide regular situation reports to XYZ Airports Company top manager(s)
- Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' related operations
- Oversee (from airport viewpoint) humanitarian assistance, welfare & related matters
- Where appropriate & possible etc. - provide resources and support to **off-airport** agencies delivering humanitarian assistance, welfare etc. type services at **off-airport** locations
- Oversee (from airport viewpoint) crisis communications related matters (unless 'top management' has assumed this responsibility themselves)
- Oversee (from airport viewpoint) dealings with Air Accident Investigation Agency
- Oversee (from airport viewpoint) dealings with any Judicial Investigation (as appropriate)
- Oversee (from airport viewpoint) associated aircraft 'removal / recovery / salvage' operations (as appropriate to the actual situation 'on the day')



- Ensure airport related post crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible - as appropriate
- Ensure 'psychosocial' support is provided to airport responders / staff in need of same
- Oversee 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same

IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* **airside**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (**Survivor**) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'



Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented and practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way

Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC [A]**; **SRC [A]**; **FRRC**; **RA [A]**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See next page:



Aircraft Accident - Off-airport / On Land XIA - Emergency Operations Centre (EOC)

| Action | | ☑ ? |
|--------|--|-----|
| 1 | <p>Ensure EOC is fully set up, equipped & manned re '24H / fit for purpose' operations (insert location of associated SOP here xxxxxxxx). Manning (each EOC shift) typically comprises:</p> <ul style="list-style-type: none"> (EOC) Overall Commander & deputy (EOC) Operational Support Team - including representatives from all major agencies (on & off-airport - as pre-planned and / or as required by actual circumstances 'on the day') required to respond to the crisis. Note 1 - to include an (XYZ Airports Company) 'Crisis Communications / PR' expert support team / person. Note 2 - to include an (XYZ Airports Company) 'Humanitarian Assistance' expert support team / person (EOC) Admin, Logistics & Welfare Support Team (including a 'log-keeper') Anyone else as appropriate to circumstances 'on the day' <p>Note - plan on 12 hour shifts (unless manpower is sufficient [unlikely] for shorter shifts). In extremis (e.g. manpower shortage) it might be necessary to operate shifts exceeding 12 hours</p> | |
| 2 | Ensure EOC is provided with 24H security | |
| 3 | <p>When EOC is assessed as being 'ready for operations' - take a full handover brief (ideally face to face) from the XYZ Airports Company's 'Normal Operations Control Centre' appropriate person - & then assume all airport related aspects of strategic C4 of the crisis. Note - Advise all appropriate parties of the C4 transfer + remind them again of full EOC contact details. Reminder - See again 'important note' & 'important reminder' page 496 - and implement the associated requirements NOW - without fail</p> | |
| 4 | Ensure EOC log of events is maintained | |
| 5 | <p>Exercise strategic (GOLD) C4 of the crisis (from an airport operator viewpoint). Note 1 - see 'boxed' information at end of this checklist NOW (page 502) - and act on it NOW. Note 2 - where necessary, also conduct temporary and specific tactical (SILVER) C4 operations (from an airport operator viewpoint) in the unlikely event that no other responding agency is capable of so doing. Note 3 - in extremis be prepared to also assume strategic and tactical C4 of the off-airport situation e.g. in circumstances where 'no-one else appropriate' is capable of so doing</p> | |
| 6 | <p>When issuing orders / commands / instructions / requests etc. - ensure (by whatever means necessary) that timely & reliable (i.e. effective, efficient and expedient) transmission, execution and completion of same is adequately monitored, managed & recorded</p> | |
| 7 | <p>With reference to accident flight - double check that info below has been obtained & already forwarded to <u>all</u> appropriate emergency response agencies needing same (if not - address urgently): (insert contacts list & location of associated SOP here xxxxxxxx)</p> <ul style="list-style-type: none"> Details of locations aids carried on board (as required) Dangerous Goods on board (if any) Estimated Fuel on Board (at time of accident) Initial Crew & Passenger Lists Verified (confirmed) Crew & Passenger Lists Flight number / date, aircraft type & total route (all sectors - as per flight number) <p>Note - whilst doing this also double check that details of any cargo, baggage and mail carried (particularly any high value and / or 'sensitive' cargo) + identification of any VVIP victims on board (if any) has been similarly identified & forwarded (both ASAP but not urgent)</p> | |
| 8 | <p>Ensure (insofar as is possible / practicable 'on the day') that the health, safety and security of airport based responders is adequately accounted for (regardless of where such responses are being undertaken)</p> | |



Aircraft Accident - Off-airport / On Land XIA - **Emergency Operations Centre (EOC)**

| | | |
|----|--|--|
| 9 | If accident flight's aircraft operator has insufficient / inadequate / nil representation at XIA, ensure that an appropriate agency is appointed to take on such representation (typically the accident airline's contracted GHA at XIA AND / OR any XIA GHA designated by the by XYZ Airports Company AND / OR members of the XIA Airline Operators' Committee (AOC) etc. | |
| 10 | Ensure (where possible / available) that appropriate & adequate resources & support (for airport provided elements of the response) are provided (to whomsoever needs same) | |
| 11 | Double check all necessary communications links have been established (as per Radio Communications Plan at appendix P to separate document - AEP Volume 1) (insert location of associated SOP here xxxxxx). Note 1 - where so required, include establishing communications with appropriate off-airport GOLD commander(s). Note 2 - where so required & jointly agreed, place an appropriately experienced / senior XIA EOC rep in the main / appropriate off-airport GOLD facility (EOC equivalent)and vice versa. Note 3 - where appropriate , establish & maintain comms with the senior commander present at accident location (having overall primacy / jurisdiction there) and offer all and any airport resourced assistance available (Do this via any XIA deployed MICC / FCP 'on-scene commander' , where appropriate) | |
| 12 | Oversee ongoing, pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational information re overall (big picture) crisis & crisis response situation. (Updating & re-distributing same on a continual cycle basis, for as long as necessary) | |
| 13 | Establish / maintain regular liaison & co-ordination with any off-airport deployed XIA On-scene Commander / MICC / FCP - and provide appropriate direction (as required) together with all and any support / resources etc. required / requested. Note - where possible, do this via any AFS / MICC / FCP etc. rep present in the EOC | |
| 14 | Establish / maintain regular liaison & co-ordination with other deployed on-airport emergency response agencies as appropriate - and provide appropriate direction (as required / appropriate) together with all and any support / resources etc. required / requested. Note - where possible, do this via the appropriate reps present in the EOC | |
| 15 | Establish / maintain regular liaison & co-ordination with appropriate off-airport emergency response agencies. Note 1 - where possible, do this via the appropriate off-airport reps present in the EOC. Note 2 - where necessary, it may be necessary to conduct such liaison etc. via the appropriate off-airport GOLD commander - see this checklist item 19 . Note 3 - see also again Note 3 of checklist item 11 above | |
| 16 | Obtain regular situation reports (SITREPS) from accident site - and respond as required | |
| 17 | Obtain regular SITREPS from the various locations where humanitarian assistance, welfare & similar type support is being provided - and respond as required | |
| 18 | Provide regular SITREPS to XYZ Airports Company top manager(s) | |
| 19 | Maintain regular liaison / co-ordination / info exchange with the GOLD (strategic C4) HQ(s) of all supporting off-airport emergency response / support agencies (including at government level where appropriate) - as applicable | |
| 20 | Oversee operation of airport operator's emergency call / contact / info centre (if any) + appropriate web & social networking sites (if any) - to convey / exchange essential and / or useful information e.g. to / with the public, media etc. Note - Do this in close conjunction, co-ordination, co-operation etc. with other appropriate (non-airport operator) responding agencies e.g. accident airline; off-airport police; government etc. - as appropriate | |
| 21 | Oversee humanitarian assistance / welfare ops re airport located victims, MGFR etc. | |
| 22 | Oversee matching / reuniting ops of airport located victims with associated MGFR | |



Aircraft Accident - Off-airport / On Land XIA - **Emergency Operations Centre (EOC)**

| | | |
|-------------------------|--|--|
| 23 | Where appropriate & possible / practicable etc. - provide resources, expertise and other appropriate support to off-airport agencies delivering humanitarian assistance, welfare and similar type services at off-airport locations | |
| 24 | Oversee Crisis Communications management from an airport operator viewpoint. Note - do this in close conjunction, co-ordination, co-operation etc. with other (non-airport operator) responding agencies e.g. accident airline; air accident investigation agency; government; judiciary etc. - as appropriate. (See Appendix T to [separate document] XIA AEP Volume 1) | |
| 25 | Fully support / co-operate (from airport viewpoint) with Air Accident Investigation Agency | |
| 26 | Oversee dealings (from airport viewpoint) with any Judicial investigation (as appropriate) | |
| 27 | Ensure short term post-crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible (as appropriate) | |
| 28 | Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' operations | |
| 29 | Assist with initial aircraft 'removal / recovery / salvage' considerations - as appropriate | |
| 30 | Oversee humanitarian, welfare & psychosocial support of XIA based emergency responders (wherever located) - as required. Extend same to off-airport responders (when responding on-airport) as appropriate (but strictly subject to associated resources being available) | |
| 31 | Participate (from an airport viewpoint) in 'what could we have done better' type debriefings and ensure that resulting action points are followed up (again from an airport viewpoint - and also in an appropriate timeframe) by those responsible for managing same | |
| 32 | Anything else required which has not already been covered above | |
| <i>End of Checklist</i> | | |

In conjunction with the above checklist and for the duration of the crisis, the XIA **EOC Overall Commander** (via his / her **EOC** staff, other resources etc.) shall:

- Acquire / retain the developing 'big picture' of the overall crisis & crisis response operation
- Continually re-assess the big picture situation
- Make / take / review the associated & appropriate strategic C4 decisions required
- Ensure (however done) that such decisions are transmitted, co-ordinated, executed (effectively, efficiently and expeditiously), **monitored** (for timely completion, effectiveness etc. - to / by all concerned
- Regularly / cyclically repeat **all** of the above - until crisis is concluded
- **Communicate, Communicate, Communicate** & keep on communicating

| | | |
|---------|---|--|
| CIQ | = | XIA based Customs, Immigration & Port Health (Quarantine) Agencies |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FCP | = | XIA's Forward Command Post |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| MICC | = | XIA's Mobile Incident Command Centre |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **Off - Airport / on or over Water**

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|--|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident **Off - Airport / on or over Water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Reminder: See again info provided on pages 488-489 before starting

Aircraft Accident - Off-airport / on or over Water XIA - **Emergency Operations Centre (EOC)**

Alerted By: XYZ Airports Company - (**Normal**) Operations Control Centre / Whoever

Alerts Whom: As required by circumstances 'on the day'

IMPORTANT NOTE - XIA Normal Operations Control Centre Checklist *versus* **EOC Checklist**

When (if) the XYZ Airports Company - **Emergency Operations Centre (EOC)** has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed) from the XYZ Airports Company ('**Normal Operations**' Control Centre) equivalent checklist (starts page 296 of this AEP Vol 2B) will be merged (transferred) with (to) those of the separate EOC check list (starts page 509)

When (if / whilst) this is done, it is vital that the primary / appropriate person(s) responsible for operating the XYZ Airports Company '**normal operations control centre**' check list (reminder - starts page 296) transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and physically sits next to the equivalent person(s) responsible for the airport operator's **separate, equivalent EOC check list** (reminder - starts page 509)- and that these persons then liaise closely together to ensure that **all** items on **both** of their respective check lists are **fully co-ordinated, addressed and 100% completed - without error, omission or confusion**

At this point it is anticipated that other staff at the XIA '**Normal Operations**' Control Centre itself will continue / revert to management of *normal* and *business continuity* operations **only** (as applicable) - as required by actual circumstances 'on the day'

Important Reminder - See again information provided on pages 7 & 8 of this guideline document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3P. This is particularly important with regard to what is contained in the boxed '**IMPORTANT NOTE**' immediately above, as it is possible that several **different** persons in the EOC might be assigned to **concurrently** address (action) the particular EOC checklist (in use 'on the day'). Another way of saying this is that for the sake of speed, workload sharing etc. some of the individual EOC checklists (e.g. aircraft accident on airport; bomb threat / sabotage) may be split up (for the purpose of taking appropriate action as per the checklist) between several **different** EOC persons. Thus it is vital that the primary / appropriate person(s) responsible for operating the XYZ Airports Company '**normal operations control centre**' check list works together with **all** such EOC persons, during the process described in the boxed '**IMPORTANT NOTE**' immediately above

General Responsibilities:

- Further to what has been written above, EOC 'general responsibilities' (start on next page) **only** include those which are **additional** to those already documented (starting page 291 of this AEP Volume 2B document) for the equivalent (*General Responsibilities* of) XIA Airport's **Normal Operations Control Centre**



- It is assumed here (at this point in time) that the **EOC** is now specifically manned and functional to the extent that it can effectively, efficiently and expediently assume (take over) strategic C4 operations of the crisis from the XIA Airport's **Normal** Operations Control Centre
- Note that when the **EOC** is fully active, it can be expected that most XIA alerting & activation tasks (in general) will already be complete. This situation should be assumed for purposes of **this** Sub-section 3P
- The manner in which the EOC 'general responsibilities' are written below is indicative of **just one person** (e.g. the EOC Overall Commander) being responsible in general. This has been done for the sake of simplicity & expediency. In reality several **different** persons can be assumed to be responsible for completing specifically 'assigned' responsibilities. Same goes for corresponding checklists - with 'everything' falling under the ultimate authority (insofar as XIA is concerned) of the **Overall Commander**

- See '**IMPORTANT NOTE**' & '**Important Reminder**' (previous page) and be guided accordingly
- Continue own (**EOC** specific) alerting and activation procedure - **BUT**.....only to extent not already addressed by the XIA Airport's **Normal** Operations Control Centre, as appropriate
- Take a **Strategic (GOLD) C4** handover (from the XIA Airport's **Normal** Operations Control Centre) of the entire emergency response effort (from the Airport Operator viewpoint **only**)
- Assume / exercise strategic (**GOLD**) C4 of the crisis (from Airport Operator viewpoint **only** [unless agreed otherwise with other, appropriate {off-airport} GOLD level commanders])
- Prepare to temporarily assume / exercise **Tactical (SILVER)** C4 of specific & limited elements of the off-airport crisis response operation, if (exceptionally) so required
- Provide XIA representation near accident site and / or at off-loading / landing points - via deployed XIA MICC & other airport responders
- Ensure all necessary communications links established / maintained - **BUT**.....only to the extent not already addressed by the XIA Airport's **Normal** Operations Control Centre, as appropriate (to include comms with {off-airport} GOLD level commanders - as required)
- Ensure health / safety of airport responders / staff is adequately accounted for
- Ensure that appropriate and adequate resources (including manpower) and support for the off-airport response (from airport viewpoint) are available / will continue to be available
- Oversee (from airport viewpoint) continuation of pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational information re overall (big picture) crisis response operation. (Updating and re-distributing same on a continual cycle basis, for as long as is necessary)
- Acquire, retain and continually update the 'big picture' of the overall crisis response operation
- Based on the updating big picture - continually make & communicate the appropriate big picture decisions required of you (i.e. the **XIA EOC**) specifically
- Oversee associated actions required / completed 'monitoring cycle' re big picture decisions
- Based on last 4 bullet points above, ensure subordinate EOC managers (and other on-airport equivalents) do likewise (in principle) within their specific areas of interest / accountability
- Provide regular situation reports to XYZ Airports Company top manager(s)
- Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' related operations
- Oversee (from airport viewpoint) humanitarian assistance, welfare & related matters
- Where appropriate & possible etc. - provide resources and support to **off-airport** agencies delivering humanitarian assistance, welfare etc. type services at **off-airport** locations
- Oversee (from airport viewpoint) crisis communications related matters (unless 'top management' has assumed this responsibility themselves)
- Oversee (from airport viewpoint) dealings with Air Accident Investigation Agency
- Oversee (from airport viewpoint) dealings with any Judicial Investigation (as appropriate)
- Oversee (from airport viewpoint) associated aircraft 'removal / recovery / salvage' operations (as appropriate to actual 'on or over water' situation 'on the day')



- Ensure airport related post crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible - as appropriate
- Ensure 'psychosocial' support is provided to airport responders / staff in need of same
- Oversee 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same

IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport [airside]*) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (**Survivor**) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport) - RA (A)**' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA **Mobile Incident Command Centre's 'Operational Commander / Airport Operator'** - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'



Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way

Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. CRC [A]; SRC [A]; FRRC; RA [A]) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local airport provided / arranged**' humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required



General actions required: See below:

Aircraft Accident - Off-airport / on or over Water XIA - **Emergency Operations Centre (EOC)**

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

| Action | | ☑ ? |
|--------|---|-----|
| 1 | <p>Ensure EOC is fully set up, equipped & manned re '24H / fit for purpose' operations (insert location of associated SOP here xxxxxxx). Manning (each EOC shift) typically comprises:</p> <ul style="list-style-type: none"> (EOC) Overall Commander & deputy (EOC) Operational Support Team - including representatives from all major agencies (on & off-airport - as pre-planned and / or as required by actual circumstances 'on the day') required to respond to the crisis. Note 1 - to include an (XYZ Airports Company) 'Crisis Communications / PR' expert support team / person. Note 2 - to include an (XYZ Airports Company) 'Humanitarian Assistance' expert support team / person (EOC) Admin, Logistics & Welfare Support Team (including a 'log-keeper') Anyone else as appropriate to circumstances 'on the day' <p>Note - plan on 12 hour shifts (unless manpower is sufficient [unlikely] for shorter shifts). In extremis (e.g. manpower shortage) it might be necessary to operate shifts exceeding 12 hours</p> | |
| 2 | Ensure EOC is provided with 24H security | |
| 3 | <p>When EOC is assessed as being 'ready for operations' - take a full handover brief (ideally face to face) from the XYZ Airports Company's 'Normal Operations Control Centre' appropriate person - & then assume all airport related aspects of strategic C4 of the crisis. Note - Advise all appropriate parties of the C4 transfer + remind them again of full EOC contact details. Reminder - See again 'important note' & 'important reminder' page 505 - and implement the associated requirements NOW - without fail</p> | |
| 4 | Ensure EOC log of events is maintained | |
| 5 | <p>Exercise strategic (GOLD) C4 of the crisis (from an airport operator viewpoint). Note 1 - see 'boxed' information at end of this checklist NOW (page 512) - and act on it NOW. Note 2 - where necessary, also conduct temporary and specific tactical (SILVER) C4 operations (from an airport operator viewpoint) in the unlikely event that no other responding agency is capable of so doing. Note 3 - in extremis be prepared to also assume strategic and tactical C4 of the off-airport situation e.g. in circumstances where 'no-one else appropriate' is capable of so doing</p> | |
| 6 | <p>When issuing orders / commands / instructions / requests etc. - ensure (by whatever means necessary) that timely & reliable (i.e. effective, efficient and expedient) transmission, execution and completion of same is adequately monitored, managed & recorded</p> | |
| 7 | <p>Ensure (insofar as is possible / practicable 'on the day') that health, safety and security requirements for airport based responders are adequately accounted for (regardless of where such responses are being undertaken). This includes ensuring (as an absolute minimum) that adequate lifejackets are provided and worn in appropriate circumstances</p> | |



Aircraft Accident - Off-airport / on or over Water XIA - Emergency Operations Centre (EOC)

| | | |
|----|---|--|
| 8 | <p>With reference to accident flight - double check that info below has been obtained & already forwarded to <u>all</u> appropriate emergency response agencies needing same (if not - address urgently): <i>(insert contacts list & location of associated SOP here xxxxxxxx)</i></p> <ul style="list-style-type: none"> Life-saving aids and locations aids carried on board Dangerous Goods on board (if any) Estimated Fuel on Board (at time of accident & as appropriate) Initial Crew & Passenger Lists Verified (confirmed) Crew & Passenger Lists Flight number / date, aircraft type & total route (all sectors - as per flight number) <p>Note - whilst doing this also double check that details of any cargo, baggage and mail carried (particularly any high value and / or 'sensitive' cargo) + identification of any VVIP victims on board (if any) has been similarly identified & forwarded (both ASAP but not urgent)</p> | |
| 9 | <p>If accident flight's aircraft operator has insufficient / inadequate / nil representation at XIA, ensure that an appropriate agency is appointed to take on such representation (typically the accident airline's contracted GHA at XIA AND / OR any XIA GHA designated by XYZ Airports Company AND / OR members of the XIA Airline Operators' Committee (AOC) etc.</p> | |
| 10 | <p>Ensure (where possible / available) that appropriate & adequate resources & support (for airport provided elements of the response) are provided (to whomsoever needs same)</p> | |
| 11 | <p>Double check all necessary communications links have been established (as per Radio Communications Plan at appendix P to separate document - AEP Volume 1) <i>(insert location of associated SOP here xxxxxxxx)</i>. Note 1 - where so required, include establishing communications with appropriate off-airport GOLD commander(s). Note 2 - where so required & jointly agreed, place an appropriately experienced / senior XIA EOC rep in the main / appropriate off-airport GOLD facility (EOC equivalent)and vice versa. Note 3 - where appropriate, establish & maintain comms with the senior commander present near accident location and / or at off-loading / landing point(s) (having overall, local primacy / jurisdiction) and offer all and any airport resourced assistance / support available (Do this via any XIA deployed MICC / FCP 'on-scene commander', where available / appropriate / possible)</p> | |
| 12 | <p>Oversee ongoing, pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational information re overall (big picture) crisis & crisis response situation. (Updating & re-distributing same on a continual cycle basis, for as long as necessary)</p> | |
| 13 | <p>Establish / maintain regular liaison & co-ordination with any off-airport deployed XIA On-scene Commander / MICC / FCP - and provide appropriate direction (as required) together with all and any support / resources etc. required / requested. Note - where possible, do this via any AFS / MICC / FCP etc. rep present in the EOC</p> | |
| 14 | <p>Establish / maintain regular liaison & co-ordination with other deployed on-airport emergency response agencies as appropriate - and provide appropriate direction (as required / appropriate) together with all and any support / resources etc. required / requested. Note - where possible, do this via the appropriate reps present in the EOC</p> | |



Aircraft Accident - Off-airport / on or over Water XIA - Emergency Operations Centre (EOC)

| | | |
|------------------|--|--|
| 15 | Establish / maintain regular liaison & co-ordination with appropriate off-airport emergency response agencies. Note 1 - where possible, do this via the appropriate off-airport reps present in the EOC. Note 2 - where necessary, it may be necessary to conduct such liaison etc. via the appropriate off-airport GOLD commander - see this checklist item 19 . Note 3 - see also (again) Note 3 of checklist item 11 above | |
| 16 | Obtain regular situation reports (SITREPS) from near accident site (and / or from off-loading / landing points) - and respond as required | |
| 17 | Obtain regular SITREPS from the various locations where humanitarian assistance, welfare & similar type support is being provided - and respond as required | |
| 18 | Provide regular SITREPS to XYZ Airports Company top manager(s) | |
| 19 | Maintain regular liaison / co-ordination / info exchange with the GOLD (strategic C4) HQ(s) of all supporting off-airport emergency response / support agencies (including at government level where appropriate) - as applicable | |
| 20 | Oversee operation of airport operator's emergency call / contact / info centre (if any) + appropriate web & social networking sites (if any) - to convey / exchange essential and / or useful information e.g. to / with the public, media etc. Note - Do this in close conjunction, co-ordination, co-operation etc. with other appropriate (non-airport operator) responding agencies e.g. accident airline; off-airport police; government etc. - as appropriate | |
| 21 | Oversee humanitarian assistance / welfare ops re airport located victims, MGFR etc. | |
| 22 | Oversee matching / reuniting ops of airport located victims with associated MGFR | |
| 23 | Where appropriate & possible / practicable etc. - provide resources, expertise and other appropriate support to off-airport agencies delivering humanitarian assistance, welfare and similar type services at off-airport locations | |
| 24 | Oversee Crisis Communications management from an airport operator viewpoint. Note - do this in close conjunction, co-ordination, co-operation etc. with other (non-airport operator) responding agencies e.g. accident airline; air accident investigation agency; government; judiciary etc. - as appropriate. (See Appendix T to [separate document] XIA AEP Volume 1) | |
| 25 | Fully support / co-operate (from airport viewpoint) with Air Accident Investigation Agency | |
| 26 | Oversee dealings (from airport viewpoint) with any Judicial investigation (as appropriate) | |
| 27 | Ensure short term post-crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible (as appropriate) | |
| 28 | Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' operations | |
| 29 | Assist with initial aircraft 'removal / recovery / salvage' considerations - as appropriate | |
| 30 | Oversee humanitarian, welfare & psychosocial support of XIA based emergency responders - as required (and wherever located). Extend same to off-airport responders (when responding on-airport) as appropriate (but strictly subject to associated resources being available) | |
| 31 | Participate (from an airport viewpoint) in 'what could we have done better' type debriefings and ensure that resulting action points are followed up (again from an airport viewpoint - and also in an appropriate timeframe) by those responsible for managing same | |
| 32 | Anything else required which has not already been covered above | |
| End of Checklist | | |

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water



In conjunction with the above checklist and for the duration of the crisis, the XIA **EOC Overall Commander** (via his / her **EOC** staff, other resources etc.) shall:

- Acquire / retain the developing 'big picture' of the overall crisis & crisis response operation
- Continually re-assess the big picture situation
- Make / take / review the associated & appropriate strategic C4 decisions required
- Ensure (however done) that such decisions are transmitted, co-ordinated, executed (effectively, efficiently and expeditiously), monitored (for timely completion, effectiveness etc. - to / by all concerned
- Regularly / cyclically repeat **all** of the above - until crisis is concluded
- **Communicate, Communicate, Communicate** & keep on communicating

| | | |
|---------|---|--|
| CIQ | = | XIA based Customs, Immigration & Port Health (Quarantine) Agencies |
| CRC (A) | = | Uninjured (Survivor) Crew Reception Centre - Airside at Airport |
| FCP | = | XIA's Forward Command Post |
| FR | = | Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight) |
| FRRC | = | FR Reception Centre - Landside at Airport (or other suitable location very near airport) |
| GHA | = | Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative) |
| ICT | = | (Airport Operator's) Immediate Care Team [as available] |
| MGFR | = | Meeters & Greeters (including FR) at airport (associated in some way with accident victims) |
| MICC | = | XIA's Mobile Incident Command Centre |
| RA (A) | = | Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport) |
| SRC (A) | = | Uninjured (Survivor) Passenger Reception Centre - Airside at Airport |



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FULL EMERGENCY

XIA - Emergency Operations Centre (EOC)

Alerted By: Not applicable

Alerts Whom: Not applicable

General Responsibilities & General Actions required: *(not applicable - see below)*

Note that the XIA EOC is not generally activated for a 'Full Emergency' situation

In the event that the **Full Emergency** becomes an **Aircraft Accident** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this **Sub-section 3P** - as to the set-up, manning and operation of an **XIA EOC**

Note: Where it is (exceptionally) felt necessary to operate an EOC during a FULL EMERGENCY, take advice from the equivalent checklists found in Sub-section **3H** of this AEP Guideline document - Volume 2B



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LOCAL STANDBY - Aircraft In-flight

XIA - Emergency Operations Centre (EOC)

Alerted By: Not applicable

Alerts Whom: Not applicable

General Responsibilities & General Actions required: *(not applicable - see below)*

Note that the EOC is not generally activated for a 'Local Standby - aircraft in-flight'

In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this **Sub-section 3P** - as to the set-up, manning and operation of an **XIA EOC**



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Aircraft Ground Incident

XIA - Emergency Operations Centre (EOC)

Alerted By: Not Applicable

Alerts Whom: Not Applicable

General Responsibilities & Actions: *(not applicable - see below)*

Note that the EOC is not generally activated for an 'Aircraft Ground Incident'

In the event that an **Aircraft Ground Incident** becomes an **Aircraft Accident** - follow the appropriate, documented procedure located elsewhere in this Sub-section **3P** - as to the associated set-up, manning and operation of an **XIA EOC**

Note: Where it is (exceptionally) felt necessary to operate an EOC during an AIRCRAFT GROUND INCIDENT, take further advice from the equivalent checklist found in Sub-section **3H** of this AEP Guideline document - Volume 2B



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Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XIA Emergency Operations Centre - **EOC** (if activated)

IMPORTANT NOTE

The following checklists relate to **'bomb threat / sabotage'** as associated with aircraft operations directly impacting on XIA. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) **OR**on the ground at XIA

Depending on the actual **'bomb threat / sabotage'** situation 'on the day' (and this will probably be subject to ongoing change as the situation develops) - ATS will generally declare any of **'Full Emergency'**, **'Aircraft Ground Incident'** or **'Local Standby'**. (Each of these declarations has its own, associated [& **separate**] checklist located elsewhere in this sub-section **3P**)

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate **'bomb threat / sabotage'** checklist - **and also** (concurrently / at the same time) by the appropriate 'Full Emergency' **OR** 'Aircraft Ground Incident' **OR** 'Local Standby' checklist

As always, should the situation develop into an **'Aircraft Accident'** (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate **Aircraft Accident** checklist from this sub-section **3P** must **also** be used. Should the **'bomb threat / sabotage'** situation **still exist** after such **'aircraft accident'** occurrence / declaration - then the appropriate **'bomb threat / sabotage'** checklist **must also continue** to be addressed **concurrently** with the **aircraft accident** checklist

Lastly, the **'bomb threat / sabotage'** situation might be combined with an act (further act) of **'unlawful interference (aircraft related)'** - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by **all** concerned / involved (along with associated implications, complications & consequences) it might be better for such ***combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

***For example** - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. **'..... commence alerting & activation.....'**

****Assuming** of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences**



IMPORTANT

At all stages of a security incident response where serious 'security type hazards' & similar exist and / or *potentially* exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management / the EOC etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a *major* security alert, it is generally only permissible for specialist security services (and / or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly greater distances depending on actual circumstances 'on the day') of a Bomb Threat aircraft - and / or when dealing with associated suspect baggage, cargo and mail. Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (and / or local representative e.g. GHA), customs officials and similar agency personnel are *requested* to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, *this should strictly be on a voluntary basis only*

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents **is both permitted and expected**

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see again pages 14 - 25

Note - In certain circumstances *some* of the responsibilities and actions required of the aircraft operator will necessarily be (can only be) the responsibility of the **Aircraft Commander alone**

Note - It is expected that XXX police / security / military / paramilitary services will eventually assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

Possible nomination of an **Airport Operator 'Overall Commander'** and establishment of the **XIA EOC** and **MICC** etc. is generally *only* required in order to *represent the interests of the Airport Operator* and **to facilitate support to those in charge of the security incident** - and is strictly not intended to conflict with the roles and responsibilities of the latter

Do not confuse the **Airport EOC's** 'overall commander' - with the person having overall [absolute] security incident C4 as per above. They are different appointments with differing roles & responsibilities!



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XIA Emergency Operations Centre - **EOC** (if activated)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Further to what has been written above, **EOC** 'general responsibilities' (starting further below) **only** include those which are **additional** to those already documented (starting page 318 of this AEP Volume 2B document) for the equivalent (*General Responsibilities* of) XIA Airport's **Normal** Operations Control Centre
- It is assumed here (at this point in time) that the **EOC** is now specifically manned and functional to the extent that it can effectively, efficiently and expediently assume (take over) strategic C4 operations of the crisis from the XIA Airport's **Normal** Operations Control Centre
- Note that when the **EOC** is fully active, it can be expected that most XIA alerting & activation tasks (in general) will already be complete. This situation should be assumed for purposes of *this* Sub-section 3P
- The manner in which the EOC 'general responsibilities' are written below is indicative of *just one person* (e.g. the EOC Overall Commander) being responsible in general. This has been done for the sake of simplicity & expediency. In reality several **different** persons can be assumed to be responsible for completing specifically 'assigned' responsibilities. Same goes for corresponding checklists - with 'everything' falling under the ultimate authority (insofar as XIA is concerned) of the **Overall Commander**

- *See again (and be guided by) notes at bottom of page 521 + the IMPORTANT NOTE found at the bottom of page 524*
- Continue own (**EOC** specific) alerting and activation procedure - *BUT*.....only to extent not already addressed by the XIA Airport's **Normal** Operations Control Centre, as appropriate
- Take a **Strategic (GOLD) C4** handover (from the XIA Airport's **Normal** Operations Control Centre) of the security situation (but strictly from Airport Operator viewpoint **only**)
- Assume / exercise strategic (**GOLD**) C4 of the crisis (but strictly from Airport Operator viewpoint **only** [unless agreed otherwise with other, appropriate {off-airport} GOLD level commanders])
- Prepare to temporarily assume / exercise **Tactical (SILVER) C4** of specific & limited elements of the on-airport security situation, if (exceptionally) so required
- Ensure all necessary communications links established / maintained - *BUT*.....only to the extent not already addressed by the XIA Airport's **Normal** Operations Control Centre, as appropriate (to include comms with {off-airport} GOLD level commanders - as appropriate)
- Ensure health / safety / security of airport responders / staff is adequately accounted for
- Implement (or continue implementation of) allocated security situation countermeasures - as required / directed (by / with approval of overall commander in absolute charge of security situation)
- Ensure that appropriate and adequate resources (including manpower, ground equipment, humanitarian / welfare type services etc.) and support for the airport response are available / will continue to be available
- Make **EOC** & **MICC** etc. available to overall commander in absolute charge of security situation - if so directed / requested (or otherwise at own discretion)



- Assist (with approval of overall commander in absolute charge of security situation) with continuation of pro-active collection, collation, dissemination (to appropriate [approved] recipients) etc. of operational information re overall (big picture) security operation. (Updating and re-distributing same on a continual cycle basis, for as long as is necessary)
- Acquire, retain and continually update the 'big picture' of the overall security operation (from airport operator viewpoint)
- Based on the updating big picture - continually make & communicate the appropriate decisions required of you (from airport operator viewpoint & with approval of overall commander in absolute charge of security situation)
- Oversee associated actions required / completed 'monitoring cycle' re big picture decisions (from airport operator viewpoint & with approval of overall commander in absolute charge of security situation)
- Based on last 4 bullet points above, ensure subordinate EOC managers (and other on-airport equivalents) do likewise (in principle) within their specific areas of interest / accountability (and within any necessary constraints imposed by the overall commander in absolute charge of security situation)
- Provide regular situation reports to XYZ Airports Company top manager(s)
- Oversee (from airport viewpoint *only*) humanitarian assistance, welfare & similar matters
- Oversee (from airport viewpoint *only*) crisis communications related matters, unless XIA 'top management' assume this responsibility themselves (Regardless of latter, ALL crisis comms related to the security incident are to be strictly under the control / direction / constraints etc. imposed by the overall commander in absolute charge of the security situation)
- Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' related operations
- Ensure post security situation operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible - as appropriate
- Ensure 'psychosocial' support is provided to airport responders / staff in need of same
- Oversee 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same

General actions required: When (if) EOC is activated, the above list of '*General Responsibilities*' is to be used as a guideline / checklist for which actions need to be addressed (& then addressing them). A written log of events shall be maintained. See also 'important note' on *next* page

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.



Should the security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section **3P**

| | | |
|---------|---|---|
| C4 | = | Command, Control, Co-ordination & Communication |
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at Airport |
| EOC | = | (Airport Operator's) Emergency Operations Centre |
| FR | = | Family, Relatives & Friends |
| FRRC | = | FR Reception Centre - Airport (or near airport) |
| ICT | = | (Airport Operator's) Immediate Care Team |
| MICC | = | (Airport Operator's) Mobile Incident Command Centre |
| RA (A) | = | Re-uniting Area - at Airport |
| SRC (A) | = | Uninjured Passenger Reception Centre - Airside at Airport |

IMPORTANT NOTE - strongly consider relocating (to the EOC itself) the person responsible for carrying out the airport's '**Normal Operations Control Centre**' **equivalent** checklist (see page 320)

If this is done, liaise and co-ordinate closely / directly with this person to ensure that outstanding items on his / her checklist are completed effectively, efficiently - and in close conjunction with the EOC 'general actions required' - as per the table starting page 522

If this is not / cannot be done (for whatever reason), take all and any appropriate action to ensure that the intent of the paragraph immediately above is still achieved - however and by whomsoever this might be done

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UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XIA Emergency Operations Centre - EOC (if activated)

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) type situation at or affecting XIA, as listed herein - are to be interpreted and carried out flexibly as applicable to actual circumstances 'on the day' i.e. for a hi-jack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting XXX (XIA Airport and / or XXX ATS Area Control Centre) airspace, many of the required actions will / may **not** be applicable - and / or might need 'adjustment'

Common sense, logic, flexibility etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances 'on the day'

Unlawful Interference (typically Hi-jack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to action both the 'Bomb Warning / Sabotage' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by management of responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities.....OR where there is otherwise a direct and adverse impact on XIA in some other manner



Note - In certain circumstances **some** of the responsibilities and actions required of the aircraft operator will necessarily be (can only be) the responsibility of the **Aircraft Commander alone**

Note - It is expected that XXX police / security / military / paramilitary services will eventually assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

Possible nomination of an Airport Operator 'Overall Commander' and establishment of the XIA EOC and MICC etc. is generally **only** required in order to **represent the interests of the Airport Operator** and **to facilitate support to those in charge of the security incident** - and is strictly not intended to conflict with the roles and responsibilities of the latter

Do not confuse the **Airport EOC's** 'overall commander' - with the person having overall [absolute] security incident C4 as per above. They are different appointments with differing roles & responsibilities!

UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XIA Emergency Operations Centre - EOC (if activated)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Further to what has been written above, EOC 'general responsibilities' (starting top of next page) **only** include those which are **additional** to those already documented (starting page 325 of this AEP Volume 2B document) for the equivalent (*General Responsibilities* of) XIA Airport's **Normal** Operations Control Centre
- It is assumed here (at this point in time) that the EOC is now specifically manned and functional to the extent that it can effectively, efficiently and expediently assume (take over) strategic C4 operations of the crisis from the XIA Airport's **Normal** Operations Control Centre
- Note that when the EOC is fully active, it can be expected that most XIA alerting & activation tasks (in general) will already be complete. This situation should be assumed for purposes of **this** Sub-section 3P
- The manner in which the EOC 'general responsibilities' are written below is indicative of **just one person** (e.g. the EOC Overall Commander) being responsible in general. This has been done for the sake of simplicity & expediency. In reality several **different** persons can be assumed to be responsible for completing specifically 'assigned' responsibilities. Same goes for corresponding checklists - with 'everything' falling under the ultimate authority (insofar as XIA is concerned) of the **Overall Commander**

IMPORTANT - Implementation of all / any of the below is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction of the organisation having primary responsibility for overall conduct (**absolute / ultimate command & control**) of the security related operation. This is particularly applicable to all forms of crisis related communications - whether written or spoken



- *See again (and be guided by) the info found on pages 525 & 526 + the IMPORTANT NOTE found at the bottom of page 528*
- Continue own (EOC specific) alerting and activation procedure - BUT.....only to extent not already addressed by the XIA Airport's *Normal* Operations Control Centre, as appropriate
- Take a *Strategic* (GOLD) C4 handover (from the XIA Airport's *Normal* Operations Control Centre) of the security situation (but strictly from Airport Operator viewpoint *only*)
- Assume / exercise strategic (GOLD) C4 of the crisis (but strictly from Airport Operator viewpoint *only* [unless agreed otherwise with other, appropriate {off-airport} GOLD level commanders])
- Prepare to temporarily assume / exercise *Tactical* (SILVER) C4 of specific & limited elements of the on-airport security situation, if (exceptionally) so required
- Ensure all necessary communications links established / maintained - BUT.....only to the extent not already addressed by the XIA Airport's *Normal* Operations Control Centre, as appropriate (to include comms with {off-airport} GOLD level commanders - as appropriate)
- Ensure health / safety / security of airport responders / staff is adequately accounted for
- Implement (or continue implementation of) allocated security situation countermeasures - as required / directed (by / with approval of overall commander in absolute charge of security situation)
- Ensure that appropriate and adequate resources (including manpower, ground equipment, humanitarian / welfare type services etc.) and support for the airport response are available / will continue to be available
- Make EOC & MICC etc. available to overall commander in absolute charge of security situation - if so directed / requested (or otherwise at own discretion)
- Assist (with approval of overall commander in absolute charge of security situation) with continuation of pro-active collection, collation, dissemination (to appropriate [approved] recipients) etc. of operational information re overall (big picture) security operation. (Updating and re-distributing same on a continual cycle basis, for as long as is necessary)
- Acquire, retain and continually update the 'big picture' of the overall security operation (from airport operator viewpoint)
- Based on the updating big picture - continually make & communicate the appropriate decisions required of you (from airport operator viewpoint & with approval of overall commander in absolute charge of security situation)
- Oversee associated actions required / completed 'monitoring cycle' re big picture decisions (from airport operator viewpoint & with approval of overall commander in absolute charge of security situation)
- Based on last 4 bullet points above, ensure subordinate EOC managers (and other on-airport equivalents) do likewise (in principle) within their specific areas of interest / accountability (and within any necessary constraints imposed by the overall commander in absolute charge of security situation)
- Provide regular situation reports to XYZ Airports Company top manager(s)
- Oversee (from airport viewpoint *only*) humanitarian assistance, welfare & similar matters
- Oversee (from airport viewpoint *only*) crisis communications related matters, unless XIA 'top management' assume this responsibility themselves (Regardless of latter, ALL crisis comms related to the security incident are to be strictly under the control / direction / constraints etc. imposed by the overall commander in absolute charge of the security situation)
- Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' related operations
- Ensure post security situation operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible - as appropriate
- Ensure 'psychosocial' support is provided to airport responders / staff in need of same
- Oversee 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same



General actions required: When (if) **EOC** is activated, the above list of '*General Responsibilities*' is to be used as a guideline / checklist for which actions need to be addressed (& then addressing them). A written log of events shall be maintained. See also 'important note' further below

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

Should the security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes; mass murders commence on board etc.) - follow the appropriate checklist located elsewhere in this sub-section **3P**

| | | |
|---------|---|---|
| C4 | = | Command, Control, Co-ordination & Communication |
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at Airport |
| EOC | = | (Airport Operator's) Emergency Operations Centre |
| FR | = | Family, Relatives & Friends |
| FRRC | = | FR Reception Centre - Airport (or near airport) |
| ICT | = | (Airport Operator's) Immediate Care Team |
| MICC | = | (Airport Operator's) Mobile Incident Command Centre |
| RA (A) | = | Re-uniting Area - at Airport |
| SRC (A) | = | Uninjured Passenger Reception Centre - Airside at Airport |

IMPORTANT NOTE - strongly consider relocating (to the EOC itself) the person responsible for carrying out the airport's '*Normal Operations Control Centre*' **equivalent** checklist (see page 327)

If this is done, liaise and co-ordinate closely / directly with this person to ensure that outstanding items on his / her checklist are completed effectively, efficiently - and in close conjunction with the EOC 'general actions required' - as per the table on page 527

If this is not / cannot be done (for whatever reason), take all and any appropriate action to ensure that the intent of the paragraph immediately above is still achieved - however and by whomsoever this might be done



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AEP Volume 2B // Sub-section 3Q

Airport Operator's (XIA) - Mobile Incident Command Centre - MICC



Atlanta (USA) Airport's Mobile (*Incident*) Command Centre / Forward Command Post (FCP)

Aircraft Accident // Incident Related Checklists

IMPORTANT REMINDER - Unless the **dead** have already been removed from the **initial** location where 'expiry of life' occurred - all bodies / body parts are to be left where they are - unless such removal is considered overriding in order to preserve evidence for the eventual air accident investigation and judicial enquiries. If such removal **is** required, photographs / sketches of such bodies / body parts should be made before removal (if possible and safe so to do). The same applies to personal effects found close to bodies. All responders at accident site are to be made aware of this accordingly

IMPORTANT REMINDER - See again information provided on pages 7 & 8 of this document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3Q



Information 1

It may be that the **airport** operator is able to provide 'temporary' shelter' for triage and immediate medical care operations at or close to accident site. Such shelter typically takes the form of inflatable (and / or other types of) tents - sometimes with power, lighting and temperature control (via portable generators & other appropriate equipment). At its most extreme enough tents etc. are procured by some well-resourced airports (and colour coded accordingly) for the different levels of triage required (using standard triage colour code) and subsequent immediate medical treatment

At many airports AFS typically deploys and sets up the tents (perhaps assisted by e.g. medical services responders; airport police; airport operator staff; airline / GHA staff etc.)

Information 2

Airport provided buses **with seats removed** are another option for use in triage and immediate medical care operations. If such facilities exist their deployment and use at time of crisis should have already been **pre-planned**, documented, trained and exercised (and re-trained / re-exercised) by all concerned. Buses (with seats) can also be used as a collection point for **uninjured** victims

Provision of all such buses is typically a shared responsibility of airport operator, accident aircraft operator, Ground Handling Agent(s) etc.

Note - The assumption has been made throughout this AEP guideline that XIA has use of both inflatable tents and modified buses (as described above) at its disposal - for emergency response operations. Also that the tents (and some of the) buses are capable of **off-airport** deployment

Information 3

Until such time as the XIA **Emergency Operations Centre** (EOC) can assume C4 responsibilities for the crisis - the airport's '**normal** operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this eventuality - as required by actual circumstances 'on the day'

Information 4

Where immediate direction from a superior authority is **unavailable** for whatever reason (and thus the MICC '**Operational Commander / Airport Operator**' & Team might be required to make immediate **tactical** [in contrast to '**operational**'] decisions / take immediate **tactical** actions in the best interests of the immediate and / or overall crisis response) - then such **tactical** decisions / actions shall be taken /implemented accordingly - and then reported ASAP to the appropriate superior authority



Aircraft Accident - On Airport XYZ Airports Company - **Mobile Incident Command Centre (MICC)**

Alerted By: XYZ Airport Company 'Normal Operations' Control Centre and / or AFS and / or EOC

General Responsibilities:

- Facilitate overall **operational** Command, Control, Co-ordination & Communication operations from a centralised, mobile facility (the MICC) - at or near to the accident location
- Provide a focal point facility for joint (responding) agency liaison, briefing, accommodation etc. - at or near to the accident location
- Act as the XIA Central Communications Centre - at or near to the accident location
- Undertake all and any other actions as directed and / or as required (on own initiative where exceptionally required) by actual circumstances 'on the day'

General actions: (to be overseen by the MICC's 'Operational Commander / Airport Operator')

| Action | | ☑ ? |
|-------------------------|---|-----|
| 1 | Maintain a rapid MICC deployment capability during XIA operating hours (ensuring that MICC is always ready / equipped / manned etc. to a fully fit for purpose level) | |
| 2 | Initiate MICC team alerting and activation as directed (exceptionally on own initiative) | |
| 3 | When directed (exceptionally on own initiative) - deploy immediately to accident location . Note - title of person in charge of MICC is ' Operational Commander / Airport Operator '. Latter shall wear appropriate, identifying / coloured apparel when on active duty | |
| 4 | Maintain written log of events throughout | |
| 5 | On arrival at accident location - establish contact with ' On-scene Commander ' (if latter not yet at accident location - report to senior fire & rescue officer present instead). Put yourself (Operational Commander / Airport Operator), the MICC & your Team at the disposal of the ' On-scene Commander ' / equivalent person + any other equivalent on-site commanders e.g. aircraft operator and / or representative; airport medical services; airport police / security; off airport agencies etc. | |
| 6 | (Operational Commander / Airport Operator shall) deputise for XIA On-scene Commander | |
| 7 | Use MICC as primary comms link/centre between XIA EOC & XIA On-scene Commander / other appropriate agencies present at / near to accident location (MICC to establish & maintain communications - as per 'Radio Communications Plan' - found at appendix P to separate document - AEP Volume 1). Note - Operational Commander / Airport Operator to remain 'contactable' at all times via any of radio, satellite phone, mobile phone or similar (as per radio comms plan), human runners etc. | |
| 8 | Operational Commander / Airport Operator shall liaise / co-ordinate closely with other, appropriate Operational Commanders to ensure that overall security of the on-site operation is effective & maintained - and that traffic flow to / from the accident site is controlled, marked / delineated and maintained. (Note - this is an oversight / monitoring function [as opposed to getting operationally involved]) | |
| 9 | Pass regular 'accident site' situation reports (SITREPS) to EOC as directed by On-scene Commander (exceptionally at own initiative) | |
| 10 | Take all & any other actions - as directed and / or as required by actual circumstances 'on the day' (at own initiative if necessary) | |
| 11 | See to the welfare (physical & emotional) of MICC staff - as appropriate | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / On Land

XYZ Airports Company - Mobile Incident Command Centre (MICC)

Alerted By: XYZ Airport Company 'Normal Operations' Control Centre and / or AFS and / or EOC
Alerts Whom: TBA

General Responsibilities:

- Deploy off-airport when so directed / cleared (very exceptionally, without direction / clearance)
- Facilitate **operational** (*airport operator specific*) Command, Control, Co-ordination & Communication (C4) operations from a centralised mobile facility (the MICC) - at or near to the off-airport accident location. **IMPORTANT:** It may be necessary to additionally facilitate / conduct limited **tactical** C4 operations, where actual circumstances 'on the day' so require
- Where appropriate, use current mutual aid emergency support agreement(s) in place (if any) to guide initial deployment and off-airport response
- Liaise with and undertake tasks as directed by the local (**non**-XIA) on-scene commander having responsibility / primacy / jurisdiction for the overall (local [**off**-airport]) emergency / crisis response operation
- Provide a focal point facility for on-site (local [**off**-airport]) Joint Agency liaison, briefing, accommodation etc. - as required (e.g. if not provided by an appropriate off-airport agency)
- Act as airport operator's Central Communications Centre at the accident location
- Undertake all and any other actions as directed and / or as required (on own initiative where exceptionally required) by actual circumstances 'on the day'



IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* [*airside*]) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (**Survivor**) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR had **not** been involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])

A final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities still remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / incompetence etc. getting in the way



Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located airport **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.

Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing **adequate** humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, **very few airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** generated humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA '**Immediate Care Team**' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See next page (*all below to be overseen [as required / permitted] by MICC's 'Operational Commander / Airport Operator'*):



Aircraft Accident - Off-airport / On Land

XYZ Airports Company - Mobile Incident Command Centre (MICC)

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Maintain a rapid MICC deployment capability during XIA operating hours (ensuring that MICC is always ready / equipped / manned etc. to a fully fit for purpose level) | |
| 2 | Initiate MICC team alerting and activation as directed (exceptionally on own initiative) | |
| 3 | When directed (very exceptionally on own initiative) - deploy immediately to off-airport accident location . Note - title of person in charge of MICC is ' Operational Commander / Airport Operator '. Latter shall wear appropriate, identifying / coloured apparel when on active duty (Where appropriate, use current mutual aid emergency support agreement(s) in place (if any) to guide initial deployment and off-airport response) | |
| 4 | Maintain written log of events throughout | |
| 5 | On arrival at off-airport accident location - establish contact with the local (non-XIA) on-scene commander having responsibility / primacy / jurisdiction for the overall (local [off-airport]) emergency / crisis response operation (if latter not yet at accident location / not available - report to senior fire & rescue officer present instead) Put yourself (Operational Commander / Airport Operator), the MICC & your Team at the disposal of either of the above as required + any other equivalent on-site commanders (including any deployed from the airport e.g. aircraft operator and / or representative; airport medical services; airport police / security + also including any other appropriate off-airport agencies etc. - as required by actual circumstances 'on the day') | |
| 6 | Use MICC as primary comms link/centre between XIA EOC & the local (non-XIA) on-scene commander having responsibility / primacy / jurisdiction for the overall (local [off-airport]) emergency / crisis response operation - together with other appropriate agencies present at / near to accident location (MICC to establish & maintain communications - as per 'Radio Communications Plan' - found at appendix P to separate document - AEP Volume 1). Note - Operational Commander / Airport Operator to remain 'contactable' at all times via any of radio, satellite phone, mobile phone or similar (as per radio comms plan), human runners etc. | |
| 7 | With permission of the local (non-XIA) on-scene commander having overall responsibility / primacy / jurisdiction (or alternative / equivalent person) the Operational Commander / Airport Operator shall liaise / co-ordinate closely with other, appropriate Operational Commanders to ensure that overall security of the on-site operation is effective & maintained - and that traffic flow to / from the accident site is controlled, marked / delineated and maintained. (Note - this is an oversight / monitoring function [as opposed to getting operationally involved]) | |
| 8 | Pass regular 'accident site' situation reports (SITREPS) to XIA EOC | |
| 9 | Take all & any other actions - as directed and / or as required by actual circumstances 'on the day' (at own initiative if necessary) | |
| 10 | See to the welfare (physical & emotional) of on-site MICC staff - as appropriate (to also include other airport deployed staff [i.e. also on site] - if so required) | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **Off - Airport / on or over Water**

Note: Additional / alternative Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / RCC etc.

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | | |
|----|--|-----|
| 1. | | TBA |
| 2. | | TBA |
| 3. | | TBA |

Note - Airports faced with the real possibility of an aircraft accident **Off - Airport / on or over Water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - such resources typically include:

- One or more suitable inshore marine rescue craft (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max capacity of largest aircraft** operating at airport
- Life-raft(s) of sufficient **capacity** related to **max capacity of largest aircraft** operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / trained / exercised / maintained / reviewed)
- Associated manpower (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide the equivalent (or more) of what is listed in the bullet points above - the airport operator should try to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - Mobile Incident Command Centre (MICC)

Alerted By: XYZ Airport Company 'Normal Operations' Control Centre and / or AFS and / or EOC

Alerts Whom: TBA

General Responsibilities:

- Deploy off-airport when so directed / cleared (very exceptionally, without direction / clearance)
- Facilitate **operational** (*airport operator specific*) Command, Control, Co-ordination & Communication (C4) operations from a centralised mobile facility (the MICC) - at or near to the off-airport accident location and / or Off-loading / Landing Point(s). **IMPORTANT:** It may be necessary to additionally facilitate / conduct limited **tactical** C4 operations, where actual circumstances 'on the day' so require
- Where appropriate, use current mutual aid emergency support agreement(s) in place (if any) to guide initial deployment and off-airport response
- Liaise with and undertake tasks as directed by the local (**non**-XIA) on-scene commander having responsibility / primacy / jurisdiction for the overall (local [**off**-airport]) emergency / crisis response operation
- Provide a focal point facility for on-site (local [**off**-airport]) Joint Agency liaison, briefing, accommodation etc. - as required (e.g. if not provided by an appropriate off-airport agency)
- Act as airport operator's Central Communications Centre at the accident location
- Undertake all and any other actions as directed and / or as required (on own initiative where exceptionally required) by actual circumstances 'on the day'

IMPORTANT NOTE OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport* [**airside**]) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services to uninjured aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A)
- XIA Uninjured (**Survivor**) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'. (NB: **Firstly**, it is important to understand that such FR were **not** involved directly with the accident i.e. they were **not** on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically be airport located 'meeters & greeters' [MGFR])



A final airport based facility (typically located *landside*) is the '**Reuniting Area (Airport)** - RA (A)' - and is used to eventually physically re-unite uninjured accident victims (coming from the **CRC [A]** and **SRC [A]**)who have been 'matched' with their associated FR / MGFR (coming from the **FRRC**)

Note carefully that the existence and purpose of such XIA **airport based** facilities might **not** be known to some (if not most) **off-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **off-airport** emergency

In conjunction with any **off-airport** emergency, **set up** and **use** of the above **on-airport** facilities remains highly desirable for a number of valid reasons - and is by far the **preferred option** from airport operator, aircraft operator etc. viewpoints. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (and XIA **Mobile Incident Command Centre's 'Operational Commander / Airport Operator'** - [latter deployed to any **off-airport** accident location]) **are to do all possible** (if appropriate and in conjunction with the **off-airport** commander having overall **accident site** [off-airport] jurisdiction & primacy) **to achieve the preferred option** as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport CRC (A)** and **SRC (A)** facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's FRRC**

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it should be remembered that some of such facilities are located **airside** at XIA. Accordingly, robust procedures should be pre-established, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (**CRC [A]** and **SRC [A]**) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape etc. getting in the way

Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located **landside**

Should the preferred option **not** be practical / desirable / possible - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC [A]**; **SRC [A]**; **FRRC**; **RA [A]**) e.g. using hotels, schools, gymnasiums / sports facilities, government shelters and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (**off-airport**) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training and practice of same during exercises etc.



Note 1 - A **small** number of countries ('states') - e.g. UK & USA, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of reception centres similar in intent to those documented (further above) for airport / airline etc. major emergencies. The use of such centres for the **off-airport emergency** situation as also discussed above **may** improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - are **typically not** available and / or (if available) are typically not adequate enough (not 'fit for purpose')

Note 2 - Airlines and airports are generally required (due associated legislation / best practice [code of conduct] / similar) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very, very few **airports**) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** generally has the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' only - (and known in this **Vol 2B** Guideline document as the XIA 'Immediate Care Team' [ICT])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the **airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the **airport's** **FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this, if required

General actions required: See below (*all to be overseen [as required / permitted] by MICC's 'Operational Commander / Airport Operator'*):

Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - **Mobile Incident Command Centre (MICC)**

Lif jackets or similar buoyancy aids should always be worn for any work carried out over water

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Maintain a rapid MICC deployment capability during XIA operating hours (ensuring that MICC is always ready / equipped / manned etc. to a fully fit for purpose level). NB: Ensure that any equipment / kit etc. required specifically for the 'over-water' situation is also carried e.g. lif jackets; location aids etc. | |
| 2 | Initiate MICC team alerting and activation as directed (exceptionally on own initiative) | |



Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - Mobile Incident Command Centre (MICC)

| | | |
|------------------|---|--|
| 3 | When directed (very exceptionally on own initiative) - deploy immediately to nearest suitable land point to off-airport accident location and / or to off-loading / landing points (as required by actual circumstances 'on the day'). Note - title of person in charge of MICC is ' Operational Commander / Airport Operator '. Latter shall wear appropriate, identifying / coloured apparel when on active duty. Where appropriate, use current mutual aid emergency support agreement(s) in place (if any) to guide initial deployment and off-airport response | |
| 4 | Maintain written log of events throughout | |
| 5 | On arrival at nearest suitable land point to off-airport accident location and / or at off-loading / landing points (as required by actual circumstances 'on the day') - establish contact with the local (non-XIA) on-scene commander having responsibility / primacy / jurisdiction for the overall (local [off-airport]) emergency / crisis response operation (if latter not yet at accident location / not available - report to senior fire & rescue officer [or equivalent person present] instead) Put yourself (Operational Commander / Airport Operator), the MICC & your Team at the disposal of either of the above as required + any other equivalent on-site commanders (including any deployed from the airport e.g. aircraft operator and / or representative; airport medical services; airport police / security + also including any other appropriate off-airport agencies etc. - as required by actual circumstances 'on the day') | |
| 6 | Use MICC as primary comms link/centre between XIA EOC & the local (non-XIA) on-scene commander having responsibility / primacy / jurisdiction for the overall (local [off-airport]) emergency / crisis response operation - together with other appropriate agencies present at / near to accident location (MICC to establish & maintain communications - as per 'Radio Communications Plan' - found at appendix P to separate document - AEP Volume 1). Note - Operational Commander / Airport Operator to remain 'contactable' at all times via any of radio, satellite phone, mobile phone or similar (as per radio comms plan), human runners etc. | |
| 7 | With permission of the local (non-XIA) on-scene commander having overall responsibility / primacy / jurisdiction (or alternative / equivalent person) the Operational Commander / Airport Operator shall liaise / co-ordinate closely with other, appropriate Operational Commanders to ensure that overall security of the on-site operation is effective & maintained - and that traffic flow to / from the appropriate location(s) is (are) controlled, marked / delineated and maintained. (Note - this is an oversight / monitoring function [as opposed to getting operationally involved]) | |
| 8 | Pass regular 'accident site' situation reports (SITREPS) to XIA EOC | |
| 9 | Take all & any other actions - as directed and / or as required by actual circumstances 'on the day' (at own initiative if necessary) | |
| 10 | See to the welfare (physical & emotional) of on-site MICC staff - as appropriate (to also include other airport deployed staff [i.e. also on site] - if so required) | |
| End of Checklist | | |

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water



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FULL EMERGENCY

XIA - Mobile Incident Command Centre (MICC)

Alerted By: XYZ 'Normal' Airport Operations Control Centre and / or AFS

Alerts Whom: TBA

General Responsibilities & Actions:

- Ensure MICC & operating team are readied for immediate deployment
- Ensure that an '**Operational Commander / Airport Operator**' is appointed
- If aircraft lands safely - stand-down to 'normal operations' readiness

In the event that the **Full Emergency** becomes an **Aircraft Accident** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3Q**

Note: Where it is (exceptionally) felt necessary to deploy / operate the MICC during a FULL EMERGENCY, take advice from the equivalent checklists found elsewhere in this Sub-section **3Q**



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LOCAL STANDBY - Aircraft In-flight

XIA - Mobile Incident Command Centre (MICC)

Alerted By: Not applicable

Alerts Whom: Not applicable

General Responsibilities & Actions required: *(not applicable - see below)*

Note that the MICC is **not** typically activated for a 'Local Standby - aircraft in-flight'

In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency or Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3Q**



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Aircraft Ground Incident

An Aircraft Ground Incident is an occurrence, ***other than an aircraft accident***, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation. The following occurrences are typical examples of aircraft ground incidents:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences) etc.

It is generally not practicable to include a *detailed* check list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an outline checklist *has* been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of aircraft ground incidents (if required so to do) - should use logic, common sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the checklist), depending on developing actual circumstances 'on the day'. Checklists already included in other parts of this AEP Volume 2B may *also* be used / adapted for additional guidance in how to respond to aircraft ground incidents. *Off-airport* responders are invited to do likewise

Important Note - An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **not typically** lead to death, serious injury, serious damage to an aircraft (or to anything else of a 'serious' nature) etc.

Aircraft Ground Incident XIA - Mobile Incident Command Centre (MICC)

Alerted By: XYZ Airport - Normal Operations Control Centre and / or AFS

Alerts Whom: TBA

- Facilitate overall **operational** Command, Control, Co-ordination & Communication operations from a centralised, mobile facility (the MICC) - at or near to ground incident location
- Provide a focal point facility for joint (responding) agency liaison, briefing, accommodation etc. - at or near to ground incident location
- Act as the XIA Central Communications Centre - at or near to ground incident location
- Undertake all and any other actions as directed and / or as required (on own initiative where exceptionally required) by actual circumstances 'on the day'



General actions: (all below to be overseen by MICC's 'Operational Commander / Airport Operator')

Aircraft Ground Incident XIA - Mobile Incident Command Centre (MICC)

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Maintain a rapid MICC deployment capability during XIA operating hours (ensuring that MICC is always ready / equipped / manned etc. to a fully fit for purpose level) | |
| 2 | Initiate MICC team alerting and activation as directed (exceptionally on own initiative) | |
| 3 | When directed (exceptionally on own initiative) - deploy immediately to incident location. Note - title of person in charge of MICC is 'Operational Commander / Airport Operator'. Latter shall wear appropriate, identifying / coloured apparel when on active duty | |
| 4 | Maintain written log of events throughout | |
| 5 | On arrival at incident location - establish contact with 'On-scene Commander' (if latter not yet at incident location - report to senior fire & rescue officer present instead). Put yourself (Operational Commander / Airport Operator), the MICC & your Team at the disposal of the 'On-scene Commander' / equivalent person + any other equivalent on-site commanders e.g. aircraft operator and / or representative; airport medical services; airport police / security; off airport agencies etc. | |
| 6 | (Operational Commander / Airport Operator shall) deputise for XIA On-scene Commander | |
| 7 | Use MICC as primary comms link/centre between XIA EOC & XIA On-scene Commander / other appropriate agencies present at / near to incident location (MICC to establish & maintain communications - as per 'Radio Communications Plan' - found at appendix P to separate document - AEP Volume 1). Note - Operational Commander / Airport Operator to remain 'contactable' at all times via any of radio, satellite phone, mobile phone or similar (as per radio comms plan), human runners etc. | |
| 8 | Operational Commander / Airport Operator shall liaise / co-ordinate closely with other, appropriate Operational Commanders to ensure that overall security of the on-site operation is effective & maintained - and that traffic flow to / from the incident site is controlled, marked / delineated and maintained. (Note - this is an oversight / monitoring function [as opposed to getting operationally involved]) | |
| 9 | Pass regular 'accident site' situation reports (SITREPS) to EOC as directed by On-scene Commander (exceptionally at own initiative) | |
| 10 | Take all & any other actions - as directed and / or as required by actual circumstances 'on the day' (at own initiative if necessary) | |
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| 11 | In the event that an Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3Q | |
| | Deliberately Blank | |
| 12 | See to the welfare (physical & emotional) of MICC staff - as appropriate | |
| End of Checklist | | |



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Bomb Threat / Sabotage - Aircraft Related **RED** Security Alert / **RED** Threat Assessment Made

XIA - Mobile Incident Command Centre (MICC)

IMPORTANT NOTE

The following checklists relate to **'bomb threat / sabotage'** *as associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) **OR**on the ground at XIA

Depending on the actual **'bomb threat / sabotage'** situation 'on the day' (and this will probably be subject to ongoing change as the situation develops) - ATS will generally declare any of **'Full Emergency'**, **'Aircraft Ground Incident'** or **'Local Standby'**. (Each of these declarations may have its own, associated [**& separate**] checklist located elsewhere in this sub-section **3Q**)

In such circumstances it will be necessary for all responders to be guided by **both** the appropriate **'bomb threat / sabotage'** checklist - **and also** (concurrently / at the same time) by the appropriate **'Full Emergency'** **OR** **'Aircraft Ground Incident'** **OR** **'Local Standby'** checklist - as required

As always, should the situation develop into an **'Aircraft Accident'** (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate **Aircraft Accident** checklist from this sub-section **3Q** must **also** be used. Should the **'bomb threat / sabotage'** situation **still exist** after such **'aircraft accident'** occurrence / declaration - then the appropriate **'bomb threat / sabotage'** checklist **must also continue** to be addressed **concurrently** with the **aircraft accident** checklist

Lastly, the **'bomb threat / sabotage'** situation might be combined with an act (further act) of **'unlawful interference (aircraft related)'** - which would add a further degree of complexity to the overall response

So long as all of the above is clearly understood by **all** concerned / involved (along with associated implications, complications & consequences) it might be better for such ***combined** responses to be handled flexibly and logically 'on the day' - rather than preparing & mandating use of a **single**, integrated checklist (even if this was practicable - which it is not!) to cover such a complex situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist + the 'bomb threat / sabotage' checklist + the 'unlawful interference' checklist!*

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. **'..... commence alerting & activation.....'**

Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences



IMPORTANT

At all stages of a security incident response where serious 'security type hazards' & similar exist and / or *potentially* exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management / the EOC etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a *major* security alert, it is generally only permissible for specialist security services (and / or similar) to conduct activities at or in the immediate vicinity (e.g. within 2 to 400 metres and possibly greater distances depending on actual circumstances 'on the day') of a Bomb Threat aircraft - and / or when dealing with associated suspect baggage, cargo and mail. Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (and / or local representative e.g. GHA), customs officials and similar agency personnel are *requested* to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, *this should strictly be on a voluntary basis only*

For *less serious security alerts* the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents *is both permitted and expected*

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see again pages 14 - 25

Note - In certain circumstances *some* of the responsibilities and actions required of the aircraft operator will necessarily be (can only be) the responsibility of the **Aircraft Commander alone**

Note - It is expected that XXX police / security / military / paramilitary services will eventually assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

Possible nomination of an Airport Operator 'Overall Commander' and establishment of the XIA EOC and MICC etc. is generally *only* required in order to *represent the interests of the Airport Operator* and *to facilitate support to those in charge of the security incident* - and is strictly not intended to conflict with the roles and responsibilities of the latter

Do not confuse the **Airport EOC's** 'overall commander' - with the person having overall [absolute] security incident C4 as per above. They are different appointments with differing roles & responsibilities!



Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

XIA - Mobile Incident Command Centre (MICC)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities (if MICC activated):

- Facilitate overall **operational** Command, Control, Co-ordination & Communication operations from a centralised, mobile facility (the MICC) - at or near to incident location
- Provide a focal point facility for joint (responding) agency liaison, briefing, accommodation etc. - at or near to incident location
- Act as the XIA Central Communications Centre - at or near incident location
- Make MICC facility and team available to organisation having **absolute / ultimate** responsibility for C4 of the security incident - if so directed
- Undertake all and any other actions as directed

General actions: (all below to be overseen by MICC's 'Operational Commander / Airport Operator')

When (if) MICC is activated, the above list of 'General Responsibilities' is to be used as a guideline (checklist) for which actions need to be addressed (& then addressing them). A written log of events shall be maintained

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

Should the security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section **3Q**



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UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XIA - Mobile Incident Command Centre (MICC)

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) type situation at or affecting XIA, as listed herein - are to be interpreted and carried out flexibly as applicable to actual circumstances 'on the day' i.e. for a hi-jack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) airspace, many of the required actions will / may **not** be applicable - and / or might need 'adjustment'

Common sense, logic, flexibility etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances 'on the day'

Unlawful Interference (typically Hi-jack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to action both the 'Bomb Warning / Sabotage' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by management of responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by **XXX** ATS authorities.....OR where there is otherwise a direct and adverse impact on XIA in some other manner

Note - In certain circumstances **some** of the responsibilities and actions required of the aircraft operator will necessarily be (can only be) the responsibility of the **Aircraft Commander alone**



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XIA - Mobile Incident Command Centre (MICC)

Note - It is expected that XXX police / security / military / paramilitary services will eventually assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

Possible nomination of an Airport Operator 'Overall Commander' and establishment of the XIA EOC and MICC etc. is generally **only** required in order to **represent the interests of the Airport Operator** and **to facilitate support to those in charge of the security incident** - and is strictly not intended to conflict with the roles and responsibilities of the latter (Note - Do not confuse the **Airport EOC's** 'overall commander' - with the person having overall [absolute] security incident C4 as per above. They are different appointments with differing roles & responsibilities!)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities (if MICC activated):

- Facilitate overall **operational** Command, Control, Co-ordination & Communication operations from a centralised, mobile facility (the MICC) - at or near to incident location
- Provide a focal point facility for joint (responding) agency liaison, briefing, accommodation etc. - at or near to incident location
- Act as the XIA Central Communications Centre - at or near incident location
- Make MICC facility and team available to organisation having **absolute / ultimate** responsibility for C4 of the security incident - if so directed
- Undertake all and any other actions as directed

General actions: (all below to be overseen by MICC's 'Operational Commander / Airport Operator')

When (if) MICC is activated, the above list of 'General Responsibilities' is to be used as a guideline (checklist) for which actions need to be addressed (& then addressing them). A written log of events shall be maintained

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

Should the security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section **3Q**



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AEP Volume 2B / Sub-section 3R

Airport Operator's (XIA) - Crisis Communications (PR etc.)



External & Internal Crisis Communications (including website & social networking / communications)

Aircraft Accident / Incident Related Checklists

Note 1 - Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis in progress - the airport's '**normal**' operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this significant possibility - as required by actual circumstances 'on the day'

Note 2 - In conjunction with effective and efficient use of these XIA Crisis Communications checklists, it will be necessary for all appropriate persons (who might be appointed to carry out this checklist) to have acquired an excellent working knowledge of the overarching 'XYZ International Airport - Crisis Communications Plan', found at appendix T of **separate** document - AEP Volume 1



Aircraft Accident - On Airport

Crisis Communications - (Corporate Communications / PR Department)

Alerted By: AFS & XYZ Airport Company ('Normal Operations' Control Centre)

Alerts Whom: TBA

General Responsibilities:

- Continue own alerting & activation task
- Release 'generic' (ready to go) first (holding) press release without delay
- Develop and implement an overall crisis communications strategy
- Decide & implement suitable methods for handling the flow of crisis related information - as related to the crisis communications task
- Set up, man and operate an XIA Crisis Communications Centre
- Provide an experienced & senior 'crisis communications' liaison / co-ordination person to the airport's 'normal operations control centre' and / or (as applicable) to the EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use 'social media' to best advantage (e.g. 'Twitter', 'Facebook') etc.
- **Prioritise crisis communications with airport located (surviving) accident victims and associated FR**
- Appoint a 'Spokesperson(s)' to be the 'face' of the airport operator
- Prepare & distribute subsequent Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press Enquiries
- Organise & Manage Press Conferences
- If requested, assist accident victims and associated FR in dealings with the Media
- Do all of the above in conjunction and consultation with other appropriate and relevant Parties - particularly the Aircraft Operator and / or its local representative
- Clear all of the above at each major stage - with the **Overall Commander** - XIA **EOC** or appropriate, alternate person

General Actions: See checklist on next page



Aircraft Accident - On Airport - Crisis Communications - Corporate Communications / PR

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Initiate / continue own internal alerting and activation process | |
| 2 | Maintain written log of events | |
| 3 | Issue first 'pre-prepared & pre-approved (generic)' press release immediately | |
| 4 | Advise Corporate Communications / PR 'top manager' directly (i.e. face to face or by telephone) of crisis details - as applicable | |
| 5 | Report to XIA EOC (or XIA 'Normal Operations Control Centre if EOC' not yet active) & obtain a brief on the accident situation and thereafter keep continually updated Note - If not possible to report quickly to above facility, make contact by telephone instead | |
| 6 | Where considered necessary - make contact with the Corporate Communications / PR department of the aircraft operator concerned (for liaison & co-ordination purposes) | |
| 7 | Jointly formulate the crisis communications and information flow strategies with other 'vested interest' parties, particularly the aircraft operator or representative, the Air Accident Investigation agency, Search & Rescue agency, Civil Aviation Authority etc. Once completed, present to airport EOC's Overall Commander (or equivalent person if EOC not yet activated) for clearance to proceed with these strategies from the <u>airport's</u> viewpoint Note - devise and implement crisis communications strategy unilaterally (in the shorter term) if 'vested interest' parties unavailable or unable to participate | |
| 8 | If so decided at 7. above - ensure that the XIA 'dark site' is activated and ensure it is used to best advantage in support of overall crisis communications | |
| 9 | If so decided at 7. above and as available - ensure that appropriate 'social media' ('Twitter'; Facebook' etc.) sites are used to best advantage in support of overall crisis communications | |
| 10 | IMPORTANT - ensure that crisis communications with (airport located) surviving accident victims and any associated family, relatives and friends generally takes priority over any other forms of crisis communication | |
| 11 | Ensure that airport FIDS and PA systems are used to best effect from a 'crisis communications' viewpoint (where appropriate) | |
| 12 | Prepare & distribute further press releases - as per the strategies decided at 7. above | |



Aircraft Accident - On Airport - Crisis Communications - continued

| | | |
|-------------------------|--|--|
| 13 | <p>Set up, man and operate a dedicated 24H Crisis Communications Centre</p> <p>Note - this facility is not the same thing as an 'Emergency Call / Contact / Information Centre'</p> <p>Note - a Crisis Communications Centre can be co-located with the airport's EOC if thought advantageous. However, there are generally more definite advantages in having this facility separate (but close) to the EOC - provided a senior crisis communications rep still attends the EOC</p> | |
| 14 | Deal with Media enquiries etc. - as per decided strategy | |
| 15 | <p>Jointly (with other relevant parties where appropriate) identify and appoint a 'spokesperson(s)' for press conferences and similar</p> <p>Note - appoint XIA spokesperson unilaterally (in the shorter term) if 'vested interest' parties are unavailable or unable to participate</p> | |
| 16 | <p>Jointly (with other relevant parties where appropriate) identify, acquire & prepare a suitable location for press conferences</p> <p>Note - choose press conference location unilaterally (in the shorter term) if 'vested interest' parties are unavailable or unable to participate</p> | |
| 17 | Brief and mentor those XIA staff presenting at press conferences on 'how to conduct the press conference / handle the Media' | |
| 18 | Provide those presenting at press conferences with a list of appropriate 'frequently asked questions' & 'fast facts' - for distribution to Media present (and also for insertion in dark site etc.) | |
| 19 | <p>Participate in joint press conferences and similar according to the decided crisis communications strategy</p> <p>Note - hold press conferences unilaterally (in the shorter term) if 'vested interest' parties are unavailable or unable to participate</p> | |
| 20 | Deal with 'internal communications' issues within the XIA airport and closely associated entities e.g. parent group; direct subsidiaries etc. | |
| 21 | Advise Overall Commander on 'crisis communications aspects' of requests from the Media to visit the accident location | |
| 22 | In conjunction with the aircraft operator and / or representative, offer to supply suitable media relations personnel in support of accident victims and their associated families, relatives & friends - in their dealings with the Media, if such support is so requested | |
| 23 | Regularly review and 'adjust' crisis communications strategy - as required | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / On Land

Crisis Communications - Corporate Communications / PR Department

Alerted By: AFS & XYZ Airport Company ('Normal Operations' Control Centre)

Alerts Whom: TBA

General Responsibilities:

- Continue own alerting & activation task
- Release 'generic' (ready to go) first (holding) press release without delay
- Develop and implement an overall crisis communications strategy
- Decide & implement suitable measures for handling the flow of crisis related information - as related to the crisis communications task
- Set up, man and operate an XIA Crisis Communications Centre
- Provide an experienced & senior 'crisis communications' liaison / co-ordination person to the airport's 'normal operations control centre' and / or (as applicable) to the EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use 'social media' to best advantage (e.g. 'Twitter', 'Facebook') etc.
- **Prioritise crisis communications with any airport located (surviving) accident victims and associated FR**
- Appoint a 'Spokesperson(s)' to be the 'face' of the airport operator
- Prepare & distribute subsequent Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press Enquiries
- Organise and manage Press Conferences
- Do all of the above in conjunction and consultation with other appropriate and relevant Parties - particularly the Aircraft Operator and / or its local representative and the off-airport organisation having overall primacy (jurisdiction) at the off-airport accident site
- Clear all of the above (from an airport viewpoint) at each major stage - with the **Overall Commander** - XIA EOC or appropriate, alternate person



IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport*) for the containment, administration and provision of humanitarian assistance to uninjured aircraft accident (and similar type situation) victims. These facilities are:

- XIA Uninjured *Crew* Reception Centre (*Airside*) - CRC (A)
- XIA Uninjured (Survivor) *Passenger* Reception Centre (*Airside*) - SRC (A)

A similar facility is also provided *landside at the airport* for the administration and provision of humanitarian assistance to Family, Relatives & Friends (FR) of those accident victims referred to above. This facility is known as the '*Family, Relatives & Friends Reception Centre (Landside) - FRRC*'. It is important to clearly understand that such FR were not involved directly with the accident i.e. they were not on board the accident flight

A final facility is also provided *at XIA Airport* i.e. the Re-uniting Area (*Airport*) - RA (A). The latter will eventually be used to re-unite uninjured accident victims (contained in CRC [A] and SRC [A]) with their associated FR coming from the FRRC

The existence and purpose of such XIA *airport based* facilities described above might **not** be known to some / most *off-airport emergency response agencies* - and may thus not necessarily be included in the latter's own emergency response plans, for an XIA related *off-airport* emergency

In conjunction with any *off-airport* emergency, set up *and use* of the above *on-airport* facilities is highly desirable for a number of valid reasons - and remains the *preferred option from airport operator, aircraft operator etc. viewpoints*. However, factors such as accident site location (distance from the airport and state of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) Emergency Operations Centre's Overall Commander (and XIA Mobile Incident Command Centre's '*Operational Commander / Airport Operator*' - deployed to any off-airport accident location) are to do all possible (*if appropriate and in conjunction with the person in charge having overall on-site jurisdiction & primacy*) to achieve the preferred option as outlined above i.e. move all **uninjured** crew and passengers from the *off-airport* accident site to the *on-airport* CRC (A) and SRC (A) facilities - and move all families, relatives & friends to the *airport's* FRRC

Should the preferred option not be practical, desirable or possible for any reason - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up and operation of **locally sourced** (on-site or nearby) *equivalents* of the four XIA on-airport services / facilities described herein

When use of XIA *on-airport* uninjured crew and passenger reception centres [CRC (A) and SRC (A)] **is** permitted (in support of off-airport emergency operations), it should be remembered that these facilities are located *airside* at XIA - and appropriate, robust procedures should be pre-established and practised, so that this might be accomplished rapidly and without undue interference e.g. by airport police, security, immigration, customs etc.



Therefore - appropriate security, transportation, immigration, customs, set-up, manning etc. arrangements will need to be **fully pre-prepared** and **co-ordinated** in order that they [CRC (A) and SRC (A)] may be accessed by those that need to use them, without bureaucracy / red tape etc. getting in the way

Similar applies to the airport (or near airport) located FRRC except that access should be much simpler as this facility is generally located landside

Including the above information & provisions in any appropriate '**Mutual Aid Emergency Support Agreements**' entered into with relevant external (off-airport) parties will greatly assist matters here - as will regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises

Note 1 - A **small** number of countries (states) - e.g. UK, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of centres similar in intent to those documented in the first paragraph (previous page) for airport / airline emergencies. The use of such centres for the **off-airport emergency** situation as discussed above may improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided CRC (A) and SRC (A) are generally still not available

Note 2 - Airlines and airports are generally required (due associated legislation / best practice (code of conduct) / similar) to provide humanitarian assistance / welfare (in all of its forms) to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims

Many airlines (but [unfortunately] a significantly lesser number of airports) are relatively well practised and resourced in the provision of such humanitarian / welfare services. However, do note that whilst an airline generally has the capability to deploy such services 'off-airport' - such deployment is typically outside of the 'terms of reference' for equivalent airport teams i.e. the latter are generally only deployed 'on-airport'

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to New Zealand) to where they can provide their services, the importance of 'local' airport provided humanitarian assistance increases significantly. This is the main reason why off-airport uninjured victims should be transported to the airport provided CRC (A) and SRC (A) - if circumstances (especially geography) 'on the day' so permit. Similar logic applies to local FR being transported to the airport's FRRC

Note 3 - Do not confuse the airport provided 'Family, Relatives & Friends Reception Centre' - (FRRC - usually located on or very close to the airport) with the airline provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this if required

General actions required: See next page:



Aircraft Accident - Off-airport / On Land

Crisis Communications - Corporate Communications / PR Department

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Initiate / continue own internal alerting and activation process | |
| 2 | Maintain written log of events | |
| 3 | Issue first ' pre-prepared & pre-approved (generic)' press release immediately | |
| 4 | Advise Corporate Communications / PR 'top manager' directly (i.e. face to face or by telephone) of crisis details - as applicable | |
| 5 | Report to XIA EOC (or XIA 'Normal Operations Control Centre if EOC' not yet active) & obtain a brief on the accident situation and thereafter keep continually updated Note - If not possible to report quickly to above facility, make contact be telephone instead | |
| 6 | Where considered necessary - make contact with the Corporate Communications / PR department of the aircraft operator concerned (for liaison & co-ordination purposes) | |
| 7 | Jointly formulate the crisis communications and information flow strategies with other 'vested interest' parties , particularly the aircraft operator or representative; the senior off-airport agency having primacy (overall jurisdiction) at the off-airport accident location; the Air Accident Investigation agency; Search & Rescue agency; Civil Aviation Authority etc. Once completed, present to airport EOC's Overall Commander (or equivalent person if EOC not yet activated) for clearance to proceed with these strategies from the airport's viewpoint Note - devise and implement crisis communications strategy unilaterally (in the shorter term) if 'vested interest' parties unavailable or unable to participate | |
| 8 | If so decided at 7. above - ensure that the XIA 'dark site' is activated and ensure it is used to best advantage in support of overall crisis communications | |
| 9 | If so decided at 7. above and as available - ensure that appropriate XIA 'social media' ('Twitter'; Facebook' etc.) sites are used to best advantage in support of overall crisis communications | |
| 10 | IMPORTANT - ensure that crisis communications with any (airport located) surviving accident victims and any associated family, relatives and friends generally takes priority over any other forms of crisis communication Note - consider doing likewise for similar persons located 'off-airport' - in circumstances where no other agency (e.g. airline, police etc.) is able to provide same | |



Aircraft Accident - Off-airport / On Land

Crisis Communications - Corporate Communications / PR Department - *continued*

| | | |
|------------------|--|--|
| 11 | Ensure that FIDS and PA systems at the airport are used to best effect from a 'crisis communications' viewpoint (where appropriate) | |
| 12 | Prepare & distribute further press releases - as per the strategies decided at 7. above | |
| 13 | Set up, man and operate a dedicated 24H Crisis Communications Centre Note - this facility is not the same thing as an 'Emergency Call / Contact / Information Centre' Note - a Crisis Communications Centre <i>can</i> be co-located with the airport's EOC if thought advantageous. However, there are generally more definite advantages in having this facility separate (but close) to the EOC - provided a senior crisis communications rep still attends the EOC | |
| 14 | Deal with Media enquiries etc. - as per decided strategy | |
| 15 | Jointly (with other relevant parties where appropriate) identify and appoint a 'spokesperson(s)' for press conferences and similar Note - appoint XIA spokesperson unilaterally (in the shorter term) if 'vested interest' parties are unavailable or unable to participate | |
| 16 | Jointly (with other relevant parties where appropriate) identify, acquire & prepare a suitable location for press conferences Note - choose press conference location unilaterally (in the shorter term) if 'vested interest' parties are unavailable or unable to participate | |
| 17 | Brief and mentor those XIA staff presenting at press conferences on 'how to conduct the press conference / handle the Media' | |
| 18 | Provide those presenting at press conferences with a list of appropriate 'frequently asked questions' & 'fast facts' - for distribution to Media present (and also for insertion in dark site etc.) | |
| 19 | Participate in joint press conferences and similar according to the decided crisis communications strategy Note - hold press conferences unilaterally (in the shorter term) if 'vested interest' parties are unavailable or unable to participate | |
| 20 | Deal with 'internal communications' issues within the XIA airport and closely associated entities e.g. parent group; direct subsidiaries etc. | |
| 21 | Regularly review and 'adjust' crisis communications strategy - as required | |
| End of Checklist | | |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

An 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **off - airport / on or over water**

Note: Additional Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be supplied by Navy / Coastguard / Harbourmaster - and similar staff

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | |
|-------|-----|
| | TBA |
| | TBA |
| | TBA |

Note - Airports faced with the real possibility of an aircraft accident **off - airport / on or over water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - typically e.g.

- One or more inshore rescue craft (with appropriate communications and navigation equipment, search lights, specialist rescue equipment etc.)
- Sufficient Personal Flotation Aids for all anticipated airport operator responders
- Sufficient Personal Flotation Aids related to max capacity of largest aircraft operating at airport
- Life-rafts of sufficient capacity related to max capacity of largest aircraft operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / maintained / reviewed)
- Associated manpower (trained and exercised accordingly on an initial & recurrent basis)

Where emergency and similar responders in the '**surrounding community**' are able to adequately provide equivalent over water safety and rescue resources and associated services capabilities as described above (or similar) - the airport should endeavour to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where this has been successfully accomplished, it *might* be possible for the airport to dispense with the need to provide certain, specified over water resources itself - provided that it is 100% certain (e.g. must be verifiable) that what *is* provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

Crisis Communications - Corporate Communications / PR Department

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own alerting & activation task
- Release 'generic' (ready to go) first (holding) press release without delay
- Develop and implement an overall crisis communications strategy
- Decide & implement suitable measures for handling the flow of crisis related information - as related to the crisis communications task
- Set up, man and operate an XIA Crisis Communications Centre
- Provide an experienced & senior 'crisis communications' liaison / co-ordination person to the airport's 'normal operations control centre' and / or (as applicable) to the EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use 'social media' to best advantage (e.g. 'Twitter', 'Facebook') etc.
- **Prioritise crisis communications with any airport located (surviving) accident victims and associated FR**
- Appoint a 'Spokesperson(s)' to be the 'face' of the airport operator
- Prepare & distribute subsequent Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press Enquiries
- Organise and manage Press Conferences
- Do all of the above in conjunction and consultation with other appropriate and relevant Parties - particularly the Aircraft Operator and / or its local representative and the off-airport organisation having overall primacy (jurisdiction) at the off-airport accident site
- Clear all of the above (from an airport viewpoint) at each major stage - with the **Overall Commander** - XIA EOC or appropriate, alternate person



IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport*) for the containment, administration and provision of humanitarian assistance to uninjured aircraft accident (and similar type situation) victims. These facilities are:

- XIA Uninjured *Crew* Reception Centre (*Airside*) - CRC (A)
- XIA Uninjured (Survivor) *Passenger* Reception Centre (*Airside*) - SRC (A)

A similar facility is also provided *landside at the airport* for the administration and provision of humanitarian assistance to Family, Relatives & Friends (FR) of those accident victims referred to above. This facility is known as the '*Family, Relatives & Friends Reception Centre (Landside) - FRRC*'. It is important to clearly understand that such FR were not involved directly with the accident i.e. they were not on board the accident flight

A final facility is also provided *at XIA Airport* i.e. the Re-uniting Area (*Airport*) - RA (A). The latter will eventually be used to re-unite uninjured accident victims (contained in CRC [A] and SRC [A]) with their associated FR coming from the FRRC

The existence and purpose of such XIA *airport based* facilities described above might **not** be known to some / most *off-airport emergency response agencies* - and may thus not necessarily be included in the latter's own emergency response plans, for an XIA related *off-airport* emergency

In conjunction with any *off-airport* emergency, set up *and use* of the above *on-airport* facilities is highly desirable for a number of valid reasons - and remains the *preferred option from airport operator, aircraft operator etc. viewpoints*. However, factors such as accident site location (distance from the airport and state of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) Emergency Operations Centre's Overall Commander (and XIA Mobile Incident Command Centre's '*Operational Commander / Airport Operator*' - deployed to any off-airport accident location) are to do all possible (*if appropriate and in conjunction with the person in charge having overall on-site jurisdiction & primacy*) to achieve the preferred option as outlined above i.e. move all **uninjured** crew and passengers from the *off-airport* accident site to the *on-airport* CRC (A) and SRC (A) facilities - and move all families, relatives & friends to the *airport's* FRRC

Should the preferred option not be practical, desirable or possible for any reason - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up and operation of **locally sourced** (on-site or nearby) *equivalents* of the four XIA on-airport services / facilities described herein

When use of XIA *on-airport* uninjured crew and passenger reception centres [CRC (A) and SRC (A)] **is** permitted (in support of off-airport emergency operations), it should be remembered that these facilities are located *airside* at XIA - and appropriate, robust procedures should be pre-established and practised, so that this might be accomplished rapidly and without undue interference e.g. by airport police, security, immigration, customs etc.



Therefore - appropriate security, transportation, immigration, customs, set-up, manning etc. arrangements will need to be **fully pre-prepared** and **co-ordinated** in order that they [CRC (A) and SRC (A)] may be accessed by those that need to use them, without bureaucracy / red tape etc. getting in the way

Similar applies to the airport (or near airport) located FRRC except that access should be much simpler as this facility is generally located landside

Including the above information & provisions in any appropriate '**Mutual Aid Emergency Support Agreements**' entered into with relevant external (off-airport) parties will greatly assist matters here - as will regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises

Note 1 - A **small** number of countries (states) - e.g. UK, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of centres similar in intent to those documented in the first paragraph (previous page) for airport / airline emergencies. The use of such centres for the **off-airport emergency** situation as discussed above may improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided CRC (A) and SRC (A) are generally still not available

Note 2 - Airlines and airports are generally required (due associated legislation / best practice (code of conduct) / similar) to provide humanitarian assistance / welfare (in all of its forms) to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims

Many airlines (but [unfortunately] a significantly lesser number of airports) are relatively well practised and resourced in the provision of such humanitarian / welfare services. However, do note that whilst an airline generally has the capability to deploy such services 'off-airport' - such deployment is typically outside of the 'terms of reference' for equivalent airport teams i.e. the latter are generally only deployed 'on-airport'

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to New Zealand) to where they can provide their services, the importance of 'local' airport provided humanitarian assistance increases significantly. This is the main reason why off-airport uninjured victims should be transported to the airport provided CRC (A) and SRC (A) - if circumstances (especially geography) 'on the day' so permit. Similar logic applies to local FR being transported to the airport's FRRC

Note 3 - Do not confuse the airport provided 'Family, Relatives & Friends Reception Centre' - (FRRC - usually located on or very close to the airport) with the airline provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this if required

General actions required: See next page:



Aircraft Accident - Off-airport / on or over Water

Crisis Communications - Corporate Communications / PR Department

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

| Action | | ☑ ? |
|--------|---|-----|
| 1 | Initiate / continue own internal alerting and activation process | |
| 2 | Maintain written log of events | |
| 3 | Issue first ' pre-prepared & pre-approved (generic) ' press release immediately | |
| 4 | Advise XIA's Corporate Communications / PR 'top manager' directly (i.e. face to face or by telephone) of crisis details - as applicable | |
| 5 | Report to XIA EOC (or XIA 'Normal Operations Control Centre if EOC' not yet active) & obtain a brief on the accident situation and thereafter keep continually updated Note - If not possible to report quickly to above facility, make contact by telephone instead | |
| 6 | Where considered necessary - make contact with the Corporate Communications / PR department of the aircraft operator concerned (for liaison & co-ordination purposes) | |
| 7 | Jointly formulate the crisis communications and information flow strategies with other 'vested interest' parties , particularly the aircraft operator or representative; the senior off-airport agency having primacy (overall jurisdiction) at the off-airport accident location and / or off-loading - landing point(s); the Air Accident Investigation agency; Search & Rescue agency; Coastguard; Civil Aviation Authority etc. Once completed, present to airport EOC's Overall Commander (or equivalent person if EOC not yet activated) for clearance to proceed with these strategies from the airport's viewpoint Note - devise and implement crisis communications strategy unilaterally (in the shorter term) if 'vested interest' parties unavailable or unable to participate | |
| 8 | If so decided at 7. above - ensure that the XIA 'dark site' is activated and ensure it is used to best advantage in support of overall crisis communications | |
| 9 | If so decided at 7. above and as available - ensure that appropriate XIA 'social media' ('Twitter'; Facebook' etc.) sites are used to best advantage in support of overall crisis communications | |
| 10 | IMPORTANT - ensure that crisis communications with any (airport located) surviving accident victims and any associated family, relatives and friends generally takes priority over any other forms of crisis communication Note - consider doing likewise for similar persons located 'off-airport' - in circumstances where no other agency (e.g. airline, police etc.) is able to provide same | |



Aircraft Accident - Off-airport / on or over Water

Crisis Communications - Corporate Communications / PR Department - *continued*

| | | |
|------------------|--|--|
| 11 | Ensure that FIDS and PA systems at the airport are used to best effect from a 'crisis communications' viewpoint (where appropriate) | |
| 12 | Prepare & distribute further press releases - as per the strategies decided at 7. above | |
| 13 | Set up, man and operate a dedicated 24H Crisis Communications Centre Note - this facility is not the same thing as an 'Emergency Call / Contact / Information Centre' Note - a Crisis Communications Centre <i>can</i> be co-located with the airport's EOC if thought advantageous. However, there are generally more definite advantages in having this facility separate (but close) to the EOC - provided a senior crisis communications rep still attends the EOC | |
| 14 | Deal with Media enquiries etc. - as per decided strategy | |
| 15 | Jointly (with other relevant parties where appropriate) identify and appoint a 'spokesperson(s)' for press conferences and similar Note - appoint XIA spokesperson unilaterally (in the shorter term) if 'vested interest' parties are unavailable or unable to participate | |
| 16 | Jointly (with other relevant parties where appropriate) identify, acquire & prepare a suitable location for press conferences Note - choose press conference location unilaterally (in the shorter term) if 'vested interest' parties are unavailable or unable to participate | |
| 17 | Brief and mentor those XIA staff presenting at press conferences on 'how to conduct the press conference / handle the Media' | |
| 18 | Provide those presenting at press conferences with a list of appropriate 'frequently asked questions' & 'fast facts' - for distribution to Media present (and also for insertion in dark site etc.) | |
| 19 | Participate in joint press conferences and similar according to the decided crisis communications strategy Note - hold press conferences unilaterally (in the shorter term) if 'vested interest' parties are unavailable or unable to participate | |
| 20 | Deal with 'internal communications' issues within the XIA airport and closely associated entities e.g. parent group; direct subsidiaries etc. | |
| 21 | Regularly review and 'adjust' crisis communications strategy - as required | |
| End of Checklist | | |



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FULL EMERGENCY

Crisis Communications - Corporate Communications / PR Department

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities & Actions:

- Prepare to distribute 'generic' (pre-prepared) first press release - as & when required
- Take a briefing on the crisis from the XYZ Airports Company's - 'Normal' Operations Control Centre
- Notify most senior Corporate Communications / PR manager available
- Contact & place selected members of the crisis communications team on immediate standby to respond - as required
- Where considered necessary - establish contact with the Corporate Communications / PR department of the aircraft operator concerned
- If aircraft lands safely - **stand-down** to normal operations readiness and also advise any associated parties (if any) accordingly

Use the above as a simplified guideline / checklist - where circumstances 'on the day' indicate that a crisis communications response is required. Maintain a written log of events as appropriate

Note that the XIA Crisis Communications Centre is not generally activated for a 'Full Emergency' - the above actions being undertaken from 'normal business' facilities

In the event that the **Full Emergency** becomes an **Aircraft Accident** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3R** - as to the set-up, manning and operation of an XIA Crisis Communications response



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LOCAL STANDBY - Aircraft In-flight

Crisis Communications - Corporate Communications / PR Department

Alerted By: Not applicable

Alerts Whom: Not applicable

General Responsibilities & General Actions required: (not applicable - see below)

A crisis communications response is not generally initiated for a 'Local Standby - aircraft in-flight'

In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency or Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this **Sub-section 3R** - as to the set-up, manning and operation of an XIA Crisis Communications response



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Aircraft Ground Incident

Crisis Communications - Corporate Communications / PR Department

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities & Actions:

- Prepare to distribute 'generic' (pre-prepared) first press release - as & when required
- Take a briefing on the crisis from the XYZ Airports Company's - 'Normal' Operations Control Centre
- Notify most senior Corporate Communications / PR manager available
- Contact & place selected members of the crisis communications team on immediate standby to respond - as required
- Where considered necessary - establish contact with the Corporate Communications / PR department of the aircraft operator concerned
- Where ground incident concludes safely and without the need for a crisis communications response - **stand-down** to normal operations readiness and also advise any associated parties (if any) accordingly

Use the above as a simplified guideline / checklist - where circumstances 'on the day' indicate that a crisis communications response is required. Maintain a written log of events as appropriate

Note that the XIA Crisis Communications Centre is not generally activated for an 'Aircraft Ground Incident' - the above actions being undertaken from 'normal business' facilities

In the event that an **Aircraft Ground Incident** becomes an **Aircraft Accident** - follow the appropriate, documented procedure located elsewhere in this Sub-section **3R** - as to the set-up, manning and operation of an XIA Crisis Communications response



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Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XIA Crisis Communications - Corporate Communications / PR Department

IMPORTANT NOTE

The following checklist relates to 'bomb threat / sabotage' as *associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) or on the ground at XIA

Depending on the actual 'bomb threat / sabotage' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - Air Traffic Control will generally declare any of 'Full Emergency', 'Aircraft Ground Incident' or 'Local Standby'. (Each of these declarations has its own, associated (& *separate*) checklist located elsewhere in this sub-section 3R)

In such circumstances it will be necessary for all responders to be guided by *both* the appropriate 'bomb threat / sabotage' checklist - *and also* (concurrently / at the same time) by the appropriate 'Full Emergency' OR 'Aircraft Ground Incident' OR 'Local Standby' checklist

As always, should the situation develop into an 'Aircraft Accident' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3R checklist (Aircraft Accident) must be used. Should the 'bomb threat / sabotage' situation still exist after such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat / sabotage' checklist must *also* continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat / sabotage' situation might be combined with an act (further act) of 'unlawful interference (aircraft related)' - which adds a further degree of complexity to the response

So long as all of the above is clearly understood by all concerned (along with associated implications, complications & potential consequences) it might be better for such **combined* responses to be handled flexibly and logically 'on the day' - rather than mandating use of a single, integrated checklist to cover such situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, the 'bomb threat / sabotage' checklist & the 'unlawful interference' checklist*

Whilst such requirements / situations as described above are not 'ideal' from a crisis response viewpoint, they should be ***manageable* to a degree - especially as there will be 'common' sections of the 'combined' checklists which might be in use' - which obviously do not need to be addressed twice e.g. '..... commence alerting & activation.....'

***Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences*



IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the immediate vicinity (e.g. within 2- 400 metres and possibly much greater distances depending on circumstances) of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar agencies are **requested** to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, **this should be on a voluntary basis only**

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents **is both permitted and expected**

Note

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that the XIA 'Crisis Communications Team' and other appropriate parties are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. It is also to be assumed that one of these security agencies will have been appointed (probably from government level) to undertake absolute / ultimate C4 responsibility for the security incident - including all crisis communications matters
- Due to the security threat it may be necessary to consider evacuation of 'Corporate Communications / PR' and related facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of services

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see pages **14 - 25**



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XIA Crisis Communications - Corporate Communications / PR Department

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

IMPORTANT - WARNING: At all times during a bomb threat / sabotage incident response - all relevant aspects of the below are to generally be **pre**-cleared and co-ordinated with the appropriate & relevant 'most senior person' in charge of crisis communications (or equivalent) for the overall security operation i.e. with the crisis communications person from the organisation having **absolute / ultimate** C4 of the security incident response. This latter organisation is most likely to be a government sponsored off-airport 'specialist' agency - usually sourced from any of military, para-military and police

- Continue own alerting & activation task
- Release 'generic' (ready to go) first (holding) press release without delay
- Develop and implement an overall crisis communications strategy
- Decide & implement suitable methods for handling the flow of crisis related information - as related to the crisis communications task
- Set up, man and operate an XIA Crisis Communications Centre
- Provide an experienced & senior 'crisis communications' liaison / co-ordination person to the airport's 'normal operations control centre' and / or (as applicable) to the EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use 'social media' to best advantage (e.g. 'Twitter', 'Facebook') etc.
- **Prioritise crisis communications with airport located associated FR of persons on board security incident flight**
- Appoint a 'Spokesperson(s)' to be the 'face' of the airport operator
- Prepare & distribute subsequent Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press Enquiries
- Organise & Manage Press Conferences
- If requested, assist associated FR in dealings with the Media
- Do all of the above in conjunction and consultation with other appropriate and relevant parties - particularly the Aircraft Operator and / or its local representative
- Clear all of the above at each major stage - initially with the **Overall Commander** XIA **EOC** or appropriate, alternate person..... and ultimately, with the person referred to in the boxed '**IMPORTANT - WARNING**' note above

General Actions: See next page:



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XIA Crisis Communications - Corporate Communications / PR Department

Due to the nature of security related incidents it is not appropriate to include a detailed checklist here

Use the 'general responsibilities' list shown on the previous page to guide any actions / response which the *airport* might wish to consider undertaking 'on the day' - but also read again the accompanying '**IMPORTANT - WARNING**' caveat - and ensure that it is considered and acted upon (where necessary) at all stages of proposed crisis communications operations by the airport

Should the security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) or **Aircraft Ground Incident** - it will be necessary to additionally (concurrently) follow the appropriate checklists located elsewhere in this sub-section **3R**



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UNLAWFUL INTERFERENCE - e.g. Aircraft (HIJACK)

Crisis Communications - Corporate Communications / PR

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hijack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) **airspace**, many of the required actions will **not be applicable**

Common sense and logic should be used accordingly in deciding which particular actions are applicable / required

Unlawful Interference (typically Hijack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete **both** the 'Bomb Warning / Sabotage' and 'Unlawful Interference' checklists concurrently

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Crisis Communications - Corporate Communications / PR

IMPORTANT - WARNING: Unauthorised release of information (related to an unlawful interference situation) into the public domain can jeopardise the safety of all on board a hijacked aircraft - together with the safety of those responsible for resolving the situation - and possibly the safety of the 'general public' also

Accordingly, none of the below is to be initiated or otherwise attempted **without the explicit permission** and approval of the **most senior person in charge** of the organisation responsible for the overall (**absolute / ultimate**) command & control aspects of resolving such a security incident. This latter organisation is most likely to be a government sponsored off-airport 'specialist' agency - usually sourced from any of military, para-military and police

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own alerting & activation task
- Release 'generic' (ready to go) first (holding) press release without delay
- Develop and implement an overall crisis communications strategy
- Decide & implement suitable methods for handling the flow of crisis related information - as related to the crisis communications task
- Set up, man and operate an XIA Crisis Communications Centre
- Provide an experienced & senior 'crisis communications' liaison / co-ordination person to the airport's 'normal operations control centre' and / or (as applicable) to the EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use 'social media' to best advantage (e.g. 'Twitter', 'Facebook') etc.
- **Prioritise crisis communications with airport located associated FR of persons on board security incident flight**
- Appoint a 'Spokesperson(s)' to be the 'face' of the airport operator
- Prepare & distribute subsequent Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press Enquiries
- Organise & Manage Press Conferences
- If requested, assist associated FR in dealings with the Media
- Do all of the above in conjunction and consultation with other appropriate and relevant parties - particularly the Aircraft Operator and / or its local representative
- Clear all of the above at each major stage - initially with the **Overall Commander XIA EOC** or appropriate, alternate person..... and ultimately with the person (or delegated representative) referred to in the boxed '**IMPORTANT - WARNING**' note above



General Actions:

UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Crisis Communications - Corporate Communications / PR

Due to the nature of security related incidents it is not appropriate to include a detailed checklist here

Use the 'general responsibilities' list shown on the previous page to guide any actions / response which the *airport* might wish to consider undertaking 'on the day' - but also read again the accompanying '**IMPORTANT - WARNING**' caveat - and ensure that it is considered and acted upon (where necessary) at all stages of proposed crisis communications operations by the airport

Should the security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) or **Aircraft Ground Incident** - it will be necessary to additionally (concurrently) follow the appropriate checklists located elsewhere in this sub-section **3R**



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AEP Volume 2B / Sub-section 3S

Airport Operator's (XIA) - IT / Telecomms Department



Aircraft Accident / Incident Related Checklists

Note - Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis - the airport's '**normal**' operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by circumstances 'on the day'



XYZ Airports Company - IT & Telecommunications Department / Business Unit

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities & Actions:

- * The XYZ Airports Company **IT & Telecommunications Business Unit** (or equivalent) shall support (or arrange for support of) any **Crisis Response Related Operation** of (XIA owned / operated) IT equipment, telecommunications equipment, operating systems and appropriate applications / software - on a **24H basis** (for the duration of the crisis / until stood down by an appropriate manager)
- * Adequate numbers of appropriately experienced, trained & exercised IT / Telecommunications support personnel shall be positioned 24H in (or very close to i.e. absolute maximum of 5 minutes away) the **EOC and at all other critical Crisis Action Sites** (e.g. ATC, Fire Station, airport's 'Normal' Operations Control Centre, MICC etc.) - as per appropriate (pre-crisis) **pre**-planning and / or as directed by the Overall Commander and / or EOC Managers and / or other appropriate XIA crisis response manager 'on the day'
- * Provide support **off-airport** when so required / directed (e.g. as part of MICC team)
- * Manage the **technical** aspects of the set-up, operation and support of the XYZ Airports Company 'dark site' (as appropriate)
- * Manage the **technical** aspects of the set-up, operation and support of the XYZ Airports Company 'social communications / networking site' e.g. TWITTER, FACEBOOK etc. (as appropriate)
- * Any other IT / Telecommunications related tasks - as required

A list of the emergencies / crises expected to be supported follows (NB: this list is not exhaustive):

Aircraft Related

- Aircraft Accident / On Airport
- Aircraft Accident Off-airport / Land
- Aircraft Accident Off-airport / on or over Water
- Full Emergency
- Aircraft Ground Incident
- Bomb Warning / Sabotage & similar
- Unlawful Interference & similar

Non-aircraft Related

- Ground / Structural Fire - On Airport
- Terminal Evacuation Plan (to be issued)
- Bomb Warning / Sabotage & similar (non-aircraft related)



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AEP Volume 2B / Sub-section 3T

Airport Customs Agency



Aircraft Accident / Incident Related Checklists

Note - Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis - the airport's '**normal**' operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by circumstances 'on the day'

Reminder - it is **vital** that all airport Customs Agency personnel be fully familiar with the requirements of **ICAO Annex 9, Chapter 8, paragraphs 8.3 to 8.7; 8.39 to 8.43 and 8.46**. The latter can be found in Volume **1** (separate document) of this AEP - appendix **R**. These requirements form part of appropriate, international (and thus national) legislation - and are thus mandatory in almost every country of the world



Aircraft Accident - On Airport XIA - (Airport) Customs Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.39 to 8.43 and 8.46. (See this AEP ([separate document](#)) Volume 1 - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)

General Actions:

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting & activation process | |
| 2 | Maintain a written log of events | |
| 3 | Provide a customs presence at CRC (A) and SRC (A) when required | |
| 4 | Facilitate customs clearance once uninjured victims released from CRC (A) and SRC (A) | |
| 5 | Where required - deploy an appropriately senior and experienced airport customs officer to the XIA EOC - when activated | |
| 6 | Deploy to accident location once air accident investigation agency has given clearance to unload baggage, cargo and mail etc. - from accident aircraft (as applicable) | |
| 7 | Supervise unloading of baggage, cargo and mail - from a 'Customs' viewpoint | |
| 8 | In conjunction with airport operator, aircraft operator (and / or representative) and any other concerned parties - designate a suitable area for the storage of baggage, cargo and mail removed as per above. Oversee (from a Customs viewpoint) removal of baggage, cargo and mail to this storage location | |
| 9 | In conjunction with airport operator, aircraft operator (and / or representative) and any other concerned parties - provide customs clearance of baggage, cargo and mail | |
| 10 | Facilitate baggage retrieval process for accident victims, including those at hospitals and / or mortuaries - and also for associated families, relatives & friends subsequently travelling to your airport (where appropriate) - and also for any 'relief' and air accident investigation teams sent to your airport by or on behalf of the accident airline (where appropriate) | |
| 11 | Provide all and any other Customs relates services as required - in order to facilitate the overall emergency / crisis response | |
| End of Checklist | | |

CRC (A) = Uninjured Crew Reception Centre - Airside at Airport

SRC (A) = Uninjured Passenger Reception Centre - Airside at Airport



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Aircraft Accident - Off-airport / On Land

XIA - (Airport) Customs Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis
- Fully liaise and co-ordinate with appropriate off-airport agencies where appropriate (from a Customs & Excise viewpoint)
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46 (see this AEP (*separate document*) Volume 1 - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)



IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport*) for the containment, administration and provision of humanitarian assistance to uninjured aircraft accident (and similar type situation) victims. These facilities are:

- XIA Uninjured *Crew* Reception Centre (*Airside*) - CRC (A)
- XIA Uninjured (Survivor) *Passenger* Reception Centre (*Airside*) - SRC (A)

A similar facility is also provided *landside at the airport* for the administration and provision of humanitarian assistance to Family, Relatives & Friends (FR) of those accident victims referred to above. This facility is known as the '*Family, Relatives & Friends Reception Centre (Landside) - FRRC*'. It is important to clearly understand that such FR were not involved directly with the accident i.e. they were not on board the accident flight

A final facility is also provided *at XIA Airport* i.e. the Re-uniting Area (*Airport*) - RA (A). The latter will eventually be used to re-unite uninjured accident victims (contained in CRC [A] and SRC [A]) with their associated FR coming from the FRRC

The existence and purpose of such XIA *airport based* facilities described above might **not** be known to some / most *off-airport emergency response agencies* - and may thus not necessarily be included in the latter's own emergency response plans, for an XIA related *off-airport* emergency

In conjunction with any *off-airport* emergency, set up *and use* of the above *on-airport* facilities is highly desirable for a number of valid reasons - and remains the *preferred option from airport operator, aircraft operator etc. viewpoints*. However, factors such as accident site location (distance from the airport and state of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) Emergency Operations Centre's Overall Commander (and XIA Mobile Incident Command Centre's '*Operational Commander / Airport Operator*' - deployed to any off-airport accident location) are to do all possible (*if appropriate and in conjunction with the person in charge having overall on-site jurisdiction & primacy*) to achieve the preferred option as outlined above i.e. move all **uninjured** crew and passengers from the *off-airport* accident site to the *on-airport* CRC (A) and SRC (A) facilities - and move all families, relatives & friends to the *airport's* FRRC

Should the preferred option not be practical, desirable or possible for any reason - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up and operation of **locally sourced** (on-site or nearby) *equivalents* of the four XIA on-airport services / facilities described herein

When use of XIA *on-airport* uninjured crew and passenger reception centres [CRC (A) and SRC (A)] **is** permitted (in support of off-airport emergency operations), it should be remembered that these facilities are located *airside* at XIA - and appropriate, robust procedures should be pre-established and practised, so that this might be accomplished rapidly and without undue interference e.g. by airport police, security, immigration, customs etc.



Therefore - appropriate security, transportation, immigration, customs, set-up, manning etc. arrangements will need to be **fully pre-prepared** and **co-ordinated** in order that they [CRC (A) and SRC (A)] may be accessed by those that need to use them, without bureaucracy / red tape etc. getting in the way

Similar applies to the airport (or near airport) located FRRC except that access should be much simpler as this facility is generally located landside

Including the above information & provisions in any appropriate '**Mutual Aid Emergency Support Agreements**' entered into with relevant external (off-airport) parties will greatly assist matters here - as will regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises

Note 1 - A **small** number of countries (states) - e.g. UK, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of centres similar in intent to those documented in the first paragraph (previous page) for airport / airline emergencies. The use of such centres for the **off-airport emergency** situation as discussed above may improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided CRC (A) and SRC (A) are generally still not available

Note 2 - Airlines and airports are generally required (due associated legislation / best practice (code of conduct) / similar) to provide humanitarian assistance / welfare (in all of its forms) to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims

Many airlines (but [unfortunately] a significantly lesser number of airports) are relatively well practised and resourced in the provision of such humanitarian / welfare services. However, do note that whilst an airline generally has the capability to deploy such services 'off-airport' - such deployment is typically outside of the 'terms of reference' for equivalent airport teams i.e. the latter are generally only deployed 'on-airport'

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to New Zealand) to where they can provide their services, the importance of 'local' airport provided humanitarian assistance increases significantly. This is the main reason why off-airport uninjured victims should be transported to the airport provided CRC (A) and SRC (A) - if circumstances (especially geography) 'on the day' so permit. Similar logic applies to local FR being transported to the airport's FRRC

Note 3 - Do not confuse the airport provided 'Family, Relatives & Friends Reception Centre' - (FRRC - usually located on or very close to the airport) with the airline provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this if required

General Actions: See next page



Aircraft Accident - Off-airport / On Land

XIA - (Airport) Customs Agency

See 'Note' at bottom of page before starting

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting & activation process | |
| 2 | Maintain a written log of events | |
| 3 | Provide a customs presence at <i>airport</i> CRC (A) and SRC (A) - as required / appropriate | |
| 4 | Facilitate customs clearance once uninjured victims released from airport CRC (A) and SRC (A) - as required / appropriate | |
| 5 | Where required - deploy an appropriately senior and experienced airport customs officer to the XIA EOC - when activated | |
| 6 | Deploy to off-airport accident location once air accident investigation agency has given clearance to unload baggage, cargo and mail etc. - from accident aircraft (as applicable) | |
| 7 | Supervise unloading of baggage, cargo and mail - from a 'Customs' viewpoint | |
| 8 | In conjunction with airport operator, aircraft operator (and / or representative) and any other concerned parties - designate a suitable area for the storage of baggage, cargo and mail removed as per above. Oversee (from a Customs viewpoint) removal of baggage, cargo and mail to this storage location | |
| 9 | In conjunction with airport operator, aircraft operator (and / or representative) and any other concerned parties - provide customs clearance of baggage, cargo and mail | |
| 10 | Facilitate baggage retrieval process for accident victims, including those at hospitals and / or mortuaries - and also for associated families, relatives & friends subsequently travelling to your airport (where appropriate) - and also for any 'relief' and air accident investigation teams sent to your airport by or on behalf of the accident airline (where appropriate) | |
| 11 | Provide all and any other Customs relates services as required - in order to facilitate the overall emergency / crisis response | |
| End of Checklist | | |

CRC (A) = Uninjured Crew Reception Centre - Airside at Airport

SRC (A) = Uninjured Passenger Reception Centre - Airside at Airport

Note - it will be necessary for the XIA (Airport) Customs Agency to liaise / co-ordinate with off-airport Customs Agencies and other appropriate off-airport parties, in order to achieve some of the above. This is particularly important should the equivalent of a CRC (A) and SRC (A) be set up in an **off-airport** location(s)



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

An 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **off - airport / on or over water**

Note: Additional Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be supplied by Navy / Coastguard / Harbourmaster - and similar staff

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | |
|-------|-----|
| | TBA |
| | TBA |
| | TBA |

Note - Airports faced with the real possibility of an aircraft accident **off - airport / on or over water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - typically e.g.

- One or more inshore rescue craft (with appropriate communications and navigation equipment, search lights, specialist rescue equipment etc.)
- Sufficient Personal Flotation Aids for all anticipated airport operator responders
- Sufficient Personal Flotation Aids related to max capacity of largest aircraft operating at airport
- Life-rafts of sufficient capacity related to max capacity of largest aircraft operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / maintained / reviewed)
- Associated manpower (trained and exercised accordingly on an initial & recurrent basis)

Where emergency and similar responders in the '**surrounding community**' are able to adequately provide equivalent over water safety and rescue resources and associated services capabilities as described above (or similar) - the airport should endeavour to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where this has been successfully accomplished, it *might* be possible for the airport to dispense with the need to provide certain, specified over water resources itself - provided that it is 100% certain (e.g. must be verifiable) that what *is* provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

XIA - Airport Customs Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis
- Fully liaise and co-ordinate with appropriate off-airport agencies where appropriate (from a Customs & Excise viewpoint)
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46. (See this AEP (separate document) Volume 1 - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)



IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport*) for the containment, administration and provision of humanitarian assistance to uninjured aircraft accident (and similar type situation) victims. These facilities are:

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A similar facility is also provided *landside at the airport* for the administration and provision of humanitarian assistance to Family, Relatives & Friends (FR) of those accident victims referred to above. This facility is known as the '*Family, Relatives & Friends Reception Centre (Landside) - FRRC*'. It is important to clearly understand that such FR were not involved directly with the accident i.e. they were not on board the accident flight

A final facility is also provided *at XIA Airport* i.e. the Re-uniting Area (*Airport*) - RA (A). The latter will eventually be used to re-unite uninjured accident victims (contained in CRC [A] and SRC [A]) with their associated FR coming from the FRRC

The existence and purpose of such XIA *airport based* facilities described above might **not** be known to some / most *off-airport emergency response agencies* - and may thus not necessarily be included in the latter's own emergency response plans, for an XIA related *off-airport* emergency

In conjunction with any *off-airport* emergency, set up *and use* of the above *on-airport* facilities is highly desirable for a number of valid reasons - and remains the *preferred option from airport operator, aircraft operator etc. viewpoints*. However, factors such as accident site location (distance from the airport and state of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) Emergency Operations Centre's Overall Commander (and XIA Mobile Incident Command Centre's '*Operational Commander / Airport Operator*' - deployed to any off-airport accident location) are to do all possible (*if appropriate and in conjunction with the person in charge having overall on-site jurisdiction & primacy*) to achieve the preferred option as outlined above i.e. move all **uninjured** crew and passengers from the *off-airport* accident site to the *on-airport* CRC (A) and SRC (A) facilities - and move all families, relatives & friends to the *airport's* FRRC

Should the preferred option not be practical, desirable or possible for any reason - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up and operation of **locally sourced** (on-site or nearby) *equivalents* of the four XIA on-airport services / facilities described herein

When use of XIA *on-airport* uninjured crew and passenger reception centres [CRC (A) and SRC (A)] **is** permitted (in support of off-airport emergency operations), it should be remembered that these facilities are located *airside* at XIA - and appropriate, robust procedures should be pre-established and practised, so that this might be accomplished rapidly and without undue interference e.g. by airport police, security, immigration, customs etc.



Therefore - appropriate security, transportation, immigration, customs, set-up, manning etc. arrangements will need to be **fully pre-prepared** and **co-ordinated** in order that they [CRC (A) and SRC (A)] may be accessed by those that need to use them, without bureaucracy / red tape etc. getting in the way

Similar applies to the airport (or near airport) located FRRC except that access should be much simpler as this facility is generally located landside

Including the above information & provisions in any appropriate '**Mutual Aid Emergency Support Agreements**' entered into with relevant external (off-airport) parties will greatly assist matters here - as will regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises

Note 1 - A **small** number of countries (states) - e.g. UK, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of centres similar in intent to those documented in the first paragraph (previous page) for airport / airline emergencies. The use of such centres for the **off-airport emergency** situation as discussed above may improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided CRC (A) and SRC (A) are generally still not available

Note 2 - Airlines and airports are generally required (due associated legislation / best practice (code of conduct) / similar) to provide humanitarian assistance / welfare (in all of its forms) to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims

Many airlines (but [unfortunately] a significantly lesser number of airports) are relatively well practised and resourced in the provision of such humanitarian / welfare services. However, do note that whilst an airline generally has the capability to deploy such services 'off-airport' - such deployment is typically outside of the 'terms of reference' for equivalent airport teams i.e. the latter are generally only deployed 'on-airport'

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to New Zealand) to where they can provide their services, the importance of 'local' airport provided humanitarian assistance increases significantly. This is the main reason why off-airport uninjured victims should be transported to the airport provided CRC (A) and SRC (A) - if circumstances (especially geography) 'on the day' so permit. Similar logic applies to local FR being transported to the airport's FRRC

Note 3 - Do not confuse the airport provided 'Family, Relatives & Friends Reception Centre' - (FRRC - usually located on or very close to the airport) with the airline provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this if required

General actions required: See next page:



Aircraft Accident - Off-airport / on or over Water

XIA - Airport Customs Agency

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

See 'Note' at bottom of page before starting

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting & activation process | |
| 2 | Maintain a written log of events | |
| 3 | Provide a customs presence at <i>airport</i> CRC (A) and SRC (A) - as required / appropriate | |
| 4 | Facilitate customs clearance once uninjured victims released from CRC (A) and SRC (A) - as required / appropriate | |
| 5 | Where required - deploy an appropriately senior and experienced airport customs officer to the XIA EOC - when activated | |
| 6 | Deploy to off-airport accident location / off-loading - landing points once air accident investigation agency has given clearance to unload baggage, cargo and mail etc. - from accident aircraft (as applicable) | |
| 7 | Supervise unloading of baggage, cargo and mail - from a 'Customs' viewpoint | |
| 8 | In conjunction with airport operator, aircraft operator (and / or representative) and any other concerned parties - designate a suitable area for the storage of baggage, cargo and mail removed as per above. Oversee (from a Customs viewpoint) removal of baggage, cargo and mail to this storage location | |
| 9 | In conjunction with airport operator, aircraft operator (and / or representative) and any other concerned parties - provide customs clearance of baggage, cargo and mail | |
| 10 | Facilitate baggage retrieval process for accident victims, including those at hospitals and / or mortuaries - and also for associated families, relatives & friends subsequently travelling to your airport (where appropriate) - and also for any 'relief' and air accident investigation teams sent to your airport by or on behalf of the accident airline (where appropriate) | |
| 11 | Provide all and any other Customs relates services as required - in order to facilitate the overall emergency / crisis response | |
| End of Checklist | | |

CRC (A) = Uninjured Crew Reception Centre - Airside at Airport

SRC (A) = Uninjured Passenger Reception Centre - Airside at Airport

Note - it will be necessary for the XIA (Airport) Customs Agency to liaise / co-ordinate with off-airport Customs Agencies and other appropriate off-airport parties, in order to achieve some of the above. This is particularly important should the equivalent of a CRC (A) and SRC (A) be set up in an **off-airport** location(s)



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FULL EMERGENCY

XIA - Airport Customs Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Place airport customs staff on a state of immediate readiness for crisis response
- Be prepared to provide customs and excise services in full support of a developing crisis - at the airport or off-airport, as appropriate to circumstances 'on the day'
- If required to respond, adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46 (See this AEP ([separate](#) document) Volume 1 - appendix R - for details) at all times
- If aircraft lands safely - **stand-down** to normal operations readiness and also advise associated parties accordingly

General Actions required:

Use the above as a simplified guideline / checklist - where circumstances 'on the day' indicate that an airport Customs Agency response is required. Maintain a written log of events as appropriate

In the event that the **Full Emergency** becomes an **Aircraft Accident** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this **Sub-section 3T** - as to the set-up, manning and operation of an XIA Customs Agency response



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LOCAL STANDBY - Aircraft In-flight

XIA - Airport Customs Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities & General Actions required: (not applicable - see below)

An XIA Customs Agency response is not generally initiated for a 'Local Standby - aircraft in-flight'.
However, the agency should nonetheless still be notified of the details

Note - in the event of use of aircraft slides to disembark passengers and crew after landing, facilitate customs clearance for baggage, cargo and mail - adhering to the spirit of the appropriate requirements of ICAO Annex 9, Chapter 8 at all times (see this AEP (separate document) Volume 1 - appendix R - for details)

In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency or Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this **Sub-section 3T** - as to the set-up, manning and operation of an XIA Customs Agency response



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AIRCRAFT GROUND INCIDENT

Aircraft Ground Incident

General

An **Aircraft Ground Incident** is an occurrence, *other than an aircraft accident*, where an aircraft on the **ground** (at an airport) requires the direct attendance of the AFS and / or Airport Medical Services and / or Aircraft Engineering and / or Airport Police / Security etc. - for assistance or investigation.

The following occurrences are typical examples of same:

- Aircraft damage due heavy / hard landing
- Tyre burst on landing
- Brake fire
- Runway / taxiway incursion / excursion
- Ground collision (relatively minor)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation
- Aircraft damage due bad weather or similar natural phenomenon
- Unruly passenger(s)

It is generally not practicable to include *detailed* check lists here due the considerable number of differing ground incidents which need to be catered for. However, an outline checklist has been provided to provide some guidance

Agencies deploying in support of **aircraft ground incidents**, if required so to do - should use logic and common sense to decide on what particular actions to take, depending on circumstances 'on the day'

Checklists already included in other parts of this AEP Volume **2B** may *also* be used / adapted for guidance in how to respond to aircraft ground incidents. Off-airport responders are invited to do likewise



Aircraft Ground Incident

XIA - Airport Customs Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46. (See this AEP (separate document) Volume 1 - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)

General Actions:

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own alerting & activation process and place staff at immediate readiness for crisis duties (insert contact details here xxxxxxx) | |
| 2 | Maintain a written log of events | |
| 3 | Deploy appropriate resources if / as required Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' | |
| 4 | Be prepared to deploy to airport CRC (A) & SRC (A) where circumstances so require | |
| 5 | In the event that an Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3T - as to the set-up, manning and operation of an XIA Customs Agency response | |
| 6 | Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down | |
| End of Checklist | | |



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Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XIA - Airport Customs Agency

IMPORTANT NOTE

The following checklist relates to 'bomb threat / sabotage' as *associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) or on the ground at XIA

Depending on the actual 'bomb threat / sabotage' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - Air Traffic Control will generally declare any of '*Full Emergency*', '*Aircraft Ground Incident*' or '*Local Standby*'. (Each of these declarations has its own, associated (& *separate*) checklist located elsewhere in this sub-section 3T)

In such circumstances it will be necessary for all responders to be guided by *both* the appropriate 'bomb threat / sabotage' checklist - *and also* (concurrently / at the same time) by the appropriate 'Full Emergency' OR 'Aircraft Ground Incident' OR 'Local Standby' checklist

As always, should the situation develop into an '*Aircraft Accident*' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3T checklist (*Aircraft Accident*) must be used. Should the 'bomb threat / sabotage' situation still exist after such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat / sabotage' checklist must *also* continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat / sabotage' situation might be combined with an act (further act) of '*unlawful interference (aircraft related)*' - which adds a further degree of complexity to the response

So long as all of the above is clearly understood by all concerned (along with associated implications, complications & potential consequences) it might be better for such **combined* responses to be handled flexibly and logically 'on the day' - rather than mandating use of a single, integrated checklist to cover such situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, the 'bomb threat / sabotage' checklist & the 'unlawful interference' checklist*

Whilst such requirements / situations as described above are not 'ideal' from a crisis response viewpoint, they should be ****manageable** to a degree - especially as there will be 'common' sections of the 'combined' checklists which might be in use' - which obviously do not need to be addressed twice e.g. '*..... commence alerting & activation.....*'

***Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences*



IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the immediate vicinity (e.g. within 2- 400 metres and possibly much greater distances depending on circumstances) of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar agencies are **requested** to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, **this should be on a voluntary basis only**

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents **is both permitted and expected**

Note

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that the XIA 'Airport Customs Agency' and other appropriate parties are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. It is also to be assumed that one of these security agencies will have been appointed (probably from government level) to undertake absolute / ultimate C4 responsibility for the security incident - including all crisis communications matters
- Due to the security threat it may be necessary to consider evacuation of 'Customs Agency' facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of services

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see pages **14 - 25**



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XIA - Airport Customs Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46. (See this AEP ([separate](#) document) Volume 1 - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)

General Actions:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting & activation process and place staff at immediate readiness for crisis duties (insert contact details here xxxxxxx) | |
| 2 | Maintain a written log of events | |
| 3 | Deploy appropriate resources in support of incident - if / as required Note 1 - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' Note 2 - it may be necessary (in co-ordination with other parties) to decide on a suitable holding location for off-loaded baggage, cargo & mail which is subject to a security search - and then for customs and onward clearances of same - once released by security authorities | |
| 4 | Note - use all above for guidance re <u>lower</u> security alert declarations related to bomb threat, and also for similar situations such as sabotage / suspected sabotage etc. | |
| 5 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) or Aircraft Ground Incident - it will be necessary to additionally (concurrently) follow the appropriate checklists located elsewhere in this sub-section 3T | |
| 6 | When incident resolved - stand-down to normal readiness | |
| End of Checklist | | |



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UNLAWFUL INTERFERENCE - e.g. Aircraft (HIJACK)

XIA - Airport Customs Agency

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hijack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) **airspace**, many of the required actions will **not be applicable**

Common sense and logic should be used accordingly in deciding which particular actions are applicable / required

Unlawful Interference (typically Hijack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete **both** the 'Bomb Warning / Sabotage' and 'Unlawful Interference' checklists concurrently

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XIA - Airport Customs Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46. (See this AEP ([separate document](#)) *Volume 1* - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)

General Actions:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting & activation process and place staff at immediate readiness for crisis duties (insert contact details here xxxxxxx) | |
| 2 | Maintain a written log of events | |
| 3 | Deploy appropriate resources in support of incident - if / as required Note 1 - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' Note 2 - it may be necessary (in co-ordination with other parties) to decide on a suitable holding location for off-loaded baggage, cargo & mail which is subject to a security search - and then for customs and onward clearances of same - once released by security authorities | |
| 4 | Note - use all above for guidance re <u>lower</u> security alert declarations related to 'unlawful interference' | |
| 5 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) or Aircraft Ground Incident - it will be necessary to additionally (concurrently) follow the appropriate checklists located elsewhere in this sub-section 3T | |
| 6 | When incident resolved - stand-down to normal readiness | |
| End of Checklist | | |



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AEP Volume 2B / Sub-section 3V

Airport Immigration Agency



Aircraft Accident / Incident Related Checklists

Note - Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis - the airport's '**normal**' operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by circumstances 'on the day'

Reminder - it is **vital** that all airport Immigration Agency personnel be *fully familiar* with the requirements of **ICAO Annex 9, Chapter 8, paragraphs 8.3 to 8.7, 8.39 to 8.43 and 8.46**. The latter can be found in Volume **1** (*separate* document) of this AEP - appendix R. These requirements form part of appropriate, international (and thus national) legislation - and are thus mandatory in almost every country of the world



Aircraft Accident - On Airport

Airport Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Use immigration records to attempt to provide (to whoever might need them officially) additional personal details of those believed to have been on board the accident flight
- Facilitate provision of immigration services to all surviving accident victims - as appropriate
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46. (See this AEP ([separate document](#)) *Volume 1* - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)

General Actions:

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Continue own alerting & activation process | |
| 2 | Maintain a written log of events | |
| 3 | Obtain a copy of the crew list (General Declaration) and passenger manifest for the accident flight from the Aircraft Operator / Representative (either direct or via EOC or from wherever) | |
| 4 | <p>ASAP - advise the XIA Emergency Operations Centre and other authorised users - of personal particulars obtained (if available) of the crew and passengers on board the accident flight, as based on immigration records</p> <p>Note - where the accident flight departed from XIA, such records will obviously be available at XIA – and the XIA Immigration Agency should use them in order to provide the particulars referred to above</p> <p>Where the accident flight departed from some other airport inbound to XIA, XIA Immigration Agency should communicate, co-ordinate and liaise with the Immigration Agency at that airport, in order to obtain the appropriate immigration records / required immigration information, pertaining to the accident flight</p> | |



Aircraft Accident - On Airport

Airport Immigration Agency

| | | |
|-------------------------|---|--|
| 5 | Where required - deploy an appropriately senior and experienced airport immigration officer to the XIA EOC - when activated | |
| 6 | <p>In conjunction with XYZ Airports Company and Airport Police / Security etc. - facilitate immediate clearance to airside of ICT, SAT & similar volunteer (humanitarian support) staff deploying to the CRC (A) and SRC (A)</p> <p>Note - this should be in accordance with an appropriate pre-planned procedure</p> | |
| 7 | Deploy Immigration staff in suitable numbers to the CRC (A) and SRC (A) when required - and do all possible to facilitate Immigration clearance of all accident victims present | |
| 8 | <p>A completed copy of the (4 in 1) Passenger / Victim Record Card (P/VRC) for each victim present will be provided to (or should be requested by) Immigration staff present at CRC (A) & SRC (A).</p> <p>In the absence of travel documents, these completed forms should be accepted in lieu - for the purpose of 'landing' / re-entering the victims into the country (as appropriate)</p> <p>Note - this should be in accordance with an appropriate pre-planned procedure</p> | |
| 9 | Liaise with Aircraft Operator (or representative) and Police to facilitate immigration services to hospitalised victims | |
| End of Checklist | | |

| | | |
|---------|---|--|
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at XIA Airport |
| EOC | = | XIA Airport's Emergency Operations centre |
| ICT | = | XIA Airport's Immediate Care Team |
| SAT | = | Accident Airline's Special (Family / Humanitarian) Assistance Team |
| SRC (A) | = | Uninjured Passenger (Survivor) Reception Centre - Airside at XIA Airport |



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Aircraft Accident - Off-airport / On Land

XIA - Airport Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Use immigration records to attempt to provide (to whoever might need them officially) additional personal details of those believed to have been on board the accident flight
- Provision of airport immigration services in full support of the crisis
- Fully liaise and co-ordinate with appropriate off-airport agencies where appropriate (from an immigration viewpoint)
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46. (See this AEP (separate document) *Volume 1* - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)



IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport*) for the containment, administration and provision of humanitarian assistance to uninjured aircraft accident (and similar type situation) victims. These facilities are:

- XIA Uninjured *Crew* Reception Centre (*Airside*) - CRC (A)
- XIA Uninjured (Survivor) *Passenger* Reception Centre (*Airside*) - SRC (A)

A similar facility is also provided *landside at the airport* for the administration and provision of humanitarian assistance to Family, Relatives & Friends (FR) of those accident victims referred to above. This facility is known as the '*Family, Relatives & Friends Reception Centre (Landside) - FRRC*'. It is important to clearly understand that such FR were not involved directly with the accident i.e. they were not on board the accident flight

A final facility is also provided *at XIA Airport* i.e. the Re-uniting Area (*Airport*) - RA (A). The latter will eventually be used to re-unite uninjured accident victims (contained in CRC [A] and SRC [A]) with their associated FR coming from the FRRC

The existence and purpose of such XIA *airport based* facilities described above might **not** be known to some / most *off-airport emergency response agencies* - and may thus not necessarily be included in the latter's own emergency response plans, for an XIA related *off-airport* emergency

In conjunction with any *off-airport* emergency, set up *and use* of the above *on-airport* facilities is highly desirable for a number of valid reasons - and remains the *preferred option from airport operator, aircraft operator etc. viewpoints*. However, factors such as accident site location (distance from the airport and state of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) Emergency Operations Centre's Overall Commander (and XIA Mobile Incident Command Centre's '*Operational Commander / Airport Operator*' - deployed to any off-airport accident location) are to do all possible (*if appropriate and in conjunction with the person in charge having overall on-site jurisdiction & primacy*) to achieve the preferred option as outlined above i.e. move all **uninjured** crew and passengers from the *off-airport* accident site to the *on-airport* CRC (A) and SRC (A) facilities - and move all families, relatives & friends to the *airport's* FRRC

Should the preferred option not be practical, desirable or possible for any reason - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up and operation of **locally sourced** (on-site or nearby) *equivalents* of the four XIA on-airport services / facilities described herein

When use of XIA *on-airport* uninjured crew and passenger reception centres [CRC (A) and SRC (A)] **is** permitted (in support of off-airport emergency operations), it should be remembered that these facilities are located *airside* at XIA - and appropriate, robust procedures should be pre-established and practised, so that this might be accomplished rapidly and without undue interference e.g. by airport police, security, immigration, customs etc.



Therefore - appropriate security, transportation, immigration, customs, set-up, manning etc. arrangements will need to be **fully pre-prepared** and **co-ordinated** in order that they [CRC (A) and SRC (A)] may be accessed by those that need to use them, without bureaucracy / red tape etc. getting in the way

Similar applies to the airport (or near airport) located FRRC except that access should be much simpler as this facility is generally located landside

Including the above information & provisions in any appropriate '**Mutual Aid Emergency Support Agreements**' entered into with relevant external (off-airport) parties will greatly assist matters here - as will regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises

Note 1 - A **small** number of countries (states) - e.g. UK, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of centres similar in intent to those documented in the first paragraph (previous page) for airport / airline emergencies. The use of such centres for the **off-airport emergency** situation as discussed above may improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided CRC (A) and SRC (A) are generally still not available

Note 2 - Airlines and airports are generally required (due associated legislation / best practice (code of conduct) / similar) to provide humanitarian assistance / welfare (in all of its forms) to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims

Many airlines (but [unfortunately] a significantly lesser number of airports) are relatively well practised and resourced in the provision of such humanitarian / welfare services. However, do note that whilst an airline generally has the capability to deploy such services 'off-airport' - such deployment is typically outside of the 'terms of reference' for equivalent airport teams i.e. the latter are generally only deployed 'on-airport'

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to New Zealand) to where they can provide their services, the importance of 'local' airport provided humanitarian assistance increases significantly. This is the main reason why off-airport uninjured victims should be transported to the airport provided CRC (A) and SRC (A) - if circumstances (especially geography) 'on the day' so permit. Similar logic applies to local FR being transported to the airport's FRRC

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (FRRC - usually located on or very close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this if required

General Actions: See next page



Aircraft Accident - Off-airport / On Land

XIA - Airport Immigration Agency

See 'Note' at end of checklist before starting

| | Action | ☑ ? |
|---|--|-----|
| 1 | Continue own alerting & activation process | |
| 2 | Maintain a written log of events | |
| 3 | Obtain a copy of the crew list (General Declaration) and passenger manifest for the accident flight from the Aircraft Operator / Representative (either direct or via EOC or from wherever) | |
| 4 | <p>ASAP - advise the XIA Emergency Operations Centre and other authorised users - of personal particulars obtained (if available) of the crew and passengers on board the accident flight, as based on immigration records</p> <p>Note - where the accident flight departed from XIA, such records will obviously be available at XIA - and the XIA Immigration Agency should use them in order to provide the particulars referred to above</p> <p>Where the accident flight departed from some other airport inbound to XIA, XIA Immigration Agency should communicate, co-ordinate and liaise with the Immigration Agency at that airport, in order to obtain the appropriate immigration records / required immigration information, pertaining to the accident flight</p> | |
| 5 | Where required - deploy an appropriately senior and experienced airport immigration officer to the XIA EOC - when activated | |
| 6 | <p>In conjunction with XYZ Airports Company and Airport Police / Security etc. - facilitate immediate clearance to airside of ICT, SAT & similar volunteer (humanitarian support) staff deploying to the CRC (A) and SRC (A)</p> <p>Note - this should be in accordance with an appropriate pre-planned procedure</p> <p>Note - this is only required where off-airport victims are transferred to these XIA based facilities</p> | |
| 7 | <p>Deploy Immigration staff in suitable numbers to the CRC (A) and SRC (A) when required - and do all possible to facilitate Immigration clearance of all accident victims present</p> <p>Note - this is only required where off-airport victims are transferred to these XIA based facilities</p> | |



Aircraft Accident - Off-airport / On Land

XIA - Airport Immigration Agency

| | | |
|------------------|--|--|
| 8 | <p>A completed copy of the (4 in 1) Passenger / Victim Record Card (P/VRC) for each victim present will be provided to (or should be requested by) Immigration staff present at CRC (A) & SRC (A).</p> <p>In the absence of travel documents, these completed forms should be accepted in lieu - for the purpose of 'landing' / re-entering the victims into the country (as appropriate)</p> <p>Note - this should be in accordance with an appropriate <i>pre-planned</i> procedure</p> <p>Note - this form may only be available where off-airport victims are transferred to these XIA based facilities. Where off-airport equivalents of CRC (A) and SRC (A) are used, XIA Immigration Agency is to offer immigration service assistance to appropriate responders where possible / practicable so to do - including supply of the (4 in 1) P/VRC forms</p> | |
| 9 | <p>Liaise with Aircraft Operator (or representative) and Police to facilitate immigration services to hospitalised victims</p> | |
| End of Checklist | | |

Note - it will be necessary for the XIA (Airport) Immigration Agency to liaise / co-ordinate with off-airport Immigration Agencies and other appropriate off-airport parties, in order to achieve some of the above. This is particularly important should the equivalent of a CRC (A) and SRC (A) be set up in an *off-airport* location(s)

| | | |
|---------|---|--|
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at XIA Airport |
| EOC | = | XIA Airport's Emergency Operations centre |
| ICT | = | XIA Airport's Immediate Care Team |
| SAT | = | Accident Airline's Special (Family / Humanitarian) Assistance Team |
| SRC (A) | = | Uninjured Passenger (Survivor) Reception Centre - Airside at XIA Airport |



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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

An 'Off-loading / Landing point(s)' shall be pre-designated and documented as part of this XIA AEP section / checklist dealing with aircraft accident **off - airport / on or over water**

Note: Additional Off-loading / Landing point(s) may be designated 'on the day' by the On-Scene Commander and / or other appropriate emergency services commander e.g. as may be supplied by Navy / Coastguard / Harbourmaster - and similar staff

Off-loading / Landing Point(s) serve as land based **staging areas** where emergency response and support personnel, vehicles, equipment etc. can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at:

| | |
|-------|-----|
| | TBA |
| | TBA |
| | TBA |

Note - Airports faced with the real possibility of an aircraft accident **off - airport / on or over water** should procure and introduce into service appropriate resources with regard to the particular situations (**worst case scenarios**) envisaged - typically e.g.

- One or more inshore rescue craft (with appropriate communications and navigation equipment, search lights, specialist rescue equipment etc.)
- Sufficient Personal Flotation Aids for all anticipated airport operator responders
- Sufficient Personal Flotation Aids related to max capacity of largest aircraft operating at airport
- Life-rafts of sufficient capacity related to max capacity of largest aircraft operating at airport
- Emergency Location aids - including pyrotechnics etc.
- Documented and specific over water rescue procedures etc. (Prepared / maintained / reviewed)
- Associated manpower (trained and exercised accordingly on an initial & recurrent basis)

Where emergency and similar responders in the '**surrounding community**' are able to adequately provide equivalent over water safety and rescue resources and associated services capabilities as described above (or similar) - the airport should endeavour to enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where this has been successfully accomplished, it *might* be possible for the airport to dispense with the need to provide certain, specified over water resources itself - provided that it is 100% certain (e.g. must be verifiable) that what *is* provided instead is fully fit (& continues to be fully fit) for the intended purpose



Aircraft Accident - Off-airport / on or over Water

XIA - Airport Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Use immigration records to attempt to provide (to whoever might need them officially) additional personal details of those believed to have been on board the accident flight
- Provision of airport immigration services in full support of the crisis
- Fully liaise and co-ordinate with appropriate off-airport agencies where appropriate (from an immigration viewpoint)
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46. (See this AEP (*separate document*) *Volume 1* - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)



IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (*on-airport*) for the containment, administration and provision of humanitarian assistance to uninjured aircraft accident (and similar type situation) victims. These facilities are:

- XIA Uninjured *Crew* Reception Centre (*Airside*) - CRC (A)
- XIA Uninjured (Survivor) *Passenger* Reception Centre (*Airside*) - SRC (A)

A similar facility is also provided *landside at the airport* for the administration and provision of humanitarian assistance to Family, Relatives & Friends (FR) of those accident victims referred to above. This facility is known as the '*Family, Relatives & Friends Reception Centre (Landside) - FRRC*'. It is important to clearly understand that such FR were not involved directly with the accident i.e. they were not on board the accident flight

A final facility is also provided *at XIA Airport* i.e. the Re-uniting Area (*Airport*) - RA (A). The latter will eventually be used to re-unite uninjured accident victims (contained in CRC [A] and SRC [A]) with their associated FR coming from the FRRC

The existence and purpose of such XIA *airport based* facilities described above might **not** be known to some / most *off-airport emergency response agencies* - and may thus not necessarily be included in the latter's own emergency response plans, for an XIA related *off-airport* emergency

In conjunction with any *off-airport* emergency, set up *and use* of the above *on-airport* facilities is highly desirable for a number of valid reasons - and remains the *preferred option from airport operator, aircraft operator etc. viewpoints*. However, factors such as accident site location (distance from the airport and state of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - may dictate otherwise

The XIA (Airport's) Emergency Operations Centre's Overall Commander (and XIA Mobile Incident Command Centre's '*Operational Commander / Airport Operator*' - deployed to any off-airport accident location) are to do all possible (*if appropriate and in conjunction with the person in charge having overall on-site jurisdiction & primacy*) to achieve the preferred option as outlined above i.e. move all **uninjured** crew and passengers from the *off-airport* accident site to the *on-airport* CRC (A) and SRC (A) facilities - and move all families, relatives & friends to the *airport's* FRRC

Should the preferred option not be practical, desirable or possible for any reason - the same principle should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up and operation of **locally sourced** (on-site or nearby) *equivalents* of the four XIA on-airport services / facilities described herein

When use of XIA *on-airport* uninjured crew and passenger reception centres [CRC (A) and SRC (A)] **is** permitted (in support of off-airport emergency operations), it should be remembered that these facilities are located *airside* at XIA - and appropriate, robust procedures should be pre-established and practised, so that this might be accomplished rapidly and without undue interference e.g. by airport police, security, immigration, customs etc.



Therefore - appropriate security, transportation, immigration, customs, set-up, manning etc. arrangements will need to be **fully pre-prepared** and **co-ordinated** in order that they [CRC (A) and SRC (A)] may be accessed by those that need to use them, without bureaucracy / red tape etc. getting in the way

Similar applies to the airport (or near airport) located FRRC except that access should be much simpler as this facility is generally located landside

Including the above information & provisions in any appropriate '**Mutual Aid Emergency Support Agreements**' entered into with relevant external (off-airport) parties will greatly assist matters here - as will regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises

Note 1 - A **small** number of countries (states) - e.g. UK, have varying degrees of legislation / best practice (code of conduct) / similar in place - whereby national and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of centres similar in intent to those documented in the first paragraph (previous page) for airport / airline emergencies. The use of such centres for the **off-airport emergency** situation as discussed above may improve matters significantly. However, do note the limitation that **direct equivalents** of the airport provided CRC (A) and SRC (A) are generally still not available

Note 2 - Airlines and airports are generally required (due associated legislation / best practice (code of conduct) / similar) to provide humanitarian assistance / welfare (in all of its forms) to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims

Many airlines (but [unfortunately] a significantly lesser number of airports) are relatively well practised and resourced in the provision of such humanitarian / welfare services. However, do note that whilst an airline generally has the capability to deploy such services 'off-airport' - such deployment is typically outside of the 'terms of reference' for equivalent airport teams i.e. the latter are generally only deployed 'on-airport'

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to New Zealand) to where they can provide their services, the importance of 'local' airport provided humanitarian assistance increases significantly. This is the main reason why off-airport uninjured victims should be transported to the airport provided CRC (A) and SRC (A) - if circumstances (especially geography) 'on the day' so permit. Similar logic applies to local FR being transported to the airport's FRRC

Note 3 - Do not confuse the airport provided 'Family, Relatives & Friends Reception Centre' - (FRRC - usually located on or very close to the airport) with the airline provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See glossary in (**separate document**) **AEP Volume 1** for more information on this if required

General actions required: See next page:



Aircraft Accident - Off-airport / on or over Water

XIA - Airport Immigration Agency

Lifejackets or similar buoyancy aids should always be worn for any work carried out over water

See 'Note' at end of checklist before starting

| | Action | ☑ ? |
|---|--|-----|
| 1 | Continue own alerting & activation process | |
| 2 | Maintain a written log of events | |
| 3 | Obtain a copy of the crew list (General Declaration) and passenger manifest for the accident flight from the Aircraft Operator / Representative (either direct or via EOC or from wherever) | |
| 4 | <p>ASAP - advise the XIA Emergency Operations Centre and other authorised users - of personal particulars obtained (if available) of the crew and passengers on board the accident flight, as based on immigration records</p> <p>Note - where the accident flight departed from XIA, such records will obviously be available at XIA - and the XIA Immigration Agency should use them in order to provide the particulars referred to above</p> <p>Where the accident flight departed from some other airport inbound to XIA, XIA Immigration Agency should communicate, co-ordinate and liaise with the Immigration Agency at that airport, in order to obtain the appropriate immigration records / required immigration information, pertaining to the accident flight</p> | |
| 5 | Where required - deploy an appropriately senior and experienced airport immigration officer to the XIA EOC - when activated | |
| 6 | <p>In conjunction with XYZ Airports Company and Airport Police / Security etc. - facilitate immediate clearance to airside of ICT, SAT & similar volunteer (humanitarian support) staff deploying to the CRC (A) and SRC (A)</p> <p>Note - this should be in accordance with an appropriate pre-planned procedure</p> <p>Note - this is only required where off-airport victims are transferred to these XIA based facilities</p> | |
| 7 | <p>Deploy Immigration staff in suitable numbers to the CRC (A) and SRC (A) when required - and do all possible to facilitate Immigration clearance of all accident victims present</p> <p>Note - this is only required where off-airport victims are transferred to these XIA based facilities</p> | |



Aircraft Accident - Off-airport / on or over Water

XIA - Airport Immigration Agency

| | | |
|------------------|--|--|
| 8 | <p>A completed copy of the (4 in 1) Passenger / Victim Record Card (P/VRC) for each victim present will be provided to (or should be requested by) Immigration staff present at CRC (A) & SRC (A).</p> <p>In the absence of travel documents, these completed forms should be accepted in lieu - for the purpose of 'landing' / re-entering the victims into the country (as appropriate)</p> <p>Note - this should be in accordance with an appropriate <i>pre-planned</i> procedure</p> <p>Note - this form may only be available where off-airport victims are transferred to these XIA based facilities. Where off-airport equivalents of CRC (A) and SRC (A) are used, XIA Immigration Agency is to offer immigration service assistance to appropriate responders where possible / practicable so to do - including supply of the (4 in 1) P/VRC forms</p> | |
| 9 | <p>Liaise with Aircraft Operator (or representative) and Police to facilitate immigration services to hospitalised victims</p> | |
| End of Checklist | | |

Note - it will be necessary for the XIA (Airport) Immigration Agency to liaise / co-ordinate with off-airport Immigration Agencies and other appropriate off-airport parties, in order to achieve some of the above. This is particularly important should the equivalent of a CRC (A) and SRC (A) be set up in an *off-airport* location(s)

| | | |
|---------|---|--|
| CRC (A) | = | Uninjured Crew Reception Centre - Airside at XIA Airport |
| EOC | = | XIA Airport's Emergency Operations centre |
| ICT | = | XIA Airport's Immediate Care Team |
| SAT | = | Accident Airline's Special (Family / Humanitarian) Assistance Team |
| SRC (A) | = | Uninjured Passenger (Survivor) Reception Centre - Airside at XIA Airport |



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FULL EMERGENCY

XIA - Airport Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Place airport immigration staff on a state of immediate readiness
- Be prepared to provide immigration services in full support of a developing crisis - at the airport or off-airport, as appropriate to circumstances 'on the day'
- If required to respond, adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46. (See this AEP ([separate](#) document) **Volume 1** - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)
- If aircraft lands safely - **stand-down** to normal operations readiness and also advise associated parties accordingly

General Actions:

Use the above as a simplified guideline / checklist - where circumstances 'on the day' indicate that an airport Immigration Agency response is required

Maintain a written log of events - as appropriate

In the event that the **Full Emergency** becomes an **Aircraft Accident** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3V** - as to the set-up, manning and operation of an XIA Customs Agency response



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LOCAL STANDBY - Aircraft In-flight

XIA - Airport Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities & General Actions required: (not applicable - see below)

An XIA Immigration Agency response is not generally initiated for a 'Local Standby - aircraft in-flight'.
However, the agency should nonetheless still be notified of the details

In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency or Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this **Sub-section 3V** - as to the set-up, manning and operation of an XIA Customs Agency response



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AIRCRAFT GROUND INCIDENT

Aircraft Ground Incident

General

An **Aircraft Ground Incident** is an occurrence, *other than an aircraft accident*, where an aircraft on the **ground** (at an airport) requires the direct attendance of the AFS and / or Airport Medical Services and / or Aircraft Engineering and / or Airport Police / Security etc. - for assistance or investigation.

The following occurrences are typical examples of same:

- Aircraft damage due heavy / hard landing
- Tyre burst on landing
- Brake fire
- Runway / taxiway incursion / excursion
- Ground collision (relatively minor)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation
- Aircraft damage due bad weather or similar natural phenomenon
- Unruly passenger(s)

It is generally not practicable to include *detailed* check lists here due the considerable number of differing ground incidents which need to be catered for. However, an outline checklist has been provided to provide some guidance

Agencies deploying in support of **aircraft ground incidents**, if required so to do - should use logic and common sense to decide on what particular actions to take, depending on circumstances 'on the day'

Checklists already included in other parts of this AEP Volume **2B** may *also* be used / adapted for guidance in how to respond to aircraft ground incidents. Off-airport responders are invited to do likewise



Aircraft Ground Incident

XIA - Airport Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Be prepared to use immigration records to attempt to provide additional personal details of those believed to have been on board the incident flight
- Facilitate provision of immigration services to all incident victims
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46. (See this AEP ([separate document](#)) **Volume 1** - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)

General Actions:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting & activation and place selected staff at state of immediate readiness | |
| 2 | Maintain a written log of events | |
| 3 | Obtain (from aircraft operator or representative or whoever) a copy of the crew list (General Declaration) and passenger manifest for the incident flight | |
| 4 | Be at a state of immediate readiness to research and provide details of persons on board emergency aircraft (as appropriate) - based on Immigration records | |
| 5 | Prepare to support CRC (A), SRC (A) operation if so required by circumstances on the day - including rapid & unhindered clearance of support teams reporting to such locations e.g. ICT and airline SAT | |
| 6 | Deploy and utilise appropriate immigration resources & services if / as required Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' | |
| 7 | In the event that an Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3T - as to the set-up, manning and operation of an XIA Customs Agency response | |
| 8 | Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down | |
| End of Checklist | | |

| | | |
|---------|---|--|
| CRC (A) | = | Uninjured Crew Reception Centre - Airside (at XIA airport) |
| ICT | = | XIA Airport's 'Immediate Care Team' |
| SAT | = | Aircraft Operator's 'Special (Humanitarian / Family) Assistance Team' |
| SRC (A) | = | Uninjured Passenger (Survivor) Reception Centre - Airside (at XIA airport) |



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Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XIA (Airport) Immigration Agency

IMPORTANT NOTE

The following checklist relates to 'bomb threat / sabotage' as *associated with aircraft operations directly impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) or on the ground at XIA

Depending on the actual 'bomb threat / sabotage' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - Air Traffic Control will generally declare any of 'Full Emergency', 'Aircraft Ground Incident' or 'Local Standby'. (Each of these declarations has its own, associated (& *separate*) checklist located elsewhere in this sub-section 3V)

In such circumstances it will be necessary for all responders to be guided by *both* the appropriate 'bomb threat / sabotage' checklist - *and also* (concurrently / at the same time) by the appropriate 'Full Emergency' OR 'Aircraft Ground Incident' OR 'Local Standby' checklist

As always, should the situation develop into an 'Aircraft Accident' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3V checklist (Aircraft Accident) must be used. Should the 'bomb threat / sabotage' situation still exist after such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat / sabotage' checklist must *also* continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat / sabotage' situation might be combined with an act (further act) of 'unlawful interference (aircraft related)' - which adds a further degree of complexity to the response

So long as all of the above is clearly understood by all concerned (along with associated implications, complications & potential consequences) it might be better for such **combined* responses to be handled flexibly and logically 'on the day' - rather than mandating use of a single, integrated checklist to cover such situation

**For example - a 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist, the 'bomb threat / sabotage' checklist & the 'unlawful interference' checklist*

Whilst such requirements / situations as described above are not 'ideal' from a crisis response viewpoint, they should be ***manageable* to a degree - especially as there will be 'common' sections of the 'combined' checklists which might be in use' - which obviously do not need to be addressed twice e.g. '..... commence alerting & activation.....'

***Assuming of course that the appropriate and associated procedures, training and exercising have been prepared, delivered and conducted for / by potential airport and other responders. If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences*



IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - For a **major** security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the immediate vicinity (e.g. within 2- 400 metres and possibly much greater distances depending on circumstances) of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar agencies are **requested** to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, **this should be on a voluntary basis only**

For **less serious security alerts** the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents **is both permitted and expected**

Note

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that XIA Airport's Immigration Agency and other appropriate parties are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. It is also to be assumed that one of these security agencies will have been appointed (probably from government level) to undertake absolute / ultimate C4 responsibility for the security incident - including all crisis communications matters
- Due to the security threat it may be necessary to consider evacuation of airport Immigration Agency facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of services

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning / sabotage' - see pages **14 – 25**



Bomb Threat / Sabotage - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XIA - Airport Immigration Agency

Alerted By: TBA
Alerts Whom: TBA

General Responsibilities:

- Use immigration records to attempt to provide (to whoever might need them officially) additional personal details of those believed to have been on board the accident flight
- Facilitate provision of immigration services as required and appropriate
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46. (See this AEP ([separate](#) document) *Volume 1* - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)

General Actions:

| | Action | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting & activation process and place selected staff at state of immediate readiness for crisis duties | |
| 2 | Maintain a written log of events | |
| 3 | Obtain (from aircraft operator or representative or whoever) a copy of the crew list (General Declaration) and passenger manifest for the incident flight | |
| 4 | Be at a state of immediate readiness to source and provide details of persons on board incident aircraft (as appropriate) - as based on Immigration records | |
| 5 | Prepare to support CRC (A), SRC (A), ITC & SAT operations - if so required | |
| 6 | Deploy appropriate resources in support of incident - if / as required Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' | |
| 7 | Note - use all above for guidance re <u>lower</u> security alert declarations related to bomb threat, and also for similar situations such as sabotage / suspected sabotage etc. | |
| 8 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) or Aircraft Ground Incident - it will be necessary to additionally (concurrently) follow the appropriate checklists located elsewhere in this sub-section 3V | |
| 9 | When incident resolved - stand-down to normal readiness | |
| End of Checklist | | |

CRC (A) = Uninjured Crew Reception Centre - Airside (at XIA airport)
ICT = XIA Airport's 'Immediate Care Team'
SAT = Aircraft Operator's 'Special (Humanitarian / Family) Assistance Team'
SRC (A) = Uninjured Passenger (Survivor) Reception Centre - Airside (at XIA airport)



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UNLAWFUL INTERFERENCE - e.g. Aircraft (HIJACK)

XIA - (Airport) Immigration Agency

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring at XIA it is expected that the required actions will **all** be considered and **most** carried out - as appropriate

Conversely, for a hijack where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre) **airspace**, many of the required actions will **not be applicable**

Common sense and logic should be used accordingly in deciding which particular actions are applicable / required

Unlawful Interference (typically Hijack) - **combined with** concurrent & associated Bomb Warning / Sabotage Risk

In the above circumstances it will probably be necessary to complete **both** the 'Bomb Warning / Sabotage' and 'Unlawful Interference' checklists concurrently

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

Assumption

The following is based on the assumption that the hijacking / unlawful interference incident occurs at XIA and / or in airspace controlled by XXX ATS authorities..... or where there is a direct and adverse impact on XIA in some other manner



UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XIA - Airport Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Use immigration records to attempt to provide (to whoever might need them officially) additional personal details of those believed to have been on board the accident flight
- Facilitate provision of immigration services as required and appropriate
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8, paras 8.3 to 8.7, 8.39 to 8.43 and 8.46 (see this AEP ([separate](#) document) **Volume 1** - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas)

General Actions:

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Continue own alerting & activation process and place selected staff at state of immediate readiness for crisis duties | |
| 2 | Maintain a written log of events | |
| 3 | Obtain (from aircraft operator or representative or whoever) a copy of the crew list (General Declaration) and passenger manifest for the incident flight | |
| 4 | Be at a state of immediate readiness to source and provide details of persons on board incident aircraft (as appropriate) - as based on Immigration records | |
| 5 | Prepare to support CRC (A), SRC (A), ITC & SAT operations - if so required | |
| 6 | Deploy appropriate resources in support of incident - if / as required Note - use logic and common sense to decide on what particular actions to take, depending on incident circumstances 'on the day' | |
| 7 | Note - use all above for guidance re <u>lower</u> security alert declarations related to bomb threat, and also for similar situations such as sabotage / suspected sabotage etc. | |
| 8 | Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) or Aircraft Ground Incident - it will be necessary to additionally (concurrently) follow the appropriate checklists located elsewhere in this sub-section 3V | |
| 9 | When incident resolved - stand-down to normal readiness | |
| End of Checklist | | |

CRC (A) = Uninjured Crew Reception Centre - Airside (at XIA airport)
 ICT = XIA Airport's 'Immediate Care Team'
 SAT = Aircraft Operator's 'Special (Humanitarian / Family) Assistance Team'
 SRC (A) = Uninjured Passenger (Survivor) Reception Centre - Airside (at XIA airport)



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END of AEP Guideline - Volume 2B - Section 3

Note - the user is reminded that this document (the one being read now) is Volume **2B** of the XIA AEP

The user is further reminded that **Volume 1** of the XIA AEP is a *separate* document

The user is further reminded that **Volume 2A** of the XIA AEP is a *separate* document - and also that this latter document *exists only notionally*

AEP Guideline - Volume 2B - Section 4 follows on page 656



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XIA AEP

VOLUME 2B / Section 4

CHECKLISTS - (listed by 'type' of functional responder)

Non-Aircraft Related Accidents / Incidents

INTRODUCTION to XIA AEP Volume 2B / Section 4



REMINDER - XIA AEP Volume 2B is limited to relatively simple reminders as to airport related crisis response operations - typically shown in a checklist format

This Section 4 of Volume 2B generally shows the above in the following format (i.e. as related to each type of **non-aircraft related** accident / incident checklist included):

- Crisis type e.g. 'ground / structural fire - on-airport'
- Responding agency e.g. 'airport fire & rescue service'; airport medical centre' etc.
- How responding agencies are alerted and activated (and who they might alert and activate in turn - where appropriate)
- General roles, responsibilities and duties of appropriate responding agencies
- Specific roles, responsibilities and duties of appropriate responding agencies (i.e. **checklists**)

Reminder - Section 3 of this Volume 2B also generally follows the same format as Section 4. However, note that Section 3 is concerned with **aircraft related** accidents and incidents



Section 4 Checklists / **Non - Aircraft Related** Accidents / Incidents

Contents (by sub-section)

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| ▪ 4H/Airport Operator's - <i>Normal</i> (day to day) Operations Control Centre | 696 |
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| ▪ 4N/Airport Operator - Crisis Communications (PR) | 723 |
| ▪ 4P/ Other Airport Agencies, Tenants and Franchisees | 728 |

Reminder:

See again information provided on pages 7 & 8 of this document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow herein



Types of Non-Aircraft Related Incident Response (included in each sub-section of this Section 4)

- Ground / Structural Fire
- Bomb-threat / Sabotage (non-aircraft related)

Note - the following types of **non-aircraft** related accidents / incidents do not lend themselves easily to checklist format. Accordingly, they have been addressed in greater detail than permitted by a checklist - and can be found in *separate* document - AEP *Volume 1*:

- * Dangerous Goods Incident - AEP Volume 1 / Sub-section 4A
- Public Health Incident - AEP Volume 1 / Sub-section 4B
- Fuel Spillage (non-aircraft related) - AEP Volume 1 / Sub-section 4C
- Removal of Crashed / Disabled Aircraft - AEP Volume 1 / Sub-section 4D
- Landside - Metro (Light Rail) Incident - AEP Volume 1 / Sub-section 4E
- Natural Disaster - AEP Volume 1 / Sub-section 4F

* As an exception, dangerous goods aspects of *aircraft related incidents* are also covered in AEP Volume 1 - again, because they are not easily representable in checklists format only

Reminder

Procedures and checklists for a 'Passenger Terminal Evacuation Plan' have not been included in this Guidelines AEP series of documents - for a number of valid reasons

However, when preparing 'real' AEPs based on these guidelines, it is obviously vital that an appropriate Passenger Terminal Evacuation Plan is prepared, documented, trained, exercised, maintained & reviewed. That this is accomplished is left to the appropriate airport operator to execute in reality



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Volume 2B / Section 4

INTRODUCTION - GROUND / STRUCTURAL FIRE - on airport at XIA

GENERAL

This AEP only documents the crisis response plan for ground / structural fire on airport at XIA

XIA Airport Fire-fighting & Rescue Service (AFS) may deploy in support of off-airport ground / structural fires if so requested by the appropriate off-airport 'Civil Defence / Fire-fighting & Rescue' organisation (or similar, appropriate authority) - **BUT** always subject to:

- ❖ Permission so to do from appropriate XYZ Airports Company senior management and / or senior XIA ATS management - after taking account of fire and rescue coverage (crash category) for aircraft operations at XIA - **AND**
- ❖ In general accordance with any existing *Mutual Aid Emergency Support Agreement(s)* in place - or otherwise as agreed to mutually 'on the day')

ALARM

Any person discovering or being informed of a fire within the airport boundary shall:

- **Raise the fire alarm** by shouting 'FIRE, FIRE, FIRE' as loudly as possible
- **Activate the nearest fire alarm**
- **Notify AFS on xxx xxxx (insert appropriate AFS Telephone Nos. here).** Provide fire location and type of fire (e.g. building fire; fuel fire etc.) if possible
- **Attempt to put out the fire** (If appropriate fire-fighting equipment is available and it is considered safe so to do. (Shout for assistance with this task if circumstances so permit)

FIRE NOTICES

Departmental and Section Heads (i.e. XYZ Airports Company, ATS, AFS, AMC etc. - plus all XIA operators, franchisees and tenants throughout the airport) are directly responsible for ensuring that all of their staff are fully conversant with the requirements of the 'Fire Notices' displayed throughout the airport. In the event of fire, instructions contained in these notices should be followed, circumstances permitting



Volume 2B / Section 4

INTRODUCTION - BOMB THREAT / SABOTAGE (non-aircraft related) - on airport at XIA

GENERAL

The appropriate checklists generally cover threats made against the XIA Passenger Terminal Building(s) and other airport facilities, including operator, franchisee and tenant properties and facilities

Typically, the threat is assumed to cover a bomb (warning) of some type. However, the checklists may be adapted for similar threats such as those posed by chemical / biological agents or radio-active material (and similar) - when made with criminal intent

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable *risk assessment* shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note 1 - For a *major* security alert, it is generally only permissible for specialist security services (or similar) to conduct activities at or in the immediate vicinity (e.g. within 2- 400 metres and possibly much greater distances depending on circumstances) of a Bomb Threat aircraft - or when dealing with suspect baggage, cargo and mail associated with such an aircraft

Where AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar agencies are *requested* to assist the security services at or in the immediate vicinity of the aircraft or its baggage, cargo and mail, *this should be on a voluntary basis only*

For *less serious security alerts* the restrictions documented in the paragraph immediately above do not generally apply i.e. Aircraft Operator, GHA, Airport Authority / Operator and similar personnel involvement in responding to such security incidents *is both permitted and expected*

Note 2

- Where appropriate - it is to be assumed that appropriate XIA Airport responders and other appropriate parties are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. It is also to be assumed that one of these security agencies will have been appointed (probably from government level) to undertake absolute / ultimate C4 responsibility for the security incident



- Due to the security threat it may be necessary to consider evacuation of airport facilities. Where this is directed by the appropriate authority - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the required level of services

Reminder

If you wish to refresh your memory on the wider issues of *aircraft* related 'bomb warning / sabotage' - see pages 14 - 25

This information should be adapted (to the *non-aircraft* related situations covered in this Section 4) as required by circumstances 'on the day'



Volume 2B / Section 4

INFORMATION - PASSENGER TERMINAL(s) EVACUATION

The reader / user is reminded that procedures and checklists for a 'Passenger Terminal Evacuation Plan' have **not** been included in this Guidelines AEP series of documents - for a number of valid reasons

However, when preparing 'real' AEPs based on these guideline documents, it is obviously vital that an appropriate Passenger Terminal Evacuation Plan is prepared, documented, trained and exercised

That this is accomplished is left to the appropriate airport operator / authority to execute



Volume 2B / Section 4

INFORMATION - (XIA) STRATEGIC COMMAND & CONTROL OF INCIDENTS

Until such time as the XIA Emergency Operations Centre (EOC) can assume strategic C4 responsibilities for the crisis (as and when required only) - the airport's 'normal' operations control centre' shall assume such strategic C4

The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by circumstances 'on the day' e.g. during major public holidays during which XIA is operational - it may take considerable time (several hours or more) for an EOC to become fully operational if required (think 'New Year's Eve', 'Christmas', 'Eid' etc.)



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Volume 2B / Sub-section 4A

GROUND / STRUCTURAL FIRE - on airport Air Traffic Services

Alerted By: Various Inputs Alerts Whom: See below

General Responsibilities:

- Initiate relevant XIA alerting and activation process for 'ground / structural fire'
- Initial co-ordination of on-airport emergency response agencies
- Maintain safe air traffic and airside vehicle management
- Co-ordinate any runway, taxiway or apron closures

General Actions:

ATS Person initiating Alerting & Activation

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | If first to become aware of fire or when so advised - declare 'Ground Fire' | |
| 2 | Pass 'alerting message' to the Airport Fire Services (AFS) watch-room duty officer - via the direct telephone link and receive acknowledgement | |
| 3 | Repeat the 'Ground Fire' alerting message to the AFS on the designated frequency. Further repeats of the emergency message are to be made until the relevant ATC person is certain that all appropriate AFS agencies have been alerted | |
| 4 | Advise ATC Supervisor | |
| 5 | Take appropriate action to ensure the safeguarding of air traffic and airside ground vehicle traffic - if so required by 'ground fire' circumstances | |
| End of Checklist | | |

Action by ATC Supervisor

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | The ATC Supervisor shall inform: <ul style="list-style-type: none"> ▪ All aircraft as appropriate - and as relevant to circumstances 'on the day' ▪ XIA ATS Senior Management | |
| 2 | Oversee the safeguarding of air traffic and airside ground vehicle traffic - if so required by 'ground fire' circumstances | |
| 3 | Maintain a written log of events | |
| End of Checklist | | |

If the ground or structural fire is located in - or is adversely affecting ATS premises, ensure that the premises are vacated immediately. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 660



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BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Volume 2B / Sub-section 4A Air Traffic Services

Alerted By: Various Inputs
Alerts Whom: See below

General Responsibilities:

- Safety and control of Air Traffic - including traffic on the ground
- Initiate XIA ATS alerting & activation plan for 'Bomb Threat / Sabotage - non-aircraft related
- Close the parts of the Movements Area (including any 'work in progress' tasks) which might be at risk from the security threat - and initiate appropriate NOTAM action
- Maintain Movement Area vehicle management - providing priority to traffic operating in support of the security threat
- When incident stand-down declared - re-open any parts of the Movements Area previously closed and initiate NOTAM action accordingly

Action by ATC:

ATC is responsible for taking appropriate action in order to comply with the general responsibilities indicated above - and for maintaining a written log of events i.e. use logic and common sense to decide on what particular actions to take, depending on circumstances 'on the day'

Where the threat is to (or otherwise adversely affects) an ATS facility, the facility should be evacuated immediately in accordance with standard procedures. An appropriate 'business continuity' plan should be in place to cover this eventuality

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - see also 'general' information provided - starting page 661



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Volume 2B / Sub-section 4B

GROUND / STRUCTURAL FIRE (on airport)

Airport Fire & Rescue Service (AFS)

Alerted By: ATS & via various other inputs
Alerts Whom: See below

General Responsibilities:

- Initiate AFS alerting and activation process for 'ground / structural fire - on-airport'
- When cleared by ATC, deploy in support of fire incident - as required
- Assume command & control responsibilities at incident site until (if) MICC is deployed
- Conduct fire & rescue operations
- Manpower & primary duties permitting - also conduct collection, triage and casualty care operations until relieved by specialist medical personnel
- Investigation & specialist advice as to cause of fire

The AFS watch-room person in charge (PIC), when alerted to a 'ground / structural fire' type incident shall acknowledge the alerting message and then immediately notify the following persons / agencies:

- ATC (if not already aware)
- Airport Police
- Airport Medical Centre
- Chief Fire Officer
- XYZ Airports Company - Airport Operations
- Off-airport fire & rescue services (Civil Defence etc.) (for *major* fire only)
- Main XIA Ground Handling Operators (GHAs) (for *major* fire only)
- XYZ Airports Company - Top manager (for *major* fire only)
- XYZ Airports Company - Director Engineering (for *major* fire only)
- XYZ Airports Company - Director Corporate Communications (for *major* fire only)
- Others - to be decided

Note - if available information does not permit ready identification of a 'major fire' - then all persons on the list above are to be alerted

General Actions: See next page



GROUND / STRUCTURAL FIRE (on airport)

Airport Fire & Rescue Service (AFS)

| Action | | ☑ ? |
|------------------|---|-----|
| 1 | Commence AFS alerting and activation | |
| 2 | AFS Rescue Leader to obtain detailed information pertaining to the incident - usually via the AFS watch-room | |
| 3 | AFS (pre-determined fire & rescue appliances) deploy in support of the incident, as appropriate to circumstances on the day - & after receiving approval from ATC | |
| 4 | Assume incident site command & control responsibilities unless (until) relieved by MICC | |
| 5 | Where buildings / facilities need to be unlocked - action via Airport Police | |
| 6 | Conduct Rescue & Fire-fighting operations as appropriate to circumstances 'on the day' | |
| 7 | Conduct collection, triage & medical care operations - circumstances & manpower permitting and as appropriate to circumstances 'on the day' | |
| 8 | AFS watch-room person in charge (PIC) to maintain a written log of events | |
| 9 | Lead or assist with investigation / provide specialist advice - as to the cause of the fire | |
| End of Checklist | | |

Note - depending on circumstances 'on the day', the senior AFS person deploying with the fire & rescue appliances will decide whether assistance is required from the **Civil Defence** (off-airport fire & rescue organisation). If so required, the decision will be conveyed to the AFS watch-room, for onward transmission to the Civil Defence organisation

If the Civil Defence organisation is requested to deploy, the AFS watch-room person in charge (after consultation with other parties such as ATC, Airport Police, XYZ Airports Company etc.) shall nominate the point(s) at which Civil Defence vehicles are to enter the airport - together with appropriate RVPs and staging areas - if required. This information is to be passed on to the Civil Defence organisation without delay

Civil Defence assistance shall generally be provided in accordance with any standing **Mutual Aid Emergency Support Agreements** in place - or otherwise as agreed to mutually 'on the day'

If the ground or structural fire is located in - or is adversely affecting AFS premises, ensure that the premises are vacated immediately. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4B BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

XIA - Airport Fire & Rescue Service (AFS)

Alerted By: Various Inputs
Alerts Whom: See below

The AFS watch-room person in charge (PIC), when alerted for a security incident, shall acknowledge the alerting message and then immediately notify the following persons / agencies:

- ATC (if not already aware)
- Airport Police
- Airport Medical Centre
- Chief Fire Officer
- XYZ Airports Company - Airport Operations
- Main Ground Handling Operators (GHAs)
- Off-airport Police General HQ - 24H Operations
- Civil Defence / Off-airport Fire & Rescue Service
- XYZ Airports Company - Top Manager
- XYZ Airports Company - Director Engineering
- XYZ Airports Company - Director Corporate Communications
- Others to be decided

General Responsibilities:

- Alert off-airport fire & rescue services as dictated by 'circumstances on the day'
- Maintain written log of events
- Attend at threat location (with ATC permission) unless advised otherwise
- Provide all and any specialist support to the security teams responding to the incident, as required by circumstances on the day
- Carry out Fire & Rescue duties should the situation so require

General AFS actions shall be in line with the above responsibilities. Use logic and common sense to decide on what particular actions to take, depending on circumstances 'on the day'

Where the threat is to (or otherwise adversely affects) an AFS facility, the facility should be evacuated immediately in accordance with standard procedures. An appropriate 'business continuity' plan should be in place to cover this eventuality

IMPORTANT - At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - see also 'general' information provided - starting page 661



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Volume 2B / Sub-section 4C

GROUND / STRUCTURAL FIRE - on airport at XIA Civil Defence / Off-airport Fire & Rescue Service

Alerted By: AFS / other appropriate authority (for **major** fire only)

Alerts Whom: See below

General Responsibilities:

- Initiate own alerting and activation process as required
- Come to a state of immediate readiness in order to rapidly provide general support to any potential XIA AFS fire and rescue operation
- Review any appropriate Mutual Aid Emergency Support Agreements in place
- Respond as requested / required

General actions required:

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own alerting and activation | |
| 2 | Come to a state of immediate readiness | |
| 3 | Maintain a written log of events | |
| 4 | Upon request of XIA AFS (or similar) - act / deploy immediately using the appropriate 'Airport Ground / Structural Fire' procedure - and in accordance with any standing Mutual Aid Emergency Support Agreements and / or otherwise at own discretion - as appropriate Enter airport and deploy to incident site in accordance with promulgated / notified airport entry routes / crash gates / RVPs & staging areas - and with appropriate escort once 'on-airport' (if required - & especially if incident is located airside at XIA)) | |
| 5 | Conduct fire & rescue + other appropriate operations as directed by AFS person-in-charge on site | |
| 6 | When incident is concluded - stand-down to normal readiness | |
| 7 | Lead or assist with investigation / provide specialist advice - as to the cause of the fire | |
| End of Checklist | | |

Note - the above details concerning off-airport civil defence / fire-fighting & rescue services '**general responsibilities & actions**' are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate authority - for their consideration, where it is thought that this might be advantageous - and also to possibly assist in the drafting of appropriate 'pre-crisis' **mutual aid emergency support agreements**

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4C BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Civil Defence / Off-Airport Fire & Rescue Service

Alerted By: AFS / Various Inputs

Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process as required
- Maintain written log of events
- Come to a state of immediate readiness in order to rapidly provide general support to any potential XIA AFS fire and rescue operation
- Review any appropriate Mutual Aid Emergency Support Agreements in place
- Respond as requested / required by 'circumstances on the day'

General actions:

If activated, response should generally be in line with the above. Enter airport and deploy to incident site in accordance with promulgated / notified airport entry routes / crash gates / RVPs & staging areas - and with appropriate escort once 'on-airport' (if required - & especially if incident is located airside at XIA))

Use logic, common sense, any Mutual Aid Emergency Support Agreements in place and 'direction from above' - to undertake the necessary response(s) required 'on the day'

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - the above details concerning off-airport civil defence / fire-fighting & rescue services '*general responsibilities & actions*' are for *illustrative purposes only*. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate authority - for their consideration, where it is thought that this might be advantageous - and also to possibly assist in the drafting of appropriate 'pre-crisis' **mutual aid emergency support agreements**

Note - see also 'general' information provided on page 661



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Volume 2B / Sub-section 4D

GROUND / STRUCTURAL FIRE - on airport at XIA Airport Police / Airport Security

Alerted By: AFS & various other inputs
Alerts Whom: Off-airport Police (for **major** fire only)

General Responsibilities:

- Commence alerting & activation process for 'ground / structural fire' - including 'Off-airport Police' notification if circumstances so require (for **major** fire only)
- Maintain written log of events
- Provide relevant building keys to AFS person-in-charge (PIC) at incident location - if appropriate and / or otherwise provide appropriate access for AFS to on-airport facilities
- Deploy in support of fire & rescue & associated operations
- If appropriate - deploy personnel to meet / direct / escort incoming (off-airport) Civil Defence Fire & Rescue vehicles and Ambulances. Same applies to 'off-airport Police' & other off-airport responders
- Assist in building / area evacuation (including Passenger Terminal(s)) - as directed / required
- Cordon off the incident area after consultation with AFS PIC
- Provide crowd control and general security
- Assist with set up, manning & operation of an airport (or near airport) located (uninjured) Survivor Reception Centre - if so required by circumstances on the day
- Assist with set up, manning & operation of an airport (or near airport) located Friends & Relatives Reception Centre - if so required by circumstances on the day
- Account for / deal with fatalities and collect / safeguard personal effects - if relevant
- Where appropriate - alert the appropriate authorities concerned with 'disaster victim identification' operations
- Contribute to investigation & specialist advice as to cause of fire
- Commence criminal investigation - where appropriate

FRRC = Family, Relatives & Friends Reception Centre
PIC = Person in Charge
SRC = Uninjured Survivor Centre

General Actions:

See above and use as a guide to take appropriate action accordingly i.e. use logic and common sense to decide on which particular actions to take, depending upon circumstances 'on the day'. A log of events must always be maintained

If the ground or structural fire is located in - or is adversely affecting Airport Police premises, ensure that the premises are vacated immediately. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4D BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Airport Police / Security and / or Off-airport Police and / or Security Services and / or Military

Note 1 - *Airport Police / Security* will typically not handle the 'security aspects' of a bomb warning / sabotage situation alone. Almost certainly they will be working under the authority / command & control of an appropriate (*external*) joint services security agency - probably provided by any / all of off-airport police, specialist security services and the military / paramilitary. Of necessity, the specific plans & procedures for guiding such response will be classified / be on a limited distribution basis - so (for reasons which are hopefully obvious) cannot be included in this *AEP Volume 2B* document

Note 2 - Off-airport Police, Security Services & Military / Paramilitary personnel (*uniformed or non-uniformed*) involved with any XIA *on-airport* resolution of a *security* incident - must prominently display the appropriate and correct identification badges and airport passes, unless specifically directed otherwise by the person having overall (*absolute / ultimate*) Command & Control of the security incident

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

IMPORTANT

Implementation of all / any of the below (see next page) is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction of the (external / off-airport) organisation having primary responsibility for overall conduct (*absolute / ultimate command & control*) of the security operation. This is particularly applicable to all forms of crisis and public communications - written or spoken



Volume 2B / Sub-section 4D BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Airport Police/Security and / or Off-airport Police and / or Security Services and / or Military

Alerted By: Various Inputs

Alerts Whom: TBA

General Responsibilities:

- Threat assessment (in conjunction with other parties - as required)
- Provide an 'Overall Commander' for the incident. This person will usually have absolute / ultimate (strategic) command and control of all aspects of the incident response. This person will normally be provided by any of off-airport police, the military or specialist security services (Note: Do not confuse the latter command position with the Airport EOC's 'overall commander' - they are different positions with different responsibilities)
- Provide appropriate Operational Commanders and their Teams
- Assist with any XIA Terminal and other airport facilities evacuations - as required
- Where required - request activation and use of a fully or partially manned XIA Emergency Operations Centre (EOC) & Mobile Incident Command Centre (MICC) - unless already activated by Airport Operator
- Increase general security and vigilance at appropriate points at the airport
- Deploy cordon(s) / security barriers / crowd control measures - as required
- Conduct facility search and any other countermeasures - as required
- Supply and deploy specialist resources - as required
- Resolve suspect item situation - as appropriate
- Assist with set up, security, manning and operation of an XIA SRC & FRRC - as required
- Investigate criminal aspects of situation with a view to apprehending those responsible

General Actions:

As already mentioned, Airport Police/Security and / or Off-airport Police and / or Security Services and / or Military *general actions* required shall be in accordance with *separate* (restricted access / distribution) procedures. For obvious security related reasons, the latter cannot be reproduced herein

Where the threat is to (or otherwise adversely affects) an Airport Police/Security facility, the facility should be evacuated immediately in accordance with standard procedures. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - the above details concerning off-airport police, security services and military '*general responsibilities & actions*' are for *illustrative purposes only*. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc. However, the above may be provided by the airport operator to the appropriate authorities - for their consideration, where it is thought that this might be advantageous - and also to possibly assist in the drafting of appropriate 'pre-crisis' **mutual aid emergency support agreements**

Note - see also 'general' information provided on page 661



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Volume 2B / Sub-section 4E

GROUND / STRUCTURAL FIRE - on airport at XIA

General (off-airport) Police

Alerted By: XIA AFS and / or Airport Police and / or TBA (for major fire only)
Alerts Whom: TBA

General Responsibilities:

- Where so requested / required - act in general support of the incident response, especially in support of XIA Airport Police
- Maintain a written log of events
- If 'activated' comply with appropriate General Police procedures for support of a major 'ground / structural fire at XIA airport' - and also with the terms of any Mutual Aid Emergency Support Agreements in place. It is expected that actions will include traffic control between XIA airport and relevant hospitals as required - together with any off-airport escort (clear road procedure) for responding Civil Defence and other responding vehicles. Assistance with crowd control & criminal investigation might also be required
- Initiate 'disaster victim identification' procedures if appropriate - if this is a General Police responsibility
- Contribute to investigation & specialist advice as to cause of fire - if appropriate
- Commence criminal investigation - where appropriate and, where necessary, in conjunction with Airport Police
- Maintain written log of events

General Actions:

See above and use as a guide / checklist to take appropriate action accordingly 'on the day'

Note - the above details concerning off-airport Police '*general responsibilities & actions*' are for *illustrative purposes only*. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate authority - for their consideration, where it is thought that this might be advantageous - and also to possibly assist in the drafting of appropriate 'pre-crisis' **mutual aid emergency support agreements**

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4E

BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

General (off-airport) Police and / or Security Services and / or Military

See sub-section 4D - page 681



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Volume 2B / Sub-section 4F GROUND / STRUCTURAL FIRE - on airport

Airport Medical Services - Airport Medical Centre (AMC)

Alerted By: AFS & various other inputs
Alerts Whom: Local Hospital(s) & Ambulance Organisation(s)

General Responsibilities:

- Initiate AMC alerting and activation process for 'ground / structural fire'
- Come to a state of immediate readiness
- Deploy in support of incident as directed
- Conduct triage & medical support operations at incident site
- Provide medical support at XIA SRC & FRRRC (if activated)
- Maintain a log of events

FRRRC = Family, Relatives & Friends Reception Centre
SRC = Uninjured Survivor Reception Centre

General Actions:

| Action | | ☑ ? |
|------------------|--|-----|
| 1 | Continue own alerting and activation | |
| 2 | Come to a state of immediate readiness + recall AMC ambulance(s) to AMC location | |
| 3 | Maintain a written log of events | |
| 4 | Deploy in support of incident if appropriate or as directed - using logic and common sense to decide on what particular actions to take, depending on circumstances on the day. (Report to AFS person-in-charge on arrival at incident location) | |
| 5 | Where so required - invoke pre-arranged procedure (with whoever) for an adequate supply of stretchers and stretcher bearers to be provided | |
| 6 | Where so required - alert & activate off-airport medical / health & ambulance resources | |
| 7 | Prepare to support medical operations at SRC & FRRRC if so required Note: As a minimum a 'vital signs' and 'smoke inhalation' check should be made for each victim present at SRC | |
| 8 | Stand-down to normal readiness when incident terminated | |
| End of Checklist | | |

If the ground or structural fire is located in - or is adversely affecting Airport Medical Centre facilities, ensure that the premises are vacated immediately. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4F

BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Airport Medical Services - Airport Medical Centre (AMC)

Alerted By: AFS

Alerts Whom: Hospital(s) and Ambulance Agency (agencies) - where cleared so to do

General Responsibilities:

- Initiate own alerting and activation process as required
- Recall staff and ambulances to AMC location
- Place selected staff on a state of immediate readiness to deploy
- Deploy in support of incident - as directed or as required by circumstances 'on the day'
- Use logic, common sense and direction (from those exercising command and control) to undertake medical response operations in support of incident
- Alert and activate off-airport medical / health and ambulance circumstances - when so directed
- Assist with set up and operation (medical services aspects) of an XIA SRC & FRRC - if required
- Maintain a log of events

General Actions:

See above and use as a guide regarding appropriate action to take 'on the day'

Where the threat is to (or otherwise adversely affects) an AMC facility, the facility should be evacuated immediately in accordance with standard procedures. An appropriate 'business continuity' plan should be in place to cover this eventuality

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - see also 'general' information provided on page 661



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Volume 2B / Sub-section 4G

GROUND / STRUCTURAL FIRE - on airport at XIA

Off-Airport Medical / Health & Ambulance Services

Alerted By: AMC & various other inputs (for **major fire only**)
Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process for 'ground / structural fire' at XIA Airport
- Come to a state of immediate readiness
- Maintain a log of events
- Deploy in support of incident as requested by AMC or other authorised party or (in extremis) at own discretion
- Enter airport and deploy to incident site in accordance with promulgated / notified airport entry routes / crash gates / RVPs & staging areas - and with appropriate escort once 'on-airport' (if required - & especially if incident is located airside at XIA))
- Conduct triage & medical support operations at incident site (taking over any AMC resources already deployed at incident location)
- Where required - co-ordinate helicopter and ground medical transport operation (in conjunction with other parties e.g. Police) associated with incident
- Where required - record status and disposal (location sent to) of injured sent to medical facilities / hospitals etc.
- Redeploy AMC team to SRC & FRRC - as appropriate & if they can be spared
- Control medical equipment and materials re-supply logistics to incident location (including drugs and other medicines)

FRRC = Family, Relatives & Friends Reception Centre
SRC = Uninjured Survivor Centre

General Actions:

See above and use as a guide regarding appropriate action to take 'on the day'

Note - the above details concerning off-airport Medical / Health & Ambulance Services '**general responsibilities & actions**' are for **illustrative purposes only**. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate authority - for their consideration, where it is thought that this might be advantageous - and also to possibly assist in the drafting of appropriate 'pre-crisis' **mutual aid emergency support agreements**

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4G BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Off-airport - Medical / Health & Ambulance Services

Alerted By: AMC / Various Inputs
Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process as required
- Come to a state of immediate readiness in order to rapidly provide medical / health and ambulance support to any potential XIA medical support crisis operation
- Review any appropriate Mutual Aid Emergency Support Agreements in place
- Respond as required by 'circumstances on the day' - but generally only when requested by AMC so to do
- Maintain a log of events

General actions required:

No action required unless so requested by XIA Airport Medical Centre or other authorised party

If such action is so requested - it should be implemented in accordance with any Mutual Aid Emergency Support Agreements in force and / or as directed by a competent authority and / or otherwise by use of logic and common sense to decide on what particular actions to take, depending on circumstances 'on the day'. Use the above bullet point list for initial guidance. For further guidance, cross refer to the general responsibilities bullet point list found on page 692 - and adapt it as required

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - the above details concerning off-airport Medical / Health & Ambulance Services '*general responsibilities & actions*' are for *illustrative purposes only*. It is, of course, the responsibility of such authorities to devise their own procedures, checklists etc.

However, the above may be provided by the airport operator to the appropriate authority - for their consideration, where it is thought that this might be advantageous - and also to possibly assist in the drafting of appropriate 'pre-crisis' **mutual aid emergency support agreements**

Note - see also 'general' information provided on page 661



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Volume 2B / Sub-section 4H GROUND / STRUCTURAL FIRE - on airport

(XIA) - Airport Operator's 'Normal Operations' Control Centre

Alerted By: AFS / other sources Alerts Whom: See below

- All appropriate departments of the XYZ Airports Company required for ground / structural fire response - even if already alerted via other sources as per this AEP
- All major GHAs at XIA (Duty Manager for each) even if already alerted via other sources as per this AEP. (Contact only in case of major fire)
- All top (very senior) Management of XYZ Airports Company - even if already alerted via other sources as per this AEP. (Contact only in case of major fire)
- Others as intimated in the checklist below

General Responsibilities:

- Continue own alerting and activation procedure as required
- Maintain log of events
- *Strategic* C4 of incident (from an airport viewpoint) until (if) EOC established
- Consider Terminal(s) & other facility evacuation - as appropriate. Implement as required
- Consider airport closure - if appropriate. Implement as required
- Double check that relevant & appropriate off-airport emergency support agencies have been deployed and / or placed on a state of immediate readiness - as required
- Ensure all necessary communications links established (see *Radio Communications Plan at appendix P to AEP Volume 1 [separate document]*)
- Standby to set up and establish the XIA Emergency Operations Centre (EOC)
- Pre-designate (and place on immediate standby) a potential XIA 'Overall Commander' and EOC support team
- Prepare the Mobile Incident Command Centre for immediate deployment
- Pre-designate (and place on immediate standby) a team to man the MICC - including appointment of a 'Operational Commander / Airport Operator'
- Where appropriate and In conjunction with ATC, AFS etc. - decide and disseminate information on selection & use of designated XIA access gates, Rendezvous Points (RVP) and holding / staging areas
- Obtain, disseminate (to all appropriate recipients) & continually update incident information
- Where required deploy airport operator manpower, services, facilities, equipment (including vehicles) - and any other resources required and available - in support of incident
- Consider activation of XIA's Emergency Call / Contact / Information Centre (if any) & invoke as required (only if relatively large numbers of fatalities / severe injuries involved)
- Immediate dealings with the Media (if trained so to do) if no more suitable person available
- Pre-designate an uninjured 'Survivor Reception Centre (SRC)' facility - and pre-arrange to set-up, man & operate this centre if circumstances so require
- Pre-designate a 'Friends & Relatives Reception Centre (FRRC)' facility - and pre-arrange to set-up, man & operate this centre if circumstances so require
- Take all and any actions required to maintain / restore normal airport operations
- Stand-down all appropriate parties when response is complete



Volume 2B / Sub-section 4H GROUND / STRUCTURAL FIRE - on airport

(XIA) - Airport Operator's 'Normal Operations' Control Centre

General Actions Required:

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Continue own alerting and activation plan | |
| 2 | Invoke Passenger Terminal(s) Evacuation Plan where circumstances so dictate | |
| 3 | Arrange immediate evacuation of any other airport facilities considered to be at risk | |
| 4 | Close the airport where circumstances so dictate (ensure NOTAM action taken) | |
| 5 | Exercise <i>strategic</i> command & control of incident until (if) relieved by EOC | |
| 6 | Maintain a written log of events | |
| 7 | Oversee procedures for deploying (to XIA) and / or placing appropriate off-airport emergency support agencies on a state of immediate readiness i.e. double check with appropriate XIA agencies that this has been / is being done | |
| 8 | In conjunction with ATC, AFS etc. and as appropriate - decide and disseminate information (for off-airport responder use) on selection & use of designated XIA access gates, Rendezvous Points (RVP) and holding / staging areas | |
| 9 | Ensure all necessary communications links established (<i>see Radio Communications Plan at appendix P to AEP Volume 1 separate document</i>) | |
| 10 | Prepare to set up and man the EOC + man and deploy the MICC. Initiate activation of both when / if so required | |
| 11 | In conjunction with 10. above - pre-select and notify a <i>provisional</i> 'overall commander' (for EOC) and a <i>provisional</i> 'operational commander / airport operator' (for MICC) | |
| 12 | Deploy (if so required) appropriate XYZ Airports Company & appointed GHA(s) manpower and transportation services in support of incident - using logic and common sense to decide on who to deploy, where and what particular actions to take, depending on circumstances 'on the day' Note - AFS, Airport Police / Security and AMC will probably have already deployed as per their own SOPs | |
| 13 | Deploy (if so required) appropriate ground servicing equipment - as provided and operated by appointed GHA(s) | |
| 14 | Obtain, disseminate & continually update all appropriate and available information re the incident - to all appropriate parties. Ensure that XYZ Airports Company Corporate Communications / PR department and airport's 'top manager' are also included | |



Volume 2B / Sub-section 4H GROUND / STRUCTURAL FIRE - on airport

(XIA) - Airport Operator's 'Normal Operations' Control Centre

| | | |
|------------------|--|--|
| 15 | Consider activation of airport's Emergency Call / Contact / Information Centre (if any) - implement if necessary (only if relatively large numbers of fatalities / serious injuries involved) | |
| 16 | Arrange for appropriate information announcements and updates to be made in the Terminal(s); on Flight Information Displays; websites; via PA system etc. - as required | |
| 17 | For any <u>initial</u> 'Crisis Communications' dealings with the Media (up to the point when XIA Corporate Communications / PR can take over this task) - follow appropriate SOP <i>(insert location of appropriate SOP here xxxxxxx)</i> | |
| 18 | Prepare to set up and oversee operations at airport located SRC & FRRC - if so required by circumstances on the day If this looks likely, also activate the XIA Immediate care Team | |
| 19 | When (if) XIA EOC activated - prepare, complete & deliver a comprehensive (ideally face to face) handover brief to appropriate EOC staff. This is to include any current roles and responsibilities concerning the crisis (including ant covered by this checklist itself), which it is intended to handover to EOC jurisdiction | |
| 20 | Continue to support the crisis response - as directed and / or as required by circumstances 'on the day' | |
| 21 | Take all and any actions required to maintain / restore normal airport operations | |
| 22 | Stand-down all appropriate parties when response is complete | |
| End of Checklist | | |

If the ground or structural fire is located in - or is adversely affecting the Airport Operations Control Centre premises, ensure that the premises are vacated immediately. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4H BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Airport Operators 'Normal Operations' Control Centre

Note 1 - *Airport Police / Security* will typically not handle the 'security aspects' of a bomb warning / sabotage situation alone. Almost certainly they will be working under the authority / command & control of an appropriate (*external*) joint services security agency - probably provided by any / all of off-airport police, specialist security services and the military / paramilitary. Of necessity, the specific plans & procedures for guiding such response will be classified / be on a limited distribution basis - so (for reasons which are hopefully obvious) cannot be included in this *AEP Volume 2B* document

Note 2 - Off-airport Police, Security Services & Military / Paramilitary personnel (uniformed or non-uniformed) involved with any XIA *on-airport* resolution of a *security* incident - must prominently display the appropriate and correct identification badges and airport passes, unless specifically directed otherwise by the person having overall (*absolute / ultimate*) Command & Control of the security incident

Note 3 - Further to 'note '1 above - possible appointment of an XIA Airport Operator 'Overall Commander' and set up of the XIA EOC and MICC is generally only required in order to *represent the interests of the Airport Operator and to provide the necessary support to those in overall charge of the security incident* - and is not intended to conflict with the roles and responsibilities of the latter

(Do not confuse the Airport EOC's 'overall commander' - with the person having overall [absolute] security incident C4 - they are different appointments with differing roles & responsibilities)

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

IMPORTANT

Implementation of all / any of the below (see next page) is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction of the (external / off-airport) organisation having primary responsibility for overall conduct (*absolute / ultimate command & control*) of the security operation. This is particularly applicable to all forms of crisis and public communications - written or spoken



Volume 2B / Sub-section 4H BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Airport Operators 'Normal Operations' Control Centre

Alerted By: AFS / Various Inputs

Alerts Whom: TBA

General Responsibilities:

- Continue own alerting and activation procedure as required
- Maintain log of events
- *Strategic* C4 of incident (from airport viewpoint only) - until (if) EOC established
- Where appropriate - consider Passenger Terminal(s) (+ other facilities as relevant) evacuation
- Airport closure - if considered necessary
- Place selected Airport Operator staff on a state of immediate readiness
- Provide all and any support to and co-ordination with those having overall *strategic (absolute)* and *tactical* C4 of security incident
- Participate in Bomb Threat Assessment procedure if so required
- Initiate any assigned (security threat) countermeasures as appropriate
- Ensure all necessary communications links established (*see Radio Communications Plan at appendix P to AEP Volume 1 [separate document]*)
- Designate and notify an isolated search / quarantine area for suspect baggage, cargo, mail and other items as appropriate - in conjunction with airport Customs Agency
- Co-ordinate ramp operations related to the incident
- Standby to set up and establish an XIA Emergency Operations Centre (EOC) and pre-nominate an EOC Overall Commander
- Standby to man and deploy the Mobile Incident Command Centre (MICC) and pre-nominate a 'Operational Commander / Airport Operator'
- General liaison & co-ordination re the incident from an XIA viewpoint - in conjunction and co-ordination with those having overall [absolute] C4 of security incident
- Consider activation of XIA's Emergency Call / Contact / Information Centre (if any) & invoke as required (but only if so cleared by those having overall [absolute] C4 of security incident)
- *Initial* dealings with the Media (if so trained and from an *airport viewpoint only* - and strictly in accordance with clearance from / co-ordination with those having overall [absolute] C4 of security incident)
- Assign and deploy XIA resources in support of incident if so required - including making preparations to activate & deploy the XIA Immediate Care Team & similar teams
- Prepare to set up and operate an SRC and FRRC, in conjunction with other relevant Parties - if circumstances on the day so dictate
- Further response as required by 'circumstances on the day'
- Minimise disruption to normal operations
- Facilitate return to normal operations when incident concluded

General Actions: See next page



Volume 2B / Sub-section 4H BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Airport Operators 'Normal Operations' Control Centre

REMINDER - Implementation of all / any of the below is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction of the (external / off-airport) organisation having primary responsibility for overall conduct (**absolute / ultimate command & control**) of the security operation. This is particularly applicable to all forms of crisis and public communications - written or spoken

| Action | | ☑ ? |
|--------|--|-----|
| 1 | Commence own alerting & activation procedure | |
| 2 | Maintain written log of events | |
| 3 | Evacuate Passenger Terminal(s) and / or other facilities - if security threat so dictates | |
| 4 | Close airport if security threat so dictates (appropriate NOTAM required) | |
| 5 | Bring selected Airport Operator staff to a state of immediate readiness | |
| 6 | Exercise strategic C4 of incident (<i>from airport viewpoint only</i>) until (if) relieved | |
| 7 | Participate in any Bomb Threat Assessment process - as required | |
| 8 | Initiate any agreed and assigned countermeasures decided at the Bomb Threat Assessment process - or otherwise as directed | |
| 9 | Ensure all necessary communications links established (<i>see Radio Communications Plan at appendix P to AEP Volume 1 [separate document]</i>) | |
| 10 | Prepare to set up and man the EOC + man and deploy the MICC. Initiate activation of both when / if so required and / or requested and / or directed (<i>see this checklist - item 22 - NOW</i>) Note - When (if) XIA EOC is activated - prepare, complete & deliver a comprehensive (ideally face to face) handover brief to appropriate EOC staff. This is to include any roles and responsibilities concerning the crisis (including any in this checklist itself) - for which it is intended that EOC will now assume responsibility | |
| 11 | In conjunction with 10. above - pre-select & notify a <i>provisional</i> 'XIA overall commander' (EOC) and a <i>provisional</i> 'XIA operational commander / airport operator' (MICC) | |
| 12 | Gather together a team of the various airport 'experts and specialists' pertaining to the threat type and location - and have this team readily available to offer advice and support to the authority in overall charge of the incident e.g. this team might comprise airport engineers & electricians, ramp & terminal managers, facilities manager, emergency planning manager etc. | |
| 13 | Designate & notify an isolated search / quarantine area for suspect baggage, cargo, mail & other appropriate items (in conjunction with airport Customs Agency if necessary) | |



| | | |
|------------------|--|--|
| 14 | Deploy XIA & appointed GHA(s) manpower and transportation services in support of incident if required / requested / directed, using logic and common sense to decide on what particular actions to take, depending on circumstances on the day and any direction given by the organisation in overall (absolute) charge of the incident | |
| 15 | Deploy (if so required) appropriate ground servicing equipment - as provided and operated by appointed GHA(s) | |
| 16 | Obtain, disseminate & continually update all appropriate and available information re the incident - to all appropriate parties. Ensure that XYZ Airports Company Corporate Communications / PR department and airport's 'top manager' are also included Reminder - comply at all times with requirements of 'REMINDER' found at start of checklist | |
| 17 | Consider activation of airport's Emergency Call / Contact / Information Centre (if any) - implement if necessary (only if relatively large numbers of fatalities / serious injuries involved) Reminder - comply at all times with requirements of 'REMINDER' found at start of checklist | |
| 18 | Arrange for appropriate information announcements and updates to be made in the Terminal(s); on Flight Information Displays; websites; via PA system; etc. - as required Reminder - comply at all times with requirements of 'REMINDER' found at start of checklist | |
| 19 | Prepare to set up and oversee SRC and FRRC operation if so required by circumstances on the day | |
| 20 | For any <u>initial</u> 'Crisis Communications' dealings with the Media (up to the point when XIA Corporate Communications / PR can take over this task) - follow appropriate SOP <i>(insert location of appropriate SOP here xxxxxxxx)</i> | |
| 21 | Should EOC activate - continue to support the crisis response - as directed and / or as required by circumstances 'on the day' | |
| 22 | Should EOC not be activated - carry out the appropriate EOC required actions which still need to be accomplished - see details page 716 | |
| 23 | Take all and any actions required to maintain / restore normal airport operations | |
| 24 | When incident resolved - stand-down to normal readiness | |
| End of Checklist | | |

Note - see also 'general' information provided on page 661

Where the threat is to (or otherwise adversely affects) the Airport Operations Control Centre, the facility should be evacuated immediately in accordance with standard procedures. An appropriate 'business continuity' plan should be in place to cover this eventuality



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Volume 2B / Sub-section 4J

GROUND / STRUCTURAL FIRE - on airport

* 'Appointed' Ground Handling Agent(s) - GHA

**As appointed by XYZ Airports Company in conjunction with nominated GHA senior management*

Alerted By: AFS and / or XIA - Airport Operations Control Centre (for **major fire only**)
Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process for 'ground / structural fire' at XIA Airport
- Maintain log of events
- Come to a state of immediate readiness
- Prepare to assist with any 'Terminal Evacuation' plan - as required
- Source appropriate ground transport (particularly buses) and ground equipment - plus drivers / operators - and prepare them for immediate deployment in support of incident
- Deploy staff and resources in support of incident as directed or requested
- Assist with set up, manning & operation of an airport (or near airport) located (uninjured) Survivor Reception Centre - if so required by circumstances on the day
- Assist with set up, manning & operation of an airport (or near airport) located Friends & Relatives Reception Centre - if so required by circumstances on the day

General Actions:

Deploy (if so directed / required) GHA staff in support of incident - using the above bullet point list plus logic and common sense as a guide (and / or as directed) - to decide on what particular actions to take, depending on circumstances 'on the day'.

If deploying in support of the actual fire and rescue operation itself, deploying personnel should report to the AFS person-in-charge on site

If the ground or structural fire is located in - or is adversely affecting the GHA's premises, the premises are vacated immediately. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4J BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

* 'Appointed' Ground Handling Agent(s) - GHA

**As appointed by XYZ Airports Company in conjunction with nominated GHA senior management*

Alerted By: XIA - Airport Operations Control Centre

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Maintain log of events
- Bring selected staff to a state of immediate readiness
- Initiate any assigned security countermeasures - if and as directed
- Prepare to assist with Terminal / other evacuation procedure(s) - if and as required
- Prepare to make available ground transportation and ground equipment + *volunteer* drivers / operators
- General crisis co-ordination, liaison, technical advice and support from the GHA's viewpoint
- Respond as required (and / or as directed) by developing circumstances 'on the day'
- Deploy GHA representatives to XIA EOC and MICC - if appropriate
- Provide manpower to XIA Immediate Care Team - if appropriate
- Prepare to assist with set up, manning & operation of the XIA SRC and FRRC

General Actions:

Deploy (if so directed / required) GHA staff in support of incident - using the above bullet point list plus logic and common sense as a guide (and / or as directed) - to decide on what particular actions to take, depending on circumstances 'on the day'. If deploying in support of the actual incident itself, GHA staff should report to the person-in-charge 'on site'

Where the threat is to (or otherwise adversely impacts upon) a GHA facility, the facility should be evacuated immediately in accordance with standard procedures. An appropriate 'business continuity' plan should be in place to cover this eventuality

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - see also 'general' information provided on page 661



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Volume 2B / Sub-section 4K

GROUND / STRUCTURAL FIRE - on airport

XYZ Airports Company - Engineering (Structural, Mechanical & Electrical / Electronic) Services

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff to a state of immediate readiness
- Standby to prepare an adequate water supply for fire-fighting purposes - as appropriate
- Standby to prepare for supply of appropriate XIA technical equipment (including mobile lighting) & operating personnel
- Standby to deploy in support of crisis - as appropriate
- Standby to cease all 'work in progress' operations on airport's manoeuvring area
- Standby to prepare for emergency repairs (as required)
- Standby to prepare to co-ordinate & supervise repairs effected by other parties (as required)

General 'nominated' Airport Engineering **actions** shall be in line with the above responsibilities - i.e. use the above as a guide & use logic and common sense to decide (and / or as directed) on what particular actions to take, depending on circumstances 'on the day'. A written log of events shall be maintained

If deploying in support of the actual fire and rescue operation itself, deploying personnel should report to the AFS person-in-charge on site

If the ground or structural fire is located in - or is otherwise adversely affecting Engineering Services premises, evacuate the appropriate premises immediately. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4K

BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

XYZ Airports Company - Engineering (Structural, Mechanical & Electrical / Electronic) Services

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff to a state of immediate readiness
- Provide appropriate technical advice / information (to whoever) as authorised
- Standby to prepare an adequate water supply for fire-fighting purposes - as appropriate
- Standby to prepare for supply of appropriate technical equipment (including mobile lighting) & volunteer operating personnel (as appropriate for latter)
- Standby to cease selected 'work in progress' operations on airport - as appropriate
- Standby to shut-down airport services (Power, Lighting, Radios etc.) if so directed by the organisation responsible for overall (absolute) management of incident
- Standby to prepare for airfield paving / lighting / etc. - inspections (where required)
- Standby to prepare for emergency repairs
- Standby to prepare to co-ordinate & supervise repairs effected by other parties (as required)
- Deploy in support of crisis – as directed / appropriate

Airport Engineering actions shall be in line with the above responsibilities - i.e. use the above as a guide & use logic and common sense to decide (and / or as directed) on what particular actions to take, depending on circumstances 'on the day'. A written log of events shall be maintained

Where the threat is to an Airport Engineering facility, the facility should be evacuated immediately in accordance with standard procedure. An appropriate 'business continuity' plan should be in place to cover this eventuality

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

Note - see also 'general' information provided on page 661



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Volume 2B / Sub-section 4L GROUND / STRUCTURAL FIRE - on airport

XIA - Emergency Operations Centre (EOC)

Alerted By: XIA Airport Operations Control Centre (activated for major fire only)
Alerts Whom: TBA

General Responsibilities - (if EOC activated):

- Ensure EOC 'overall commander' & supporting team have been appointed and are in place
- Ensure Airport's 'Normal Operations Control Centre' provides a fully comprehensive handover briefing re the incident & response - including any of the latter's crisis related roles and responsibilities which the EOC is now to assume
- Assume strategic Command & Control of crisis
- Provide high level support, co-ordination & resources for total crisis response effort
- Oversee collection, collation, co-ordination and distribution of information concerning fire victims. Update this information on a continual basis
- Oversee collection, collation, co-ordination and distribution of the overall crisis response operation. Update this information on a continual basis
- Oversee provision of airport based humanitarian assistance & welfare to incident victims and their families, relatives & friends - FR, as appropriate
- Oversee airport based matching and reuniting of incident victims with associated FR - as appropriate
- Oversee / approve all airport originated crisis communications
- Support / co-operate with any investigation
- Ensure post crisis operations are completed expeditiously in order that normal operations may be resumed as quickly as possible

General actions - (if EOC activated)

When (if) EOC is activated, the above list of 'General Responsibilities' is to be used to guide what needs to be addressed. The list is not exhaustive i.e. use logic and common sense to decide on what particular actions to take, depending on circumstances 'on the day' - including consideration of all other appropriate matters. A written log of events shall be maintained

Where the threat is to the EOC facility itself, it should be evacuated immediately in accordance with standard procedures. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4L BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made XIA - Emergency Operations Centre (EOC)

Note 1 - *Airport Police / Security* will typically not handle the 'security aspects' of a bomb warning / sabotage situation alone. Almost certainly they will be working under the authority / command & control of an appropriate (*external*) joint services security agency - probably provided by any / all of off-airport police, specialist security services and the military / paramilitary. Of necessity, the specific plans & procedures for guiding such response will be classified / be on a limited distribution basis - so (for reasons which are hopefully obvious) cannot be included in this *AEP Volume 2B* document

Note 2 - Off-airport Police, Security Services & Military / Paramilitary personnel (uniformed or non-uniformed) involved with any XIA *on-airport* resolution of a *security* incident - must prominently display the appropriate and correct identification badges and airport passes, unless specifically directed otherwise by the person having overall (*absolute / ultimate*) Command & Control of the security incident

Note 3 - Further to 'note '1 above - possible appointment of an XIA Airport Operator 'Overall Commander' and set up of the XIA EOC and MICC is generally only required in order to *represent the interests of the Airport Operator and to provide the necessary support to those in overall charge of the security incident* - and is not intended to conflict with the roles and responsibilities of the latter

(Do not confuse the Airport EOC's 'overall commander' - with the person having overall [absolute] security incident C4 - they are different appointments with differing roles & responsibilities)

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

IMPORTANT

Implementation of all / any of the below (see next page) is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction of the (external / off-airport) organisation having primary responsibility for overall conduct (*absolute / ultimate command & control*) of the security operation. This is particularly applicable to all forms of crisis and public communications - written or spoken



Volume 2B / Sub-section 4L BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made XIA - Emergency Operations Centre (EOC)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Ensure EOC 'overall commander' & supporting team have been appointed and are in place
- Ensure Airport's 'Normal Operations Control Centre' provides a fully comprehensive handover briefing re the incident & response - including any of the latter's crisis related roles and responsibilities which the EOC is now to assume
- Assume strategic Command & Control of crisis - *from Airport Operator viewpoint only*
- Oversee appropriate liaison, co-ordination & support with / for all incident responding organisations - as appropriate - *and from the Airport Operator viewpoint only*
- Oversee implementation of assigned security countermeasures - if required and as directed
- Make EOC & MICC available to organisation having overall (*absolute*) responsibility for conduct of operations (C4) of the security incident - if so required / requested
- Oversee collection, collation, co-ordination, distribution and continual update (to appropriate recipients only - as cleared by the organisation having overall (*absolute*) C4 of the security incident) of information concerning incident victims
- Oversee collection, collation, co-ordination, distribution and continual update (to appropriate recipients only - as cleared by the organisation having overall (*absolute*) C4 of the security incident) of all known information re the total incident response operation
- Oversee provision of airport based humanitarian assistance & welfare to incident victims and their families, relatives & friends - FR, as appropriate
- Oversee airport based matching and reuniting of incident victims with associated FR - as appropriate
- Oversee / approve all airport originated crisis communications (all *airport* originated crisis communications are to be prepared and released in full consultation with (and with approval of) the organisation having overall (*absolute*) C4 of the security incident)
- Fully support / co-operate with any Security Investigation - if appropriate
- Ensure that normal operations are resumed as quickly as possible

General Actions:

When (if) EOC is activated, the above list of 'General Responsibilities' is to be used to guide what actions need to be addressed. The list is not exhaustive i.e. use logic and common sense to decide on what particular actions to take, depending on circumstances 'on the day' - including consideration of all other appropriate matters. A written log of events shall be maintained

IMPORTANT - If EOC not activated, appropriate actions from above shall be carried out by XIA Airport Operations Control Centre instead

Where the threat is to (or otherwise adversely affects) the EOC facility, the latter should be evacuated immediately in accordance with standard procedure. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 661



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Volume 2B / Sub-section 4M

GROUND / STRUCTURAL FIRE - on airport at XIA

XIA - Mobile Incident Command Centre (MICC)

Alerted By: XIA Airport Operations Control Centre (activated for major fire only)

Alerts Whom: TBA

General Responsibilities: (if activated):

- Deploy to incident location
- Report to AFS 'person in charge'
- Undertake / facilitate **tactical** XIA C4 operations 0 as directed / required
- Provide an incident site facility for Joint Agency liaison, briefing etc.
- Act as on-site XIA Central Communications Centre
- Act as on-site 'Focal Point' - on which all other Tactical XIA Command Posts (e.g. Airport Police; Airport Medical Centre etc.) and any off-airport responding agencies can be based
- Maintain written log of events

General actions:

When (if) MICC is activated, the 'Operational Commander / Airport Operator' shall use the above list of 'General Responsibilities' to guide which actions need to be addressed i.e. use logic and common sense (and / or direction from above) to decide on what particular actions to take, when and how - depending on circumstances 'on the day'

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4M BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made XIA - Mobile Incident Command Centre (MICC)

Note 1 - *Airport Police / Security* will typically not handle the 'security aspects' of a bomb warning / sabotage situation alone. Almost certainly they will be working under the authority / command & control of an appropriate (*external*) joint services security agency - probably provided by any / all of off-airport police, specialist security services and the military / paramilitary. Of necessity, the specific plans & procedures for guiding such response will be classified / be on a limited distribution basis - so (for reasons which are hopefully obvious) cannot be included in this *AEP Volume 2B* document

Note 2 - Off-airport Police, Security Services & Military / Paramilitary personnel (uniformed or non-uniformed) involved with any XIA *on-airport* resolution of a *security* incident - must prominently display the appropriate and correct identification badges and airport passes, unless specifically directed otherwise by the person having overall (*absolute / ultimate*) Command & Control of the security incident

Note 3 - Further to 'note '1 above - possible appointment of an **XIA** 'Overall Commander' and 'Operational Commander / Airport Operator' - together with set up and operation of the XIA EOC and MICC, is generally only required in order to *represent the interests of the Airport Operator and to provide the necessary support to those in overall charge of the security incident* - and is not intended to conflict with the roles and responsibilities of the latter

(Do not confuse the Airport EOC's 'overall commander' - with the person having overall [absolute] security incident C4 - they are different appointments with differing roles & responsibilities)

IMPORTANT

At all stages of a security incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day'

IMPORTANT

Implementation of all / any of the below (see next page) is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction of the (external / off-airport) organisation having primary responsibility for overall conduct (**absolute / ultimate command & control**) of the security operation. This is particularly applicable to all forms of crisis and public communications - written or spoken



Volume 2B / Sub-section 4M

BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

XIA - Mobile Incident Command Centre (MICC)

Alerted By: XIA Airport Operations Control Centre

Alerts Whom: TBA

General Responsibilities:

- When directed - deploy to incident location and report to person-in-charge
- Undertake / facilitate **tactical** XIA C4 operations as directed / required
- Provide an incident site facility for Joint Agency liaison, briefing etc.
- Act as on-site XIA Central Communications Centre
- Act as on-site 'Focal Point' - on which all other Tactical XIA Command Posts (e.g. Airport Police; Airport Medical Centre; Aircraft Operator etc.) and off-airport responders can be based
- If so directed / requested - make MICC facility available to organisation having primary (absolute / ultimate) responsibility for conduct of operations (C4) of security incident
- Maintain a written log of events

General actions:

When (if) MICC is activated, the 'Operational Commander / Airport Operator' shall use the above list of 'General Responsibilities' to guide which actions need to be addressed i.e. use logic and common sense (but always subject to the direction of the organisation having overall (**absolute / ultimate**) charge of the security incident) to decide on what particular actions to take, when and how - depending on circumstances 'on the day'

Note - see also 'general' information provided on page 661



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Volume 2B / Sub-section 4N GROUND / STRUCTURAL FIRE - on airport at XIA

Crisis Communications - by XIA Corporate Communications / PR Department

Alerted By: XIA Operations Control Centre

Alerts Whom: TBA

Note - Activation of a major crisis communications response is only expected where relatively large numbers of fatalities and / or critical injuries occur - and / or where there is widespread damage to airport premises - and / or where there is significant risk (actual or potential) to XYZ Airports Company's brand / image / reputation

General Responsibilities:

- Continue own alerting & activation task
- Maintain a written log of events
- Issue 'generic' (pre-prepared / ready to go) first (holding) press release without delay
- Develop and implement an overall crisis communications strategy
- Decide & implement suitable methods for handling the flow of crisis related information - as related to the crisis communications task
- Set up, man and operate an XIA 'Crisis Communications Centre'
- Provide an experienced & senior 'crisis communications' liaison / co-ordination person to the airport's 'normal operations control centre' and / or (as applicable) to the EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use 'social media' to best advantage (e.g. 'Twitter', 'Facebook') etc.
- **Prioritise crisis communications with airport located (surviving) incident victims & associated FR**
- Appoint, brief and support a 'Spokesperson' to represent the XYZ Airports Company
- Prepare & distribute subsequent Press Releases
- Prepare & distribute potential media crisis response FAQs / Fast Facts
- Manage Press Enquiries
- Organise and manage Press Conferences
- If so requested, assist victims and associated FR in dealings with the Media
- Do all of the above in conjunction, consultation & co-ordination with other appropriate and relevant parties
- Clear all of the above at each major stage - with the Overall Commander XIA EOC **OR** (if EOC not activated) with the senior manager on duty at the airport's Operations Control Centre

General actions:

When (if) the XIA Crisis Communications Centre is activated, the above bullet-point list shall be used as a guide for which actions need to be addressed i.e. use logic & common sense to decide on which particular actions to take, depending on circumstances 'on the day'

If the ground or structural fire is located in - or is adversely affecting the Corporate Communications / PR Department's premises, ensure that the premises are vacated immediately. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 660



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Volume 2B / Sub-section 4N

BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Crisis Communications - XIA Corporate Communications / PR Department

Alerted By: XIA Operations Control Centre

Alerts Whom: TBA

General Responsibilities:

IMPORTANT - WARNING: At all times during a bomb threat / sabotage incident response - all relevant aspects of the below are to generally be **pre**-cleared and co-ordinated with the appropriate & relevant 'most senior person' in charge of crisis communications (or equivalent) for the overall security operation i.e. with the crisis communications person from the organisation having **absolute / ultimate** C4 of the security incident response. This latter organisation is most likely to be a government sponsored off-airport 'specialist' agency - usually sourced from any of military and / or para-military and / or police (i.e. both 'on' and 'off' airport police)

- Continue own alerting & activation task
- Maintain a written log of events
- Issue 'generic' (pre-prepared / ready to go) first (holding) press release without delay
- Develop and implement an overall crisis communications strategy
- Decide & implement suitable methods for handling the flow of crisis related information - as related to the crisis communications task
- Set up, man and operate an XIA 'Crisis Communications Centre'
- Provide an experienced & senior 'crisis communications' liaison / co-ordination person to the airport's 'normal operations control centre' and / or (as applicable) to the EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use 'social media' to best advantage (e.g. 'Twitter', 'Facebook') etc.
- **Prioritise** crisis communications with airport located associated FR of persons on board security incident flight
- Appoint a 'Spokesperson' to represent the airport authority
- Prepare & distribute Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press Enquiries
- Organise and Manage Press Conferences
- If so requested, assist associated FR in dealings with the Media
- Do all of the above in conjunction, consultation & co-ordination with other appropriate and relevant Parties
- Clear all of the above at each major stage - initially with the XIA EOC Overall Commander or appropriate, alternate person..... and ultimately, with the person referred to in the boxed 'IMPORTANT - WARNING' note further above



Volume 2B / Sub-section 4N

BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

Crisis Communications - by XIA Corporate Communications / PR Department

General Actions:

When (if) the XIA Crisis Communications Team is activated, the bullet-point list of 'General Responsibilities' (shown on the previous page) is to be used as a guide for which actions need to be addressed i.e. use logic and common sense to decide on which particular actions to take, depending on circumstances 'on the day'

Where the threat is to (or otherwise adversely impacts upon) a Corporate Communications / PR Department facility, the facility should be evacuated immediately in accordance with standard procedures. An appropriate 'business continuity' plan should be in place to cover this eventuality

Note - see also 'general' information provided on page 661



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Volume 2B / Sub-section 4P GROUND / STRUCTURAL FIRE - on airport

(XIA) - Other Airport Agencies, Tenants and Franchisees not included elsewhere in these Checklists

Alerted By: Self-alerted (if fire at or near own facility) / various other sources

Alerts Whom: Activate fire alarm; own staff; neighbouring facilities; AFS; airport operator

General Responsibilities & Actions:

As per the standard procedure shown on page 660



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Volume 2B / Sub-section 4P

BOMB WARNING / SABOTAGE & similar - non-aircraft related

RED Security Alert / RED Threat Assessment Made

(XIA) - Other Airport Agencies, Tenants and Franchisees not included elsewhere in these Checklists

Alerted By: Self-alerted (if bomb threat at or near own facility) / various other sources
Alerts Whom: Own Staff; Neighbouring Facilities; Airport Police / Security; AFS; Airport Operator

General Responsibilities & Actions:

In general and where the threat is to a facility operated by an XYZ agency, tenant or franchisee etc. - the facility should be evacuated immediately in accordance with standard procedures. Appropriate 'business security' & 'business continuity' plans should be in place to cover this eventuality

See also information shown on page 661

Specific Responsibilities & Actions:

For Aircraft Operators and / or Ground Handling Agents

- Be prepared to provide passenger & crew name lists - as associated with appropriate flights
- Be prepared to provide appropriate information regarding 'dangerous goods' (also applicable to 'cargo' related agencies)

For Airport Customs Agency

Be prepared for searches of baggage, cargo and mail which might be under Customs jurisdiction. Also be prepared to facilitate removal of same to an appropriate 'isolated location'

For Airport Immigration Agency

- Where appropriate - be prepared to use immigration records to attempt to provide additional personal details of those believed to have been involved in the incident
- Adhere to spirit of the appropriate requirements of ICAO Annex 9, Chapter 8 (see this AEP (separate document) Volume 1 - appendix R - for details) at all times i.e. during crisis and in the shorter term post crisis



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END of AEP GUIDELINE - VOLUME 2B DOCUMENT

- ✓ Note - the reader / user is reminded that this document (the one being read now) is **Volume 2B** of the XIA AEP
- ✓ The reader / user is also reminded that **Volume 1** and **Volume 2A** of the XIA AEP are separate documents (both from each other and also separate from this **Volume 2B**) i.e. 3 separate documents in total comprise the entire XIA AEP
- ✓ The reader / user is further reminded that:
 - Volumes **2A** and **2B** of this Guidelines AEP provide (in **Section 3** of each document) **checklists** for all required **aircraft** related emergencies / crises at or directly affecting XIA - with the exception of aircraft related fuel spillage (the latter being included instead [with good reason] in Section 3 of AEP **Volume 1**)
 - Similar applies to **Section 4** of Volumes **2A** and **2B** - with each providing **non-aircraft** related incident **checklists** - dealing with '**ground / structural fire**' and (separately) '**bomb warning / sabotage**'. Other non-aircraft related incidents which do not lend themselves easily to a checklists format (for details see second bullet-point list page 658 of this document) are included in AEP Guideline **Volume 1** instead
 - Any associated, explanatory / background material relating to checklists will generally have been included in AEP **Volume 1** - *with the exception of 'security' and 'airport ground / structural fire' related material*, which has been placed in AEP **Volume 2A** and **2B** directly
- ✓ The reader / user is lastly reminded that:
 - Whilst Volumes **2A** and **2B** are separate from each other (and also separate from AEP **Volume 1**) - they have been designed in principle to provide the same information, but presented in different formats - **Volume 2A** presenting checklists by '**type of emergency / crisis**', whilst **Volume 2B** presents the same checklists by '**responder type**'
 - AEP Guideline **Volume 2B** has been fully (100%) completed by the author / owner (of the entire AEP Guideline series of documents). You are reading it right now!

Should the potential user also / alternatively wish to view and use the checklists by '**type of emergency / crisis**' (as per **Volume 2A**) - **he / she will need to write / produce Volume 2A** (him / herself) **from the very beginning** e.g. by 'copy /pasting' the required information from the fully completed **Volume 2B** into a newly originated **Volume 2A** - and 'adjusting / re-labelling' it accordingly / as required

To make this absolutely clear, the AEP Guideline **Volume 2A** as referred to in this AEP Guidelines series of documents, exists only notionally i.e. it does **not** exist in reality. However, all information required to produce a **Volume 2A** is already included in this **Volume 2B** i.e. the vast majority of the work has been done for you