



Preparation Guideline for a:

Typical Airport Emergency Plan (AEP)

Volume 1

Introductory / Reference / Explanatory Material



Relevant to: **Airport Authority / Operator / Management Company** (+ Air Traffic Services; Aircraft Operators; Ground Handling Agents; other Airport Tenants & Franchisees; appropriate 'Surrounding Community' Responders [including 'government' type services] etc.)

Production of an effective and efficient Airport Emergency Plan (**AEP**) is both an international (ICAO) and national regulatory requirement for most of the world's civil, licensed (**certificated**) aerodromes

If a response to an airport related major crisis is to be fully effective, efficient and expeditious - all concerned must be 100% aware (**training / competence**) of the requirements of 'their own' AEP / equivalent document - and practised (**exercised**) in same. Of course, this is not just the responsibility of **airport operator** staff - 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. **GHA**)

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



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

Where necessary, see list of acronyms etc. - found on page 10

Note 1 - This AEP guideline provides comprehensive information & instruction re the preparation, implementation, operation (plus ongoing maintenance and review) of an *airport emergency plan* (AEP). This particular * element (i.e. *Volume 1*) deals in general with introductory, background and general material - but also provides response guidance to a small number of emergency / crisis situations which do *not* lend themselves easily to checklist format

* Note - In total this guideline comprises three, separate AEP volumes - i.e. *Volume 1* (you are reading the latter right now) - together with Volumes *2A* and *2B*. The latter two (typically in *checklist* format only) are *separate* documents - both from each other and also from this *Volume 1*. *Volume 2A* lists AEP checklists by *emergency / crisis type* (e.g. Aircraft Accident On-airport; Aircraft Ground Incident etc.) - whilst *Volume 2B* does the same thing by *emergency responder type* (e.g. Air Traffic Services; Airport Medical Centre etc.)

Whilst this guideline might not pedantically be a *100% true template* for the actual (direct) production of an AEP (or an element of an AEP), it is nonetheless an *extremely useful aid* in such task - being specifically designed for use in producing a new AEP from the ground up - OR upgrading an existing AEP

This 'guideline is presented as a complete AEP for a *fictitious* but realistically representative airport - with additional 'guiding' notes and information included (latter *must* be omitted in the real [final version] plan of course)

It has been loosely based on several *real* AEPs from major international airports around the world, which might be regarded as being 'above the average' for effectiveness, efficiency and quality in the particular subject area of airport emergency response planning

The simple intent for those wishing to use this guideline practically is that *as much or as little* as is required can be used, adapted, changed, downsized (it will probably be a little difficult to upsize!) etc. - in order to produce a new AEP / upgrade an existing AEP etc. - as is required by the user

Note 2 - The fictitious but wholly representative airport referred to above is based on the following:

- Name is 'XYZ International Airport (3 letter code = XIA; 4 letter code OXIA)'
- 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' (XXX CAA)

XIA is a very busy 24H international airport hub located on the outskirts of a large (population 2 million), modern and well developed city - with excellent infrastructure, resources etc.

The airport has two parallel runways, each 12,000 feet in length and displaced from each other laterally by 1 nautical mile (2 km). It is equipped in all aspects / respects to handle aircraft up to Airbus A380 size



The surrounding terrain (within a 100 nautical mile radius of XIA) 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 coastline (typically e.g. the sea or a very large lake) lies within 5 to 10 nautical miles of XIA. The geography of same is such that a significant degree of all XIA final approaches and initial departures are made over this body of water

Note 3 - Terms, abbreviations & concepts used in this guideline are typically **generic** - meaning that they are **not** specific to any particular airport, airline, GHA, external (off-airport) agency etc. Whilst many (such terms, abbreviations & concepts) will be the same or similar to those in **actual use** at many airports worldwide, 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

Note: With the exception (in some areas) of Air Traffic Services, 'standardisation' around the world does **not** exist for **airport** emergency response operations (as at 2019). This causes unnecessary and unacceptable confusion amongst users of same - particularly for the aircraft operator (**airline**) e.g. flying to possibly hundreds of **different** airports - all having **different** AEP layouts, terminologies etc.

In order to alleviate this problem, adoption by all commercial airports of the terms, abbreviations & concepts contained in **this** AEP preparation guideline, will go some considerable way toward eventually establishing such standardisation

Note 4 - 'Controlled Document' type information has been deliberately omitted from this guideline for the sake of brevity and clarity. Users producing or updating their own 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 5 - It is important for Aircraft Operators, Ground Handling (GHA) companies etc. - to be 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.

As a general 'rule', Aircraft Operator & GHA emergency response plans for their Stations etc. **must** be based on the AEP for the particular airport at which any particular Station / Destination is located

Note 6 - There are typically two types of **strategic** command, control, co-ordination & communication (**C4**) models / systems used in airport emergency planning (security related emergencies excepted). The first involves the airport operator itself assuming such strategic C4 for **on-airport** incidents

The second involves an **off-airport** entity (usually the off-airport Police or similar) assuming such 'on-airport' strategic C4 - with the airport operator assuming a subordinate (but obviously important) role. There are advantages and disadvantages to both models / systems



This AEP guideline is predicated on the **former** model i.e. the airport operator assumes (strategic) C4 of all **on-airport** accidents / incidents (security related emergencies excepted)

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Note 8 - This guideline document (AEP Volume **1**) should be regarded as a 'work of reference' relating to the particular subject area of airport emergency planning. The same applies to (*separate documents in the same series*) AEP Volumes **2A** and **2B**. The reader hopefully appreciates that, like any 'work of reference', the result will inevitably be a rather large document! It is anticipated that larger and / or busier and / or more complex airports will need to use (in one way or another) just about all of the information provided in this complete AEP guideline set (i.e. Volumes **1**, **2A** and **2B**) - whilst smaller and / or 'quieter' and / or simpler airports can simply take (mix and match) and adapt only what is appropriate to their specific circumstances

Note 9 - Procedures and checklists for a '**Passenger Terminal Evacuation Plan**' have *not* been included herein for a number of valid reasons. However, when preparing 'real' AEPs based on these guidelines, such an Evacuation Plan(s) must be prepared, documented, trained and exercised. The appropriate airport operator / authority etc. is responsible for this. For an example of some useful elements of a *real* airport's Terminal Evacuation Plan - follow the below link:

<https://www.perthairport.com.au/-/media/Files/CORPORATE/Work-with-us/Airport-Operating-Standards/AOS011-Terminal-evacuation-and-fire-safety.pdf>

Note 10 - Please now see '**important note**' near bottom of page **83**

Note 11 - The author / owner of this AEP guideline has (separately) produced a large number of similar / related documents for **airline** (aircraft operator) and **GHA** (ground handling agent) use

Many subjects covered in same will also be of significant interest to the **airport operator** - but due overall document size constraints, cannot be included in *this* AEP guideline. Just a very few examples of the subject areas covered (with which the **airport operator** will also have a major interest) include:

- 'Crisis Communications'
- 'Humanitarian (Family) Assistance operations'
- 'Emergency Call / Contact / Information Centre operations'
- 'Disaster Victim Identification & Personal Effects Recovery operations'
- 'Business Continuity operations' etc.

All such (*separate*) material / information referred to immediately above (and much more) is already available separately and free of charge - via the author / owner's website at:

<http://www.aviationemergencyresponseplan.com>



Airport operator staff studying such material / information should always keep in mind that it has been prepared, in the main, for **airlines**. Consequently, such material must be adapted (when and if so required) before use in an '**airport**' context. All airport operator staff responsible for emergency response planning will be doing both themselves and their parent airport a disservice by not studying and adapting appropriate elements of such (separate) material / information - for airport use

Note 12 - Re the definition of **GOLD / SILVER / BRONZE 'C4'** (see page 19) - note that adoption and slightly modified use of this C4 system has been assumed in **this** AEP guideline document

Note 13 - Re the definition of '**Mobile Incident Command Centre - MICC**' (see page 21) - note that **joint / combined / concurrent** operation of a **Forward Command Post** (otherwise known as 'Forward Control Point') **plus** (+) the MICC is assumed in **this** AEP guideline document

Note 14 - Please now see '**very important note**' (starts lower down on page 41)

Note 15 - This document will inevitably contain errors, omissions, oversights etc. of all types (including links which may no longer function). Users identifying same are kindly requested to notify the original author accordingly (by email please) at..... info@aviation-erp.com

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End of Orientation Notes

This AEP Volume 1, together with its associated (separate documents) Volumes 2A / 2B, forms a guideline which, if followed as designed / intended, will lead to the appropriate user being able to produce (or upgrade to) a **fully fit for purpose AEP** for any specified airport

For interested readers / potential users wishing to get a different and much briefer viewpoint of the same subject, the USA's 'National Fire Protection Association - NFPA' has also produced a useful AEP Preparation guideline (2018 version) - slanted to US type **airport** emergency planning and response type operations. The guideline is 'free' insofar as 'reading it' is concerned - but for anything else purchase is required. Please follow this [link](#) to see how this document might be accessed



XYZ International Airport (XIA)

Airport Emergency Plan

VOLUME 1

GENERAL REFERENCE, EXPLANATORY & BACKGROUND MATERIAL

Important Note

Volumes **2A** & **2B** of this AEP are *separate* documents - both from each other and also being separate from this Volume **1** (*which [the latter] you are reading right now*)

The objective of aerodrome emergency planning is to anticipate the effects that an emergency might have on life, property and aerodrome operations - and to prepare appropriate courses of action designed to minimise such effects, particularly with respect to the saving of life / prevention of injury / limitation of damage

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

Provision of a comprehensive, fit for purpose & frequently practised AEP - developed, exercised and maintained in consultation with all responsible agencies (both on and off-airport and on a worldwide basis where necessary), is thus essential

Note: In the United Kingdom, the United Arab Emirates, Oman (and perhaps a small number of other countries) the equivalent of the **AEP Volume 1** document may be known as '**Emergency Orders**'

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>



DOCUMENT LAYOUT & USE

This guideline AEP (comprising Volumes **1**, **2A** and **2B** when taken together / in total) covers the most common crises, aircraft related or otherwise, anticipated to occur at or in the vicinity of XYZ International Airport (XIA)

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

Such 'responses' typically (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 *AEP Volume 1*])

For ease of use and clarity this guideline AEP has been split into **two** volumes:

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

- Fuel Spills
- Dangerous Goods Crisis
- Public Health Crisis

The Volumes **2A** & **2B** elements of this AEP (Reminder - **separate** documents - both from each other and also from this Volume **1**) generally contain crisis response **checklists** only

The intended purpose of the above AEP document split is for appropriate persons to use the information in Volume **1** to **pre-acquire** the general / background knowledge required to respond effectively, efficiently & expeditiously to the various crises anticipated - with the appropriate, associated **checklists** (contained in Volumes **2A** & **2B**) then being used to guide the actual crisis 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) - being (for the latter two) on an initial and recurrent time basis

Once the required level of Volume **1** familiarity has been achieved and is being maintained - then there should only be the need for use of the relevant **checklists** (Volumes **2A** & **2B**) during **actual** crisis response operations and associated exercises



AEP - XYZ International Airport (XIA) / Volume 1

Reminder - AEP Volume 2A **exists only notionally** (See again 'Important Note' - page 83)

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This AEP Volume 1 guideline document comprises xxx pages - all dated dd/mm/20xx



Acronyms / Abbreviations

ACI	Airports Council International
AEP	<i>Airport</i> (Aerodrome) Emergency Plan
AEPC	<i>Airport</i> Emergency Planning Committee (XIA & Surrounding Community Reps)
AFS	<i>Airport</i> Fire & Rescue Service (XIA) - see also 'RFFS'
AMC	<i>Airport</i> Medical Centre (XIA)
AOC	<i>Airline</i> Operator's Committee (XIA)
ATC/S	Air Traffic Control / Services
C4	Command, Control, Co-ordination & Communication
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	(National) Department of Health & Medical Services (for XXX)
EOC	(XIA) <i>Airport's</i> Emergency Operations Centre
ECC	Emergency (telephone) Call / Contact / Information Centre
ERP	(Aircraft Operator [<i>Airline</i>]) Emergency Response Plan
FAC	Family (Humanitarian) Assistance Centre
FCP	Forward Command Post (see 'MICC')
FEC	FR Enquiry Card (as used at XIA)
FOD	Foreign Object Damage
FR	Family, Relatives & Friends (of accident victims) (see also 'MGFR')
FRRC	FR Reception Centre (located at [or very close to] XIA - Landside)
GHA	Ground Handling Agent(s) (based at XIA)
HAC	Humanitarian Assistance Centre (preferred term - use instead of 'FAC')
HAT	* (Aircraft Operator [<i>Airline</i>]) Humanitarian (Family / Special) Assistance Team
IATA	International Air Transport Association
IATP	International Airlines Technical Pool
ICAO	International Civil Aviation Organisation
ICT	(XIA <i>Airport's</i>) - Immediate Care Team (i.e. not 'information communications technology')
MGFR	Meeters & Greeters (including FR type meeters & greeters - where appropriate)
MICC	<i>Airport's</i> Mobile Incident Command Centre (based at XIA) [see also 'FCP']
PIC	Person in Charge
POB	Persons on Board (i.e. on board accident flight)
PPE	Personal Protective Equipment
P/VRC	(4 in 1) Passenger / Victim Record Card (as used at XIA)
RA (A)	Reuniting Area - <i>Airport</i> (at XIA)
RA (O)	Reuniting Area - <i>Off-airport</i> (remote [but usually close to] from XIA)
RFFS	Rescue & Fire-fighting Service (alternate name for 'AFS')
RVP	Rendezvous Point(s) - (on-airport and off-airport - as appropriate)
SAR / RCC	Search & Rescue / Rescue Co-ordination Centre
SRC (A)	(Uninjured) Survivor [Passenger] Reception Centre - Airside (located XIA - airside)
XCAA	XXX Civil Aviation Authority (XXX being a 'country')
XIA	XYZ International Airport - IATA 3 letter code
XXX	Name of the country in which XYZ is situated
XYZ	Name of the <i>airport</i> which is the subject of this document

***** Note that some (a small number of) *airports* also have their own humanitarian (special / family) assistance teams (e.g. Frankfurt and Paris CDG) - and the titles of such teams *may* be the same or similar to those used by airlines - meaning that some care may be required in working out which is which. In *this* AEP guideline - such an airport team is known as the '*XIA Immediate Care Team - ICT*' - see glossary page 19 for definition



Introductory Note 1

This document effectively starts with **Section 1**, commencing page **35**

However, the reader should note that **prior** to **Section 1**, a **PREAMBLE** section is included (starts page **12**) which should be studied first - i.e. **before** proceeding to **Section 1** and onwards

IMPORTANT NOTE - the reader is advised that the official (e.g. as used by ICAO + many, many aviation related organisations etc. all over the world) definition of an 'aircraft accident' (see first definition **next** page) is **not** generally suitable for the **specific** purposes of aviation related emergency planning and response operations

For example, if a passenger on board an aircraft breaks a leg (because, say, they slipped in a toilet) this is technically (according to the official definition) classed as an aircraft accident! Obviously, an airport would logically **not** (should not) formally declare an 'aircraft accident' (and thus should **not** respond accordingly in an **operational** context) in such circumstances

Of course, the example scenario described above is nevertheless **technically** an aircraft accident - but would be typically responded to 'administratively' (rather than 'operationally') by the appropriate airport - apart from facilitating and possibly providing (e.g. via the airport's medical centre - if it has one - and also in close conjunction with the appropriate aircraft operator) appropriate medical and related assistance to the injured person

A clearer, more relevant definition is thus needed for the specific purposes of aviation related emergency planning and response ops - and a typical example may be found by clicking on the below link:

<http://www.aviationemergencyresponseplan.com/information/>

When the linked to webpage opens, scroll down until you find the document entitled:

* **Information Article - Glossary of Terms** - Aircraft Operator - Emergency Response Plan

Click on the document (PDF) to open it & then read the definition (page **9**) of '**Catastrophic Aircraft Accident**'

This latter definition **is the one applicable / used in this** Guideline AEP Volume **1** document unless clearly stated otherwise. Same applies to (separate documents) Guideline AEP Volumes **2A** and **2B**

Note that the above definition has been written in an **airline** context but is equally applicable and easily adaptable for **airport**, **GHA** etc. purposes



PREAMBLE - Part 1

Glossary

Aircraft Accident (Definition 1) - **GENERAL** (ICAO terminology) (See 'IMPORTANT NOTE' on previous page)

An occurrence, associated with the operation of an aircraft (which takes place between the time that any person(s) boards the aircraft with the intention of flight, until such time as the person(s) disembarks) - in which any such person(s) suffers death or serious injury or in which the aircraft receives **substantial** damage (Note - this is an abbreviated version of the full definition)

Aircraft Accident (Definition 2) - A type of emergency classification in use at XIA (**ATS / Airport Term**) (See 'IMPORTANT NOTE' on previous page)

A term used specifically in this AEP guideline referring to an aircraft accident (as per definition [1] immediately above) which occurs on or in the 'relatively nearby' vicinity of XIA airport (also see definitions of '**Full Emergency**' & '**Local Standby**')

Aircraft Operator

A person, organisation or enterprise engaging (or offerings to so engage) in aircraft operations (As used herein, the term typically relates to **passenger** airlines / air carriers operating to / from XIA)

(XYZ) **Airports Company** (Airport Operator) (**Airport Management Company / Airport Authority**)

The XYZ Airports Company (airport operator) manages and operates XYZ International Airport and its associated infrastructure - with the exception of Air Traffic Services; franchisee, tenant and supplier operations etc.

The **Emergency / Crisis Management Department / Section / Business Unit** of the XYZ Airports Company is responsible (via its senior management team / organisation) - to the XXX Civil Aviation Authority, for the production, resourcing and maintenance of the XIA AEP - plus the associated training, exercising and oversight necessary to ensure the highest level of emergency / crisis management preparation, preparedness and response. The XYZ Airports Company is otherwise referred to as the '**XIA Airport Authority**' / '**XIA Airport Operator**' etc.

Airport Emergency Plan (AEP)

Documented procedures, information, checklists etc. - used to guide planning, training, exercising, implementation and management of airport emergency response activities (and those of other associated, involved agencies [some of which will be 'off-airport' based, managed etc.]) - typically activated when a major emergency / crisis occurs on or in the relatively nearby vicinity of the associated airport



Airport Medical Centre (AMC) (Also sometimes known as 'airport clinic' and similar terminology)

A basic medical facility (part of XYZ Airports Company) based at XIA, charged both with timely medical assistance to all airport users (normal operations) - and with *immediate* medical response in support of an airport or airport related accident or incident - pending arrival of specialist, *off*-airport medical / health / ambulance / stretcher etc. services

Airport Franchisees, Tenants, Service Providers etc. (& Similar)

A generic term (typically) referring to commercial operations in place at an airport (e.g. ATS [possibly], aircraft operators, shops, restaurants, 'duty free', ground handling agents, transport providers, fuel providers, cargo operations, baggage operations etc.) - other than any which are run / operated *directly* by the airport operator itself

(XIA) **Airport Police**

The local government law enforcement agency charged with primary policing and security with regard to (XIA) *on-airport* related matters. Airport police are typically based 'on-airport'

Airside

The movement area of an airport plus adjacent terrain and buildings etc. - to which general public access is typically controlled / restricted

Alerting & Activation System

A system for rapidly '*alerting*' nominated emergency response & support personnel of an emergency situation, which requires said personnel to report /deploy for emergency response duties immediately ('activation'). Such systems can be manual, semi or fully automated - or a mix of all

Ambulance Loading Point (See also '*Medical Transportation Area - Ground / Air Transport*')

A temporary area (preferably hard standing) in close proximity to an accident site's associated '*care and / or treatment area(s)*' - where ambulances can be manoeuvred and casualties loaded - for eventual transfer to hospital. Equivalent provision for ambulance-type *helicopters* may also be required

Care / Treatment Area

The location (typically somewhere suitable on or near to the accident site's outer cordon) where initial medical care / treatment is given to injured air accident victims (see *Triage*)

Note: '*Casualty Clearing (Clearance) Station / Area*' is a similar term in common use. It refers to an area set up at or near to an accident site, in order to triage, assess and treat / stabilise casualties+ facilitate eventual evacuation of same to appropriate, off-airport medical treatment facilities e.g. hospitals



Catering Facility (ABC In-flight Catering Company) (see also 'Mutual Aid Emergency Support Agreement')

A 'Mutual Aid Emergency Support Agreement' exists between the XYZ Airports Company and ABC In-flight Catering Company - whereby the latter (based at XIA) will supply appropriate 'commissary' type items to the former (on a recharge basis) without delay, for use during emergency situations affecting and / or related to XYZ International Airport. Such items typically comprise, but are not limited to:

- Food and beverage (including baby food & other special dietary requirements if possible)
- Blankets
- Emergency clothing & footwear
- Sanitary items

Civil Defence (Part of off-airport / surrounding community provided Emergency Services. The term is not used in all countries - but the concept typically is. The term typically does not include Police type services)

'Surrounding Community' civil emergency response services / organisations - typically providing any or all of fire and rescue, ambulance, stretcher and similar services

Casualty Collection Area

The location to which **injured** victims are initially moved - pending triage and subsequent movement *away from the accident site itself* (for example, to the 'care / treatment' area). The **Casualty** Collection Area should ideally be separate from the **Uninjured** Collection Area and any temporary collection area(s) (at and / or near to the accident site) used for the **deceased**

Uninjured Collection Area

The location to which apparently **uninjured** victims are initially moved - pending triage and subsequent movement *away from the accident site itself* (for example, to the 'uninjured holding' area). The Uninjured Collection Area should ideally be separate from the **Casualty** Collection Area and any temporary collection area (at and / or near to the accident site) used for the **deceased**

Contactable

A term used in this guideline AEP to denote the requirement for selected emergency response **key personnel**, **and / or** their nominated alternates / deputies / proxies, to be reliably contactable and readily 'available' for crisis response duties, on a 24H roster on-call roster basis

Crash Alarm

An appropriate 'sound' system used to simultaneously alert emergency services (e.g. AFS) & other, nominated responders, of a pending or actual emergency. Typical crash alarms comprise a loud, klaxon type noise signal, possibly accompanied by a PA type voice message and usually activated by ATC, AFS etc.



Aircraft Operator's / GHA's Crash Site Team - CST

Selected & limited in number (typically a 2 person team) **Aircraft Operator / GHA / Other** (traffic / ramp / terminal services type) **staff** + associated **Aircraft Engineering personnel** - typically being allowed rapid access to an aircraft accident location, in order to achieve the following:

1. **Traffic / Ramp / Terminal** (Aircraft Operator / GHA / Other) **specialist staff** should (after reporting to the On-scene Commander at / near to accident site) typically render:
 - Immediate liaison, communication & similar services at the accident site - on behalf of aircraft operator e.g. POB; passenger manifest & crew list; flight details etc.
 - Details of Dangerous Goods carried (if any) + current estimated fuel on board
 - Provision of appropriate ground equipment and transport etc. e.g. steps; tug; ground power, lighting, buses etc.
 - Logging (for aircraft operator / GHA purposes only) details of which casualties / fatalities are sent to which hospitals / mortuaries - insofar as this is possible / practicable so to do
 - Provision of transport for uninjured passengers & (separately) crew away from accident site
 - Keeping aircraft operator / GHA etc. - continually updated of circumstances at crash site etc.
 - Aircraft operator / GHA representation at airport's 'Mobile Incident Command Centre' / 'Forward Command Post' vehicle

This person shall also act as the on-site '**Operational Commander / Aircraft Operator**'

2. Appropriate **Aircraft Engineering staff** (after reporting to the same On-scene Commander) might typically have duties pertaining to e.g. 'making the aircraft safe' (shutting down engines, APU; isolating fuel leaks etc.) and securing essential information pertaining to eventual accident investigation (e.g. cockpit voice recorder, flight data recorder, quick access recorder ['black boxes'] etc.) - **but** (for the latter) **only when so instructed by an appropriate authority** (e.g. air accident investigator) and / or for vital '**preservation of evidence**' purposes

Uninjured Crew Reception Centre - Airside - CRC (A)

All **uninjured** crew from an **on-airport** major aircraft accident should eventually be transported (e.g. from the accident site's 'Uninjured Holding Area' location) - to a secure and private initial holding area within the **airside** part of the airport terminal building or equivalent location. Essentially, this location should have adequate facilities / services e.g. good security, catering provision, toilets, seating, communications etc. Most importantly, it should be located in an area physically **SEPARATE** from the 'Uninjured Passenger / Survivor Reception Centre - Airside' equivalent location, in order to prevent potential unwelcome attention (e.g. aggression) to uninjured crew from said uninjured passengers

XXX (Country) - **Civil Aviation Authority** (XXX CAA)

In the context of this AEP document - the **XXX CAA** sets & oversees regulations and specific minimum operating standards for XYZ International Airport - so as to ensure appropriate compliance for:

- Airport Operations
- Air Traffic Services



- Safety and Security
- Any other appropriate matters

Thus the XXX CAA is responsible (amongst many other matters) for **oversight** of the XYZ Airport Company's preparations & plans for airport or airport related emergencies & similar contingencies - including preparation, production, implementation, maintenance, review, training and exercising of the XIA AEP

Dangerous Goods (formerly known as 'Dangerous Air Cargo') - DG

A generic **transport industry** term (used worldwide) which refers to 'hazardous materials' and / or 'restricted articles' - including explosives, dangerous gases (which may be flammable and / or toxic), flammable liquids or solids, oxidisers, poisonous substances, infectious substances, radioactive material, biological material, corrosives etc.

Department of Health and Medical Services - DOHMS

A 'generic' term used herein - referring to XXX's **government** (national, regional and local as appropriate) organisations / agencies - charged (amongst other things) with all aspects of medical, health & ambulance support for an airport related emergency at or in the vicinity of XIA

Emergency

Any occurrence or instance warranting immediate action to safeguard lives and / or to protect property, public health, safety etc.

Emergency Call / Contact / Information Centre - ECC

All crisis related telephone contacts, from potential family, relatives & friends (FR) (but not the Media), enquiring about potentially associated aircraft accident victims, should be handled by an ECC of some type

The primary ECC objective is to capture crucial information from **all** appropriate sources (but primarily by the making, taking and processing of telephone calls to / from potential or actual FR) with the ultimate aim of matching aircraft accident victims with associated FR, in the shortest possible timescale

Many (but by no means all) **airlines** have appropriate or semi-appropriate measures in place to operate an ECC of sorts at time of crisis. **The vast majority of airports** (as at 2019) **do not!**

Important Note: An airport's own 'normal business' telephone exchange / system is **most unlikely** to be suitable (typically due insufficient size, capacity, manning, equipment, IT system etc.) for use as an ECC.

Consequently, this is a problem to which most airports in the world still need to find an adequate, workable solution. Some examples of the very few airports having a true (their own) ECC capability are believed to be **Frankfurt** and **Paris Charles de Gaulle**



Emergency Operations Centre - EOC (otherwise known as 'Crisis Management Centre'; 'Emergency Command & Control Centre'; 'Airport Emergency Centre', Emergency Response & Information Centre etc.)

A designated facility (on or very near to XIA) from where **tactical** (and often **strategic**) C4 of an on-airport related major emergency / crisis can be exercised by the responsible persons. The degree and type of C4 exercised for similar **off-airport** crises is typically pre-agreed (by all involved parties) and documented in appropriate '**Mutual Aid Emergency Support Agreements**'

The XIA EOC is further defined as a fixed, secure and suitable **airport** based facility, readily accessible from both airside **and** landside. From here a suitably trained, experienced and appointed team conduct overall C4 operations related to the appropriate aspects of any **airport** related emergency, under the direction of an '**Overall Commander**'. A significant (but not exclusive) component of this joint agency C4 team is provided by representatives of the involved airport operator itself e.g. the latter typically appoints the Overall Commander. Significant and appropriate off-airport representation is also provided to the EOC as required by actual circumstances in force 'on the day'

Emergency Orders / Instructions

Used in UK, UAE, Oman and perhaps a small number of other countries, 'emergency orders & instructions' '**translate**' a basic AEP into amplified material (emergency orders) and associated specific instructions (emergency instructions [typically in checklists format]) for use by crisis responders

Family Assistance Centre - FAC (today more correctly known as '**Humanitarian Assistance Centre**' - HAC)

A **landside** location (typically a suitable off-airport [but nearby] hotel) to which **local** '**Family, Relatives & Friends** (FR) of air accident victims might eventually be taken (if they so wish), once their initial 'processing' is complete (the latter typically [but not always] being 'done' at the airport located '**FR Reception Centre - (FRRC)**' facility). Note - the FRRC is typically located **landside** at the accident airport itself (or near the accident site for **off-airport** incidents), as appropriate

The FAC provides FR with a more comfortable, local environment (i.e. more comfortable than the airport and / or accident site itself) where the **aircraft operator** and others involved might typically provide such FR with the necessary humanitarian, welfare, information, financial and other support required and / or mandated, post crisis. **None-local** FR travelling to (or as near as possible to) the accident location will **also** typically be accommodated in the FAC, upon local arrival. (Activation, operation & payment of / for a FAC is typically an **aircraft operator** [airline] responsibility

Fatal Injury

Any injury leading to the death of a person within 30 days of injury occurrence

Forensic Doctor (**Medical Examiner / Coroner**)

A public officer whose principal duty is to investigate and enquire into the cause of any death, where there is reason to suppose that such death was **not** due to natural causes. One duty for such persons is to issue formal death certificates



Family, Relatives & Friends - (FR, [MGFR])

A collective, generic term denoting the various categories of persons (**not** having been on board the accident flight) having some form of valid relationship or otherwise (personal) link with associated air accident **victims** (including **ground** victims - if any). The term typically includes (as related to or otherwise 'known' to victims):

- Next of Kin (closest relative / equivalent person)
- Other family members, relatives and similar - world wide
- Friends
- Business colleagues / similar
- Meeters & Greeters (*of all categories*) waiting at the emergency flight's destination airport (**and / or** FR who gather at the emergency flight's **departure** airport(s) - after it had departed [i.e. after it is 'off-blocks'] and subsequently experienced a crisis)
- Any other person(s) having a reasonably valid relationship with the victim(s)

(XIA) **Family, Relatives & Friends Reception Centre** - (FRRC) (Known by **many** other equivalent names)

For most arrival flights at a typical airport, there will usually be a group (anywhere from say 10 to 1000 +) of '**family, relatives & friends**' (FR) waiting at / near the airport arrivals area, to receive (meet & greet) their arriving loved ones, friends, colleagues, acquaintances etc.

Such **meeting & greeting** type FR (**MGFR**), waiting for a flight which has had an emergency, should be rapidly identified by Aircraft Operator / GHA / Airport / Police / other etc. responders - and sent / escorted ASAP to a separate, secured or otherwise private (airport landside) location, known as the FRRC. Such responders should include in their respective emergency response plans, **specific, detailed and agreed procedures** for how this transfer of MGFR (e.g. from the XIA Arrivals Halls) to the FRRC is to be accomplished. (Such procedures should be trained for and regularly exercised)

The FRRC is typically located at an **on-airport landside** facility. It should have adequate space & facilities to account for the required (anticipated) number of persons i.e. privacy / security, seating, toilets, telephones, catering, medical support etc. The larger the aircraft operating at the airport, the greater the FRRC capacity / facilities required (think about potential MGFR numbers with regard to an Airbus A380 aircraft having an 800+ passenger capacity!)

For such an XIA related crisis - Airport Operator / Aircraft Operator / GHA / ICT / Police / other staff and 'volunteers' etc. would typically man the FRRC, assisting MGFR in any way possible (e.g. humanitarian, welfare and information support etc.), whilst also 'capturing' important information (about accident victims whom the MGFR have reason to believe were on board the emergency aircraft), using specifically designed forms. (See example of '**Family, Relatives & Friends Enquiry Card - FEC**', appendix U, page 161). Note - it is likely that the **departure** airport(s) (in addition to the **arrival** airport) of an accident flight will **also** need to set up and operate an FRRC, as any associated FR living in that local and general area are likely go to that (those) departure airport(s) for associated information

Full Emergency - A type of emergency classification in use at XIA (**ATS / Airport Term**)

An aircraft approaching an airport is, or is suspected to be in such trouble - that there is imminent danger of an aircraft accident (see also definitions of 'Aircraft Accident [Definition 2]' & 'Local Standby')



Gold / Silver / Bronze - Type of (crisis related) Command, Control, Co-ordination & Communication System

For more information - see notes / links at bottom of page 64 and near top of page 66

(Crash) Grid Map

An area map, overlaid with a square (geographic) grid co-ordinate system, used to facilitate ready identification of geographical ground locations. Such maps are in common use to guide emergency response services to the scene of an on-airport / nearby off-airport emergency. Grid maps usually cover the airport itself and (separately) the pre-defined surrounding (off-airport) area of concern

Airport's Immediate Care Team - (ICT) (Do not confuse with 'information communications technology')

An **airport based / sourced volunteer** team capable of rapid deployment (at or **very** near to the airport & during airport operating hours only) - in order to care for (provide **humanitarian assistance, welfare, information** etc. to) crisis victims & their associated MGFR. ICT manpower typically comes from a variety of **trained and exercised staff of all types** e.g. airport operator itself, airlines, ground handling agents, other airport tenants, franchisees (e.g. airport shops / duty-free), cleaners, faith reps etc. (Airports with ICT type capabilities include Frankfurt and Paris Charles de Gaulle. There are others but many, many (**most**) airports around the world have **no** such capability [as at 2019])

The ICT typically provides a **shorter-term** response only e.g. until other dedicated / specialised teams can take over (e.g. the accident airline's humanitarian [family / special] assistance team [if any]; off-airport equivalent teams; other volunteers etc.) - at which time ICT staff typically revert to their normal duties. Due the multi-disciplines of contributing staff, **regular ICT training & exercising is absolutely essential**. The ICT typically deploys to the below locations at time of major airport crisis involving aircraft:

- Appropriate Terminal Arrivals area(s)
- Appropriate Passenger Information Desk(s)
- 'Uninjured Passenger Reception Centre (Airside)'
- 'Uninjured Crew Reception Centre (Airside)'
- 'Family, Relatives & Friends Reception Centre' (Landside - at or **very** close to airport)
- 'Immediate Reuniting Area(s)' (Landside - at or **very** close to airport)
-and, **exceptionally**, 'off-airport' e.g. to 'hospitals & mortuaries' used during the crisis

For more detailed info (including definition) re **airport** provided '**humanitarian assistance**' - please see appendix Y (starts page 174)

(Aircraft) Incident (ICAO term)

An occurrence, other than an accident, associated with the operation of an aircraft, which affects, or could affect, the continued safety of the operation. Incidents (with the possible exception of security incidents) do not (by definition) result in serious injury to persons or substantial damage to aircraft

Inner Cordon / Perimeter (encircles Hot Zone [latter is basically the accident site itself])

An appropriately marked / delineated area (typically associated with an aircraft accident/incident site) which allows for secure / safe / co-ordinated emergency response ops, including the immediate access / exit of emergency response personnel and vehicles. An inner cordon is typically circular and based on an approximate 100-200 metre radius (possibly more) from the accident site itself



Landside

Any location at an airport which is **not** considered to be 'airside'

Local Standby - A type of Emergency Classification in use at XIA (ATS / Airport Term)

Declared by ATC when an aircraft approaching the airport is known or is suspected to have developed some defect / problem - which will **not** typically present any serious difficulty to the pilot in making a safe landing (See also definitions of 'Aircraft Accident (2)' & 'Full Emergency')

Note: Something known as a '**weather**' standby is sometimes used as a discretionary measure if an aircraft is approaching an airfield where weather conditions are such (e.g. poor visibility, cross winds or an exceptionally wet runway) that they may be close to the aircraft and / or flight-crew's operating limits. These events may be alerted (e.g. by ATC) to AFS via internal phone / direct line etc. - but would not typically require any other emergency procedure to be invoked, unless the incident escalates

Medical Co-ordinator

A generic term describing a pre-nominated DOHMS (off-airport) person charged with the operational C4 of all **on-site** medical support services associated with a major airport /airport related emergency. For the purposes of this AEP guideline, the medical co-ordinator will be known as the '**Operational Commander / Medical Services**'. He / she reports **locally** to the '**On-scene Commander**' or other appropriate person having similar responsibilities / primacy at the accident site

Medical Disaster Centre

A pre-designated (off-airport) major medical C4 facility (usually located in a major hospital) - from where all **medical / health and related aspects** of a major disaster response (including catastrophic aircraft accident) are **centrally** 'managed / co-ordinated etc.'

Medical Transportation Area - Ground Transport (see '**Ambulance Loading Point**')

A designated, prepared and suitable location, close to the collection, triage and / or initial medical care areas, where injured persons are held ready for **ground** transportation to better medical facilities e.g. hospitals - usually under the supervision of a '**medical transportation co-ordinator**'

Medical Transportation Area - Air Transport

A designated, prepared and suitable location, close to the collection, triage and / or initial medical care areas, where injured persons are held ready for **air** transportation to better medical facilities e.g. hospitals - usually under the supervision of a '**medical transportation co-ordinator**'

Medical Transportation Co-ordinator

An 'appropriate' person appointed by the '**Operational Commander / Medical Services**', to conduct and co-ordinate **medical transport** operations at the emergency site. Such responsibility includes the 'tally' or headcount record of which casualties have gone to which hospitals (together with when, how + 'medical status' of each casualty, when being transported away from the accident site)



Mobile Incident Command Centre (MICC) (Forward Command Post / Mobile Command Post etc.)

A purpose-built / adapted vehicle - providing suitable accommodation, facilities, communications etc. - for deployed operational use **on-airport**, by an airport provided '**On-scene Commander**' + team. From here the latter oversees the **operational (Bronze) C4 response** required. **Note 1** - as an MICC will typically take some [short] time to man & deploy, **temporary** on-scene C4 [via a **Temporary On-scene Commander**] at **on-airport** accident sites is usually exercised by the senior AFS officer present, operating from his / her '**Forward Command Post**' vehicle. **Note 2** - similar applies for **off-airport** deployment, but note that the On-scene Commander is now appointed from the most appropriate agency in the 'surrounding community' - and typically operates (+ team) from his / her own MICC **equivalent** facility. The **airport's** FCP / MICC will still typically deploy off-airport, but now in a **subordinate**, operational (Bronze) role

Relevant, functionally based '**Operational Commanders**' shall each assign '**liaison officers**' to a deployed MICC - representing their respective areas of interest + providing / receiving information, including the issue of directives / instructions / orders from the On-scene Commander. Other responding Operational Command Vehicles (Rescue and Fire-fighting, Police, Medical, Aircraft Operator / Rep etc.) will typically be located close to the MICC - the latter being located at the most appropriate location on the accident site's 'outer cordon' - typically at the main vehicle entrance / exit point

The MICC is ideally equipped as follows (if it is large enough & such resources are available):

- Infrastructure e.g. seating, tables, toilet, utility supplies, heating, air-conditioning etc.
- Documentation e.g. manuals, checklists, hard copy contacts directory etc.
- Communications e.g. radios, phones (all types), FAX, megaphone, runners, etc.
- Appropriate IT and associated comms systems (internet, email, social media etc.)
- Logistics e.g. food & beverage facilities, television (both commercial news channels and close circuit), torches, hi-visibility / identifying clothing, personal protective equipment, binoculars, cameras, fire extinguishers, first aid kits, stationery, triage tags, etc.
- Additional emergency equipment e.g. emergency lights, ropes, tools, body bags etc.
- Unique identifying pennant, beacon, vehicle paint scheme, markings etc.

Mobile Quarters (Inflatable Tents & Similar)

Shelters designed for rapid movement to an emergency response location, where they can be quickly erected e.g. to protect victims from exposure, to facilitate initial medical care etc. Ideal mobile quarters are '**inflatable tents**' (preferably coloured in accordance with triage principles)

Mortuary / Temporary Mortuary

A storage facility for deceased accident victims - which can be as simple as a field (or the airfield surface), an aircraft hangar, refrigerated truck containers etc. (**temporary mortuary**) **OR** purpose built mortuaries in hospitals, at undertakers / funeral directors etc. (**permanent mortuary**)

Mutual Aid Emergency Support Agreements

Documented agreements established between XYZ Airports Company and appropriate agencies, (latter typically operating in the '**surrounding community**' near XIA) defining initial emergency notification and response requirements, generally as related to an airport / airport related major emergency - (and vice versa i.e. where the airport similarly supports the local community)



Note: follow link below to see how a 'real' Civil Aviation Authority has issued a mandatory requirement for its national **airports** to establish mutual aid emergency support agreements

[https://www.gcaa.gov.ae/en/epublication/admin/Publication%20History/Notice%20To%20Aerodrome%20Certificate%20Holders%20\(NOTAC\)/NOTAC%2004-2009.pdf](https://www.gcaa.gov.ae/en/epublication/admin/Publication%20History/Notice%20To%20Aerodrome%20Certificate%20Holders%20(NOTAC)/NOTAC%2004-2009.pdf)

Off-loading / Landing Point (for accident / incident 'on or over water')

An off-loading / landing point(s) serves as a staging area(s) where emergency support personnel, vehicles and equipment can be held - in preparation for the offloading / landing of aircraft accident victims involved in an emergency - **which occurs in the inshore sea area to the south of XYZ International Airport**. Appropriate off-loading / landing point(s) will typically be pre-designated in the XIA AEP (or, exceptionally, designated 'on the day' by the On-Scene Commander and / or other [appropriate] Commander e.g. Navy / Coastguard)

On-scene Commander (see also 'Overall Commander' and 'Operational Commander')

Person pre-nominated (or designated 'on the day' if so required) to undertake overall **operational** (BRONZE) C4 of emergency response operations, typically **at or near** to the emergency site itself

Note - Due the nature of airport emergency response operations, the On-scene Commander may also be required to undertake certain aspects of **tactical** (SILVER) C4 ops on occasion - e.g. as per SOP, as directed or (more rarely) at own discretion. Provided that this concept is clearly understood and accounted for e.g. as documented in the AEP; as covered during training, exercising etc. - this should not present undue problems

Airport operator sourced 'On-scene Commanders' typically (but not always) report to the **airport's** 'Overall Commander' (latter typically located in the **airport's** fixed base 'Emergency Operations Centre - EOC') insofar as airport / airport aspects of **airport related** emergencies are concerned

Airport operator sourced 'On-scene Commanders' are expected to exercise their responsibilities from a 'unified, joint-agency (mobile) command centre' - typically located at / near to the emergency site - and known for the purposes of this guideline document as a 'Mobile Incident Command Centre - MICC' **OR** where there is no MICC, from an appropriate 'Forward Command Post- FCP' / equivalent facility

Note: In the very early phases of a major emergency response, on-site **Operational Commanders** may need to decide amongst themselves (as appropriate) who will assume the **temporary** responsibility of **On-scene Commander**, until the pre-nominated / designated person arrives. This decision is typically dictated by the type of emergency e.g. for aircraft accident, the local fire and rescue services commander on the spot may take the responsibility; for security type emergencies, the senior police officer present might do likewise etc. '**Mutual Aid Emergency Support Agreements**' should be used as required to clarify such situation in advance

Outer Cordon / Perimeter (A 'warm' zone lies between Inner and Outer Cordons)

The area outside the inner cordon, secured for immediate operational support and humanitarian requirements - being free from unauthorised or uncontrolled interference. The outer cordon is typically circular, with a radius of 300-400 metres (or more), based on the emergency site location - and is delineated / marked accordingly in an appropriate manner



Operational Commander / 'xxxxxxx' (see also 'On-scene Commander' & 'Overall Commander')

A pre-nominated / designated person, in charge of a **specific 'operational' (BRONZE)** emergency response support unit, typically operating at or very close to the emergency site itself e.g. Airport Fire & Rescue Service + Airport Police + Airport Medical Services etc. + every equivalent off-airport equivalent agency will each have their own operational commander

An Operational Commander exercises operational (BRONZE) command & control (C4) of his / her **own** specific unit(s) **only**, under the overall / overarching (operational) direction of an 'On-scene Commander' (Operational Commanders typically report to an **On-scene Commander**)

The 'xxxxxxx' shown in the title above is meant to represent the specific emergency response support unit 'operationally' under command e.g. it is typically shown herein as something like "**Operational Commander / AFS; Operational Commander / Airport Police; Operational Commander / Airport Medical Services; Operational Commander / Off-airport Police**" etc.

Operational Commanders typically exercise operational C4 from their own command / similar vehicles, located at or very near the emergency site - and also in close proximity to the XIA Forward Command Post (FCP) and / or Mobile Incident Command Centre (MICC) vehicle(s). They (Operational Commanders) might also be required to position 'liaison officers' in / at the airport operator's FCP / MICC - circumstances 'on the day' so requiring / permitting

Note: 'Operational Commanders' come from a wide variety of sources e.g. Airport Operator; Accident Airline / Rep, On & Off-Airport Police, Civil Defence / other Emergency Services; Military; Coastguard etc.

Overall Commander (see also 'On-Scene Commander' & 'Operational Commander')

The **airport operator** person pre-nominated (or otherwise designated 'on the day') - to take charge of the **strategic** (GOLD) management of **airport** and / or **airport related** aspects of a major crisis

He / she will typically be a senior and relevantly experienced airport operator manager - at least equivalent to 'General Manager / Vice President' grade - or higher (Reminder: the **On-scene Commander** [for an **on-airport** crisis] reports to the **Overall Commander**)

The Overall Commander + supporting team will typically operate from the airport's (fixed base) Emergency Operations Centre - EOC

Note - Due the nature of airport emergency response operations, it will typically be necessary for the Overall Commander / EOC to also become involved in tactical (SILVER) C4 operations. Some elements of such tactical operations will typically be delegated to the On-scene Commander. Provided that this concept is clearly understood and accounted for e.g. as documented in the AEP; as covered during training, exercising etc. - this should not present undue problems

Family, Relatives & Friends (FR) - Enquiry Card - FEC (This form has **many** other equivalent titles)

This 'standardised' form is used at XIA to record FR provided information about possible accident flight victims, **said information typically being provided before positive identification of such victims is made / possible** i.e. in general, where no passenger / crew lists are (or are not yet) available (or, where available, are considered to be 'unacceptably unreliable' - until further checks are carried out)



It is expected that (as at 2019) **hard copy** FECs will be used and completed at the '**FRRC**' and / or (later in time) at the '**Family (Humanitarian) Assistance Centre**' (or equivalent locations) - in order to capture potential **victim** information **as known to the providing FR**. Completed FECs are then typically forwarded to any associated '**Emergency Call / Contact / Information etc. Centre**' (ECC) / **equivalent** - where they are used to update (as appropriate) the associated victims' '**Passenger / Victim Record Cards**' (P/VRC) i.e. once P/VRCs become available (typically **only** possible **after** the identity [at least a name e.g. from a passenger or crew list] of accident victims becomes available)

Where use of an ECC or similar collating / matching facility or system is **not** available (for whatever reason), completed FECs should be forwarded to the XIA EOC (or other designated location) in order for matching of FR to be made with associated victims - e.g. by EOC / airline / GHA staff, Police, trained volunteers etc.

Note: FECs for accident victims might typically be electronically generated and used **initially** at ECCs (EOCs etc.) - based on information provided from received hard copy FECs as described above. Where 'electronic' FEC capability is not possible, a hard copy version will be used instead i.e. either the original or a copy of same. This will continue **until** identification of victims becomes available (also as described above) - whereupon an associated **P/VRC** is raised for each specific victim, which then becomes the **primary** record for *that* victim (associated FECs being used to update P/VRCs - before being 'attached' directly to the appropriate / parent P/VRCs)

Where it **is** possible to generate **P/VRCs** almost immediately at the ECC, EOC etc. (e.g. related passenger and crew lists quickly available) - then any associated FEC info subsequently received (however sourced) is used to update the appropriate **P/VRC** before being 'attached' to that same (parent) **P/VRC**

Passenger / Victim Record Card - **P/VRC** (This form has **many** other equivalent titles)

This 'standardised' form is used at XIA - to record information on **all** accident flight **victims** (including any ground victims), either using information provided **directly** by the victims themselves (e.g. uninjured or slightly injured survivors at the **Survivor Reception Centres** - [Airside] telling the data collectors who they are, who they were flying with, who their [non-flying FR are] etc.) **OR** as provided **indirectly** e.g. from mortuary or hospital records where a victim's documentation (e.g. passport, ID card, driving licence [ideally including associated photographs]) & other corroborating information might be used to complete the P/VRC **OR** by third parties (such as FR) calling the ECC / EOC / equivalent (where associated P/VRCs are then completed directly) **OR** by associated FR completing **FECs** - which are then used to update associated **P/VRCs** (as they becomes available) etc.

The **P/VRC** version as referred to in this AEP guideline is better known as a '**4 in 1 P/VRC**' i.e. simply a **P/VRC** + 3 lower / underneath (carbon) identical sheets or similar arrangement. Hence a 'data collection' person takes down P/VRC details from / about a victim, and then distributes the top original + 3 copies to the various organisations requiring the information - including the airport operator (latter typically retains top [original] sheet)

Where use of an ECC or similar collating / matching facility or system is **not** available, completed P/VRCs should be forwarded to the XIA EOC (or other designated location) in order for matching of FR to be made with associated victims - e.g. by EOC / airline / GHA staff, Police, trained volunteers etc. **Note:** Example FEC & P/VRC forms are shown at appendix U to this guideline document - starts page 160



(Off-airport) **General Police / Equivalent Organisation** (e.g. a paramilitary type police force e.g. Carabinieri)

The government (federal) and / or local government (state / county / city etc.) law enforcement agency / agencies typically charged with **primary** policing for **off-airport** aircraft related emergencies **OR** in providing policing **support** of **on-airport** emergencies (see also 'Airport Police')

Primacy - (USA equivalent term = 'Authority Holding Jurisdiction' [AHJ])

A term used during (joint) **multi-agency** emergency / crisis response operations - to denote which of such agencies has **ultimate** C4, jurisdiction etc. - of any particular response operation

Reconciliation / Reuniting Area - Airport (RA [A])

An identified area - **usually located at the emergency airport** or otherwise close to the accident site, set aside for the airport and / or accident site reuniting of FR with their associated, uninjured victims. An **RA (A)** is typically used in the shorter term (e.g. first 24H post crisis event). The **Airport Operator** is typically responsible for the set-up & operation of an RA (A). It is supported in this task by other, appropriate agencies e.g. airlines, GHAs, Police, other trained staff / volunteers etc.

Reconciliation / Reuniting Area - Off Airport (RA [O])

A generic term covering typical locations at which FR might be reunited with their associated, uninjured victims (**if not already done at the RA [A]**). The **RA (O)** is typically located at a local hotel(s) - for re-uniting with **uninjured** victims; in a hospital(s) - for re-uniting with **injured** victims or in a mortuary / mortuaries / equivalents, for re-uniting with the **deceased**. The accident flight's **Aircraft Operator** (and / or its local representative) is typically responsible for RA (O) set-up and operation re **uninjured** victims. It is supported in this task by other, appropriate agencies e.g. GHAs, Police, other trained staff / volunteers etc. It is likely that the appropriate 'authorities' will manage re-uniting operations at the other facilities referred to above (e.g. aircraft operator **might** be denied access)

Rendezvous Point(s) (RVP)

Pre-arranged reference point(s) / location(s) (usually on-airport and / or very close by), to which designated emergency response vehicles should **initially** proceed, in order to obtain direction and / or escort to '**staging area(s)**' and / or direct to the emergency site location (see '**Staging / Holding Area**')

(Search &) **Rescue Co-ordination Centre** (RCC)

The RCC typically co-ordinates search & rescue operations, generally where the accident location (and / or location of accident victims) is unknown or unsure - and / or when other search and rescue resources are insufficient for the task required. RCCs are typically government provided resources

Serious Incident (ICAO Definition)

An aircraft incident where circumstances indicate that there was a high probability of an accident occurring. (Note: - The difference between an accident and a serious incident lies only in the result)



Serious Injury

An injury, sustained by a person in an aircraft accident, which:

- Requires hospitalisation for more than 48 hours
- Results in a bone fracture (except simple fractures of nose, fingers, toes etc.)
- Involves lacerations causing severe bleeding, nerve, muscle or tendon damage
- Involves internal organ injury
- Involves second / third degree burns or burns affecting more than 5% of body surface
- Involves verified exposure to infectious substances or injurious radiation

Special Assistance Team - SAT (**preferred** term in use today) is **Humanitarian** Assistance Team - HAT (But also widely known as 'Family Assistance Team'; 'Care Team' etc.)

Specially trained (usually **aircraft operator** [typically airline]) provided persons (usually volunteers) providing / facilitating the initial & ongoing (often face to face) humanitarian, welfare, emotional, financial and other support - to crisis victims and their FR - in the days and weeks (possibly months or even years in some rare cases) post crisis. The HAT typically deploy as part of any **airline** GO Team operating at a crisis location - and also at other locations, as directed by accident airline's HQ

Note 1 - It is **IMPORTANT** to clearly understand that an airline HAT often needs to travel / deploy (usually by air) to where it is needed. In extremis this may mean that it does not arrive at such location for up to 48 hours (possibly longer) post crisis occurrence

Note 2 - Whilst the terms Humanitarian / Family / Special etc. Assistance Teams typically relate to teams provided by **aircraft operators** (and / or their representatives) - a very small number of **airports** (e.g. Frankfurt & Paris CDG) actually use the same / similar concepts and terminology (e.g. 'special assistance team' at FRA) to describe their equivalents of what is included in **this** guideline document (see page 19) under the title '**(Airport) Immediate Care Team**'

Stabilisation

Medical measures used to try to restore or maintain basic life functions to / in a casualty, in an attempt to ensure survival for further medical care. **Stabilisation is different from 'Triage'**

Staging or Holding Area (sometimes known as 'equipment assembly point')

Pre-designated and / or temporary, strategically placed **on-airport** area(s) - where emergency support response personnel, vehicles and equipment can be held in readiness, prior to deployment to the emergency site location itself (see 'Rendezvous Point')

The 'Surrounding (Local) Community'

A catastrophic emergency at or in the vicinity of an airport will typically require emergency response action, support and resources beyond the capabilities of the airport concerned

Thus, a vital component of any airport emergency plan is to **pre-plan** for such support to be provided from the 'surrounding community' e.g. fire & rescue; ambulance / medical services etc.



Note that 'Surrounding Community' is a generic term and can typically be a busy metropolitan area (e.g. large city in a developed country, with full emergency services of its own - and also able to call upon comprehensive local and national government emergency response resources). Conversely, the location of the accident airport (e.g. remote) and the availability of emergency services / resources in the surrounding region, might dictate that there will be little or no support coming (at least in the shorter term) from 'outside'. In which case, consideration should be given to augmenting the airport's **own** emergency response facilities accordingly. (See also 'Mutual Aid Emergency Support Agreements')

(Uninjured Passenger) **Survivor Reception Centre (Airside)** - SRC (A) (Known by *many* other titles)

All **uninjured** (and / or non-hospitalised) **passenger** survivors (i.e. *not* including uninjured **crew**) of an **on-airport** or * near airport aircraft accident, will typically (eventually) be transported from the accident site, to an initial, **airside** holding area (**SRC [A]**) - at the accident related airport

* For accidents occurring near to, but 'off-airport' - uninjured survivors should still typically be transported to the **airport** SRC (A) - despite potential difficulties associated with getting them from landside to airside. For accidents occurring well away from the associated airport - the accident **airline** should try to arrange for appropriate, alternative arrangements to be made for handling uninjured survivors - typically with assistance of local 'authorities' etc. - as available

This uninjured passenger holding area should typically be located **airside** at this early stage of the crisis - as local law enforcement agencies will invariably assume that a crime has been committed, until they are sure that this is not the case (as appropriate). Therefore, all uninjured survivors are generally regarded as potential criminals and / or potential crime witnesses - and must consequently be 'contained'. This is also the reason why uninjured survivors (including crew) cannot be permitted to leave the airport (go landside) immediately

Note: Same applies to uninjured **crew**, except that they should be 'contained' in a physically separate location from the uninjured passenger survivors i.e. in the '**Uninjured Crew Reception Centre (Airside) - CRC (A)**'

Essentially, the SRC (A) location should have adequate facilities to hold up to xxx uninjured survivors. (With security, catering, toilets, communications, airline amenity [wash] kits, blankets, emergency clothing and footwear, children's / infant's facilities etc. - all ideally available)

Note: Size / capacity of SRC (A) should generally be related to the seating capacity of the largest aircraft type routinely operating at the airport concerned

Aircraft Operator / Airport Operator / GHA / ICT / Police / Immigration + other trained staff & volunteers - provide humanitarian and other welfare support to uninjured survivors at the SRC (A), whilst also capturing important information onto pre-prepared hard copy forms (**4 in 1 P/VRCs**) - which would then be distributed to relevant authorities (Immigration, Police, Aircraft & Airport Operators etc.) for processing

Once (if) the law enforcement authorities have established there has been no 'crime' associated with the aircraft accident, uninjured survivors will typically be released from the SRC (A) i.e. they will be permitted to go 'landside' at the airport (and leave the airport also if so desired - but immigration, customs and port health requirements might still need to be applied)



Triage

The 'sorting' of injured accident victims with respect to the nature & severity of their injuries - with the objective of facilitating associated medical treatment in accordance with pre-determined priorities. Note that triage itself does not provide for medical care to be delivered. **Rather, the medical care process is eventually delivered in the priority order determined by the triage process.** For more information see appendix F to this AEP Guideline - *Volume 1* (page 132)

Temporary Body Holding Area

Casualties who **eventually die at / near to the accident location itself** (i.e. victims not killed immediately in the accident) should be moved to a nearby (discrete if possible) **'temporary body holding area'** prior to removal to any available Temporary or Permanent Mortuary

Reminder - victims who are killed immediately as a result of an aircraft accident should generally not be moved (from where they died) **until an appropriate authority** (e.g. air accident investigator) **has given permission.** However, in certain circumstances such bodies will need to be moved without such permission e.g. to prevent a body being destroyed by fire; other preservation of evidence purposes etc. In the latter circumstances, photographs / sketches / some form of marking etc. should be used to indicate where the deceased was (and in what position) **before being so moved**

Uninjured Holding Area

A holding location (on or near to the outer cordon) to which (apparently) uninjured victims are taken after leaving the accident site itself. This location should ideally be separate from any 'care / medical treatment' area and any temporary body holding area

Victim

For aircraft accident purposes, 'victim' is a term used herein, referring collectively to **all** on board the aircraft (**air victims**) - together with any **other** persons **directly** involved as a result of the accident i.e. the latter referring specifically herein to **'ground victims'** - being those killed, injured and / or traumatised as a direct result of the accident aircraft hitting the ground or similar / equivalent event. (Note that the term 'victim' does not refer to the dead alone nor is it a term which should be associated with others who might be termed herein as **indirectly** involved [no matter how closely] by the emergency e.g. family, relatives & friends (FR) of victims - where such FR had **not** been travelling on board the accident flight - or where they cannot be classified as ground victims)

End of Glossary

Note - it will be advantageous for **airport** operators to also have an understanding of the term 'Next of Kin' (Closest Relative / Emergency Contact Person etc.). For an explanation please click on:

<http://www.aviationemergencyresponseplan.com/information/>

When the webpage opens, scroll down until you find the article entitled: (click on it to read)

Information Article - Major Air Accident - **'Next of Kin' / 'Closest Relative' / 'Emergency Contact Person'**



PREAMBLE - Part 2

XIA AEP - Regulatory References

1. ICAO Annex 14, Volume 1, Chapter 9, Section 9.1

EMERGENCY & OTHER SERVICES

2. ICAO Airport Services Manual (Doc 9137)

Part 1 - * RESCUE & FIRE FIGHTING

Part 5 - REMOVAL of DISABLED AIRCRAFT

Part 7 - AIRPORT EMERGENCY PLANNING

3. XXX (Country) - Civil Aviation Authority Regulations

* RESCUE & FIRE-FIGHTING

DISABLED AIRCRAFT (AIRCRAFT RECOVERY) PLAN

AERODROME / AIRPORT EMERGENCY PLAN

* Note - Fire-fighting and Rescue *specific* procedures, training, drills etc. - as related to direct Airport Fire Fighting & Rescue Operations are contained in *separate*, role-specific documents which do not form part of the Airport Emergency Plan. However, '*general duties*' type emergency response *checklists* for Airport Fire Fighting & Rescue Operations *are* contained in *Volumes 2A & 2B of this AEP*

4. Other applicable XXX (Country) - Civil Aviation Authority Regulations, Notices, Bulletins, Publications etc. - TBA
5. XXX (Country) - National Aviation Security and **Airport** Aviation Security Programmes (*Restricted distribution / access documents*)

The above documents serve to regulate this Airport Emergency Plan

Note - See also Appendix Y to this AEP Volume 1 - starts page 174



PREAMBLE - Part 3

Other Emergency Response Plans Requiring Co-ordination (as required) with the XIA AEP

- (Airport & Off-airport) Customs, Immigration and Quarantine (Port Health) Plans
- On-Airport Police & Off-Airport Police Plans
- Other XXX (Country) Security Services Plans
- Local Civil Defence / Civil Contingency Plans
- Aircraft Emergency / Disaster Plan - Medical Support by DOHMS (already produced in co-ordination with the corresponding Airport Medical Centre plan - and includes both 'Hospital' and 'Ambulance' type matters)
- Local, Federal, Regional and National Government Disaster Plans
- Military Plans
- Coastguard Plans
- Search & Rescue Authority Plans
- Aircraft Operator Emergency Response Plans
- Ground Handling Agent (Aircraft Operator Representative) Emergency Response Plans
- Air, Ground & Over Water Transportation Company Plans
- Public Utility Company Plans
- Animal Health (Veterinary) Service Plans
- Relevant International Relief / Non-Government / Voluntary Organisations' Plans
- Other Major (located in or near XXX Country) Airport Emergency Plans
- Others Plans TBA



PREAMBLE - Part 4

Re-Classification of Type of Emergency

Whilst an 'incident' aircraft is *in the air*, upgrading or downgrading of emergency status shall be the responsibility of *ATC*, in conjunction with the *commander of the aircraft*, if appropriate

Whilst an 'incident' aircraft is in *on the ground*, upgrading or downgrading of emergency status shall be the responsibility of the *AFS* person in charge, in conjunction with the *commander of the aircraft*, if appropriate. AFS is responsible for advising ATC of any such change of emergency status

PREAMBLE - Part 5

Ready Identification of On-Scene Commander, Operational Commanders and other Emergency Response Team Key Personnel - + their respective Vehicles / Deployed Facilities

Personnel Identification

Experience indicates that confusion in easily and rapidly identifying 'on-site' *command* personnel in emergency response operations, can be problematic

As a means of easily identifying and distinguishing such *airport based* command personnel, a *highly visible* and *distinctive / uniquely coloured* tabard (vest) or coat and / or an armband of the same colour - should be worn by the relevant commanders. Where the wearing of helmets or hard hats is required or recommended, these items should also be of the appropriate colour

Ideally, the *functional title* of the relevant commander should *also* appear in suitably sized reflective letters on the front and reverse of tabards / coats, on the armband and on the front of the helmet / hard hat. For the armband and helmet only, an appropriate and clearly understood abbreviation (as documented in the AEP and associated documents) will suffice

Such apparel is generally not to be worn whilst the relevant person is responding to an incident but is *not* currently serving (or about to serve) in the appropriate *command* function

The following colours and wording should be used / are recommended

Apparel Colour

Yellow

Red

Wording on Apparel

On-scene Commander

Operational Commander - AFS



Dark Blue	Operational Commander - Airport Police
White (with red lettering)	Operational Commander - Airport Medical Services
Orange	Operational Commander - Airport Operator
Green	Operational Commander - Aircraft Engineer
Light Blue	Operational Commander - Airline/Airline Rep (GHA)
Brown	Coroner (provided here for info only)

Vehicle Identification

Any or all of flags (pennants), light beacons, colouring, lettering and other, appropriate marking should be used to distinguish between the various (airport based) command vehicles, which might be present at an accident location. Where possible, the colouring and lettering should be the same as that used above for personnel identification

Details of both personnel and vehicle identification should be included in the AEP

PREAMBLE - Part 6

Compliance with this Airport Emergency Plan

Employees of XYZ Airports Company and ATS staff working at XYZ International Airport

For employees of the XYZ Airports Company and the Air Traffic Services (ATS) organisation at XIA (if latter [ATS] is not part of former [XYZ Airports Company]), this document and its associated contents are to be considered as an **internal directive** for actions and procedures during emergencies which affect the airport, either directly or indirectly

Note: - Further to the above, and where appropriate throughout this plan, its content is to be regarded as supplementary to any established work procedures and 'exercising of professional skills' regarding emergency response i.e. this AEP does **not** attempt to instruct e.g. the Rescue and Fire Fighting Services, Air Traffic Controllers, Medical Staff etc. - in how to conduct their own specific, professional responsibilities

However, do note this AEP **does** provide 'general guidance' emergency response **checklists** for such responders (and others). Such checklists can be found in (separate documents) AEP Volumes **2A** and **2B**



Airport Tenants & Franchisees (& Similar) plus Agencies in the Supporting Community

Airport tenants (including aircraft operators and / or their representatives) and franchisees etc. at XIA, together with supporting (surrounding) community agencies and any other organisations which might possibly be involved with the co-ordinated response to an emergency directly or indirectly affecting XIA - should make '*best endeavour*' to comply with the actions and procedures contained in this AEP

Where airport tenants and franchisees etc. consider themselves unable to comply with the 'best endeavour' request above, detailed written notification should be made accordingly to the XYZ Airports Company - together with reason(s) for non-compliance

Mutual Aid Emergency Support Agreements (see definition page 21 if required)

Such agreements are typically simple in format but should include appropriate attachments, appendices etc. - including at least:

- Pre-determination of legal authorities & liabilities of all co-operating emergency agencies / personnel
- Clarification of political and / or jurisdictional (primacy) matters
- Establishment of agreed command and control authority
- Outline details of the support to be provided
- A co-ordinated radio / other communications plan
- Arrangements for supply and co-ordination of emergency transport & other facilities
- Pre-arrangement for the use of portable and heavy rescue equipment - plus other specialist equipment, from all available sources
- etc.

See also appendix S - starts page 157

END of PREAMBLE section



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XIA AEP

VOLUME 1 / Section 1

Emergency Contacts / Communications Directory



Section 1 - *Emergency Contacts / Communications Directory*

ALL possible contact details (particularly telephone contacts - but also including email, FAX, social media etc.) for **all** agencies (airport based, surrounding community or otherwise) which might conceivably be involved in support of an airport emergency response at or in the vicinity of XYZ International Airport, shall / should be obtained and included in a suitable 'emergency contacts directory' - prepared and maintained by the XYZ Airports Company - as part of (and under the authority [at least for XYZ Airports Company staff] of) this AEP

It is particularly important to ensure that mobile / cell / smart phone and residence (home) numbers are recorded, in addition to normal workplace telephone numbers

The emergency contacts directory shall be updated at intervals not exceeding three-monthly, by an appropriate person appointed by the XYZ Airports Company - and named for the purpose in this AEP (i.e. in an appropriate place somewhere in this Section 1)

To facilitate updating of the directory, a soft copy of the directory should be electronically delivered (e.g. via email) at least 3 monthly to **all** persons and / or agencies supplying contact details, with the request that recipients check the contacts (for which they are responsible / which they 'own') for accuracy, currency and relevance - and then formally advise (in writing, via email) the responsible XYZ Airports Company person (see above) accordingly of any required changes. If there are no changes, a formal response (in writing) to that effect is **still** required

Alternative methods of achieving the above should be devised as appropriate e.g. where updates using soft copy are not possible, available, inadvisable etc.

Reminder - The accuracy and currency of contact information is so vital to the overall success of emergency response operations - that recipients of the three-monthly check should be required / requested to **positively respond** to the appropriate XYZ Airports Company person's periodic checks, whether or not they have changes to notify i.e. by stating something like:

..... *'Yes I have changes and here they are' - OR - 'I confirm that there are no changes to make for this period / current check'*

The emergency contacts directory should be included in a specially prepared Appendix **A** to this AEP Guideline **Volume 1** document. Where the directory is a large document (which is likely) it may be held (instead) separately from AEP Volume 1 - but its locations (hard copies) and paths (soft copies) must still be clearly indicated in appendix A

Note that the **primary** method of providing the crisis contact directory is by use of **hard copy** documentation. Whilst soft copy versions will obviously also be used - they must **never** be the primary source of emergency contact information

A reasonable number of emergency contact directory **hard copies** should be held in appropriate locations which will facilitate business continuity requirements if so required e.g. some (at least) should be located at an appropriate **off-airport site** - at an **appropriate distance** from the airport. Associated details shall be documented herein accordingly



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XIA AEP

VOLUME 1 / Section 2

General Overview

Note: The general layout concept of the entire AEP Guideline (comprising Volumes **1**, **2A** and **2B**) typically places information and background material etc. in **Volume 1** - reserving Volumes **2A** and **2B** for checklists only (well.....almost!)

As an exception to the latter, **security** related crises have appropriate information / background material **and** checklists contained together in Volumes **2A** and **2B** i.e. such security related information / background material is **not** shown here in this **Volume 1**



Section 2 - General Overview

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Intention / Suggested Use of this Section 2 - 'General Overview'

1. The purpose of this Section 2 - 'General Overview' - is to provide the reader with a general orientation and explanation of the more important parts of this AEP, whilst hopefully avoiding too much detail
2. By reading this Section 2, a clear understanding of the general concepts of emergency response at or in the vicinity of XIA should be both relatively easy to 'take on board' - whilst at the same time setting a good foundation for what is to come in the remainder of this **Volume 1** - and in the separate Volumes **2A** and **2B**
3. The general principle here is that the reader needs to understand (with relative clarity) what is covered in this Section 2, before moving on to other areas of the AEP
4. For the sake of clarity and brevity, Section 2 does **not** include details of certain (minor) parts of the AEP considered unnecessary for 'general overview' purposes
5. Paragraph numbering commences with this Volume 1 / Section 2 and is thereafter continuous to the end of Section 2. Similar applies to Volume 1 / Sections 3 and 4

Paragraph numbering is **not** generally used in Volumes **2A** and **2B** (checklists) of this AEP

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IMPORTANT NOTE

- An AEP is **not** a Business Continuity / Recovery Plan and should thus **not** include any material related to same (except possibly for appropriate cross-referencing in a general context only)
- An AEP is **not** a Risk Management Plan and should thus **not** include any material related to same (except possibly for appropriate cross-referencing in a general context only)
- It would be prudent for any major, commercial airport to have a fit for purpose Business Continuity & Recovery Plan in place which, in turn, is typically based on Risk Management principles. However, both are beyond the scope of this AEP guideline document
- It is strongly recommended that the person responsible for the day to day management of an AEP is **not** appointed to concurrently look after Business Continuity / Recovery / Risk Management type matters

Introduction

8. Airport Emergency Planning is the process of preparing (in all and any necessary ways) to adequately cope with a significant on-airport emergency **OR** a significant airport related emergency occurring in the airport's vicinity **OR** any other type of nominated / defined contingency for which such preparation is required



9. The objective of AEP planning and preparation is to minimise the adverse effects of an emergency, particularly with respect to the saving of life, the protection of property and the maintenance of airport operations
10. This AEP documents the processes / procedures used at XIA for preparing, co-ordinating etc. the emergency responses of the different **airport** agencies and services with each other, and also with the appropriate emergency support agencies in the **surrounding community** - together with a reasonably detailed account of who does what, when, where. how, in what order etc. - with regard to airport related emergency response operations as a whole

Purpose of the AEP

11. This AEP is designed to ensure that there is:
 - Appropriate authorisation to conduct the plan itself
 - An orderly and efficient transition from normal to emergency operations
 - Documented and appropriate delegation of emergency response authority
 - Assignment of emergency response responsibilities / accountabilities and duties
 - Co-ordination of planning and response effort for emergency response agencies
 - Adequate training and exercising provision (initial and recurrent)
 - Sufficient written guidance in what to do, when and how - mainly in checklist format
 - * Adequate provision for **humanitarian assistance**, welfare & similar matters
 - Maintenance of a comprehensive, documented record of crisis related events
 - Facilitation for continuance of / return to normal airport operations

* VERY IMPORTANT NOTE - Humanitarian Assistance

Prior to October 2013 (and very generally speaking) the **vast majority** of **airport operators** had no **formal** accountability for the provision of **humanitarian assistance** (in any of its forms) to aircraft accident victims and their associated family, relatives and friends of the latter - even at the airport itself

Commendably, a **very** small number of airport operators voluntarily (best practice) already provided humanitarian assistance services / teams (e.g. Frankfurt and Paris CDG) but the vast majority did not, relying on the contents of appendix 7 of ICAO's Airport Services Manual (ASM) Part 7 (Airport Emergency Planning) to place humanitarian assistance accountabilities **at their airports** almost exclusively on the appropriate **aircraft operator** and / or on the latter's **local representative** (**Ground Handling Agent** or similar)

Even when ICAO produced (2002) ICAO Circular 285 - '**Guidance** on Assistance to Aircraft Accident Victims and their Families' - it (ICAO) singularly failed again to make **airport** operators accountable for sharing the provision of humanitarian assistance at their airports - continuing to unfairly put the responsibility again on the aircraft operator and other (non-airport operator) parties



This most undesirable situation thankfully changed in October 2013 when ICAO upgraded circular 285's 'guidance' to become **official ICAO policy** (ICAO Doc 9998) - and replaced circular 285 with ICAO Doc 9973 - '**Manual** on Assistance to Aircraft Accident Victims and their Families'. **Doc 9973 now firmly & unequivocally assigns airport operators themselves as providers of humanitarian assistance**, together with the aircraft operator, ground handling agent, government agencies, voluntary organisations etc.

This means that **all commercial airport operators** should now plan and resource (plus train and exercise) to provide humanitarian assistance services themselves - in conjunction with the other, appropriate agencies already mentioned and / or alluded to

Whilst ICAO Doc 9973 is not specific on the matter, this Guideline AEP (the document you are now reading) reasonably assumes that the delineation of **airport operator provided** humanitarian assistance services is generally contained within the airport boundary or very close by (e.g. where the airport's FRRC is possibly located at a nearby hotel / equivalent facility [instead of actually on-airport])

IMPORTANT 1 - See also Appendix **R** to this AEP Vol 1 (starts page **155**)

IMPORTANT 2 - See also Appendix **Y** to this AEP Vol 1 (starts page **174**)

Use of Checklists versus Text

12. The **Volume 1** element of this AEP (i.e. the document being read now) is mainly based on plain text with little or no use of checklists. This is deliberate due the need to explain in a fair amount of detail, selected aspects of some of the subjects concerned e.g. Dangerous Goods; Public Health Crisis Response Plan etc.
13. Conversely, Volumes **2A** & **2B** are mainly documented in checklist format **only**

Emergency Planning Committee

14. The XIA Emergency Planning Committee is a joint (on and off-airport) agency forum which meets regularly in order to make a meaningful contribution to progressing the various issues pertaining to this AEP and other airport related emergency / contingency plans - **especially in association with those agencies potentially supplying aid to the airport from the surrounding community**
15. It is essential that follow-up actions assigned in meeting minutes are addressed diligently and quickly by all parties concerned / so assigned, ideally before the next meeting of the Committee
16. The XYZ Airports Company shall appoint an appropriately experienced and qualified senior manager to chair meetings of this committee. Additionally, the XYZ Airports Company 'Emergency Planning Manager' (or similarly accountable person) shall be responsible for the day to day activities concerning operational and administrative management of this committee - especially re compliance with follow-up requirements from emergency planning committee meetings



Types of Emergencies Anticipated - Aircraft Related

17. The following are the types of *aircraft related* emergencies for which a procedural response has been included in this AEP:

Aircraft Accident - on-airport

Aircraft Accident - off-airport (can be 'on land' or 'on / over water')

Aircraft Incident in-flight

Aircraft Incident on the ground (not security related)

Aircraft Incident - sabotage, including bomb threat

Aircraft Incident - unlawful seizure (hijack)

Aircraft Incident - fuel spillage

Types of Emergencies Anticipated - Not Involving Aircraft

18. The following are the types of *non-aircraft* related emergencies, for which a procedural response has (or will be) been included in this AEP:

Fires on the ground - including fires in airport terminals and any surface transport facilities associated with the airport e.g. airport connected metro / light rail system

Sabotage - including Bomb Threat

Dangerous Goods / Chemical Spills

Medical (Public Health)

* Fuel Spillage

** Removal of Crashed or Disabled Aircraft

Landside (at the airport) Transport Facilities (e.g. XYZ Light Rail System)

Natural Disasters

* For example - from a fuel-tanker, fuel-farm etc.

** Strictly speaking this *is* aircraft related but has logically been placed here



Compound Emergencies

19. The following are examples of compound emergencies. No specific procedural response for such is included in this AEP - but existing AEP procedures and checklists should be **adapted** to suit such situations - where so required:

Aircraft / Structure

Aircraft / Fuelling Facility

Aircraft / Aircraft

Aircraft / Large Public Transport Vehicle

Common-use Terminology

20. Many airports - (including XIA) commonly use the following terminology when referring to some of the aircraft related emergencies already documented on the **previous** page:
- 'Aircraft Accident' - used to classify an **actual** aircraft accident occurring on or in the vicinity of the airport
 - 'Full Emergency' - denotes that an aircraft in flight (typically approaching the airport) is **actually or potentially in such trouble** that there is imminent risk of an accident occurring
 - 'Local Standby' - means that an aircraft approaching the airport or on the ground is **actually or potentially subject to an adverse occurrence or defect**, but the problem is not such as would normally involve any serious difficulty for the pilot or to the safety of the aircraft

Note - the term 'Weather Standby' is similarly used at some airports to cover potential, enhanced response requirements for the airport (for aircraft operations) - as related to adverse weather conditions

Typical Agencies potentially involved in an XIA Emergency Response

21. At 'generic' level, any / all of the following agencies might become involved with an emergency response at or in the vicinity of XIA. **The lists are not exhaustive:**

Agencies Generally Located **ON** Airport

- Air Traffic Services
- Rescue and Fire Fighting Services (XIA Airport - Fire & Rescue Service - AFS)
- Airport Police & any other Airport Security Organisation(s)
- XYZ Airports Company (otherwise known as the 'airport authority / operator / management company')



- Airport Medical Services / Centre / Clinic
- Aircraft Operators or their Representatives
- Ground Handling Agents
- Other Airport Tenants
- Airport Franchisees
- Airport Based Customs, Immigration and Port Health
- Others TBA

*Agencies Generally Located **OFF** Airport*

- Police (General [Federal and / or Local]) + Police (Paramilitary) etc.
- Department of Health & Medical Services - DOHMS (includes hospitals, ambulances, stretchers and stretcher bearers) and similar
- Civil Defence / Equivalent
- Other appropriate Government Authorities (national, regional and local)
- Military Services
- Security Services
- Coastguard and Harbour / Port agencies
- Rescue Co-ordination Centre (Search & Rescue)
- Coroner / Forensic Doctor - or equivalent
- Transportation Authorities
- Telecommunications Authorities
- Public Utilities
- Postal Authorities
- Public Information Office



- Veterinary Services
- Religious / Faith Organisations and Services
- Mental Health Agencies (if not covered by government type 'health' systems)
- International Relief Agencies e.g. Red Cross & Red Crescent
- Volunteer Organisations (including Charities)
- Other Mutual Aid Agencies not mentioned above

Typical (suggested and as appropriate to circumstances) duties for **some** of the above agencies will be documented in the appropriate Volume and Sections of this AEP (i.e. those dealing with direct operational response + associated roles, responsibilities & procedures)

Rescue Co-ordination Centre (RCC)

The main role of the RCC is to co-ordinate search and rescue operations - generally where the accident location (and / or location of accident victims) is unknown and / or when emergency support resources (over and above those available to the airport and surrounding community) are required

- *The potential importance of the RCC during an aircraft accident emergency or similar is such that it merits a specific reference at this point in this AEP*



Emergency at Sea / Over Water

22. In addition to responding to accidents on airport, the XYZ Airports Company and supporting airport agencies will **consider** reacting to aircraft emergencies generally occurring within an 8 km (4.5 nautical miles or 5 statute miles) radius of the XIA aerodrome reference point - which (the latter) may be taken as being approximately at the centre of the airport (exact location is **89.15.2N 025.21.9W** [*fictitious position for the purposes of this AEP guideline*])

Note - the level of response by the XYZ Airports Company to an **off-airport** aircraft accident will depend on several circumstances, not the least of which is to ensure continued emergency response coverage for any ongoing aircraft operation at XIA. The XIA **Overall Commander** (or alternate XYZ Airports Company senior manager) should make the appropriate decision 'on the day'

23. The '8 km radius' referred to above takes in an area of (inshore) sea to the south of XIA, with the radius cutting the coast at approximately the mouth of **Shana Creek** then again at the eastern extremity of the coastal part of **Botanical Park**. This effectively means that a significant area of water lies under much of the extended (approach) paths of both XIA northerly runways - and departure paths for both southerly runways
24. Appropriate procedures and associated resources are documented in this AEP to cover the eventuality of an aircraft accident at sea - in the inshore area described immediately above

Where appropriate, full use of suitable responders and their resources in the surrounding community should also be incorporated via use of appropriate '**Mutual Aid Emergency Support Agreements**' with e.g. coastguard / lifeboat services; marine police; navy; SAR authority (RCC); harbour master; commercial marine companies etc.

25. It is vital that suitable location / protective equipment and buoyancy aids shall be used or worn by all XIA emergency responders when deploying over or on water. The XYZ Airports Company shall ensure that such equipment, aids etc. are procured, available, maintained and utilised - as appropriate. Associated training shall also be provided

Alerting & Activation

On Airport

26. Alerting and Activation for an on airport emergency response (aircraft accident) at XIA is typically (but not always) initiated by Air Traffic Control (ATC) - the latter usually being the first to become aware of or to be alerted to a state of emergency
27. ATC will typically activate the 'crash alarm' which will, in turn, immediately alert the Airport Fire & Rescue Service - AFS. The latter will be further alerted and receive initial information about the emergency, as ATC will broadcast the 'crash message' on the designated radio frequency (frequencies) monitored by AFS (in addition to passing the alarm message to the AFS watch-room via direct line telephone)



28. ATC is also responsible for commencing the alert and activation 'cascade tree callout' for **other** specified recipients, who will, in turn, pass on the crash (emergency) message to other specified recipients, and so on - e.g. the Airport Fire Services watch-room is an integral and initiating part of any further cascade tree callout process
29. The system described above (cascade tree callout) will eventually alert all agencies and individuals required to respond to the emergency. Additionally, all those needing to know about the emergency (but not necessarily having a direct emergency response role) would also be notified e.g. the executive board of the XYZ Aviation Corporation (parent organisation of the XYZ Airports Company)

Off Airport

30. Essentially, the same process as described above for the on-airport situation will take place, but with additional external notifications over and above those already indicated e.g. civil defence, off-airport medical / health, ambulance and stretcher services, off-airport police, military, coastguard, additional government authorities etc.

Note - effective, efficient, rapid and economical automated alerting systems are now (2019) reasonably available for procurement / lease from around USD \$10,000 upwards annually. Such systems can accomplish in just a few minutes what a 'cascade tree' manual alerting system (as described above) might take several hours to accomplish

Rescue & Fire-Fighting

31. The XIA Airport Fire and Rescue Service (AFS) will provide immediate response with regard to fire-fighting and rescue operations, in accordance with ICAO and XXX (Country) Civil Aviation Authority requirements, together with AFS SOPs plus appropriate procedures/ checklists contained in this AEP and other appropriate documents

All airport runways shall be considered active unless specifically advised otherwise by ATC

Where appropriately trained / qualified '**spare** AFS manpower capacity' is available to the person in charge of the AFS operation - a triage and immediate first aid operation should **additionally** (concurrently) be commenced if casualties are present, until such time as arriving medical staff (e.g. from airport clinic; from off-airport medical resources etc.) can take over / augment such operation

32. Additional fire-fighting, rescue and medical / health resources will be deployed as soon as possible, by appropriate **off airport** Civil Defence / Emergency Services etc. agencies in the surrounding community, in support of AFS. Pre-agreed '**Mutual Aid Emergency Support Agreements**' will typically govern and guide this process e.g. who will assume ultimate command & control (primacy) of the fire & rescue operation; the triage and medical care operation etc.?
33. AFS will only deploy **off airport** if so directed by the XIA **Emergency Operations Centre's 'Overall Commander'** or * equivalent person. Again, such deployments will be governed mainly by circumstances at the airport 'on the day' and by any appropriate 'Mutual Aid Emergency Support Agreements' in force (* as documented elsewhere in this AEP)



34. When appropriate, AFS shall appoint a suitable liaison person to the **'On-scene Commander'** - whenever the latter is operating from the deployed XIA **'Mobile Incident Command Centre / Forward Command Post'** vehicle or similar / equivalent facility

Headcount of **'Persons on Board'** the Accident Aircraft

35. Airport Police, typically assisted by personnel from AFS, Airport Medical Centre (AMC) and the aircraft operator and / or representative - will typically be responsible for the headcount tally of all persons on board an accident / incident aircraft i.e. typically conducted at or near to accident site in the immediate / shorter term (following accident occurrence)
36. The aircraft operator or representative is expected to initially provide a tentative (unverified) total POB + name lists of all persons believed to have been on board an accident / incident aircraft - to XIA Air Traffic Control and also the XIA 'Normal' and / or 'Emergency' Operations Centre(s) (as appropriate), for onward transmission to AFS, Airport Police, On-scene Commander and other appropriate, responding agencies

These name lists are expected to be **'verified'** (double checked for accuracy and 'completeness') in due course by the aircraft operator (or representative) and this updated information should again be passed on as per above

The requirements of paragraphs 35 & 36 above shall be adapted accordingly for the **'off-airport'** situation

Access to / from Accident Site - Access plus Exit Control

On-Airport Accident / **Access Control**i.e. **to** on-airport Locations (via surface transport)

37. **Access** to the actual **accident site itself** shall be controlled by the Airport Police and similar XYZ Airports Company / other security services, using the **'RVP' / 'Staging Post' / 'Inner and Outer Cordon'** principle
38. On-airport **Emergency** services will deploy to the accident location **as quickly and directly as possible** in accordance with standard procedures and / or as directed / cleared 'on the day'
- Other** (on-airport) emergency response support agencies deploying to an on-airport accident site will (typically) deploy initially to a (pre)nominated **on-airport** location known as a **'staging area / equipment assembly area'** where they, their vehicles and appropriate equipment will wait to be 'called forward' (usually under escort) to the actual area of the accident site
39. **Pre-prepared** emergency airside passes and / or appropriate identifying apparel and / or equivalent will be issued to pre-designated on-airport responders (before or upon arrival at the staging area / other nominated location[s]) - for situations where the wearing of uniform type apparel - together with the displaying of appropriate ID, does **not** otherwise clearly identify them as already being permitted **airside** access. This (pre-prepared / documented, trained & exercised) process will be managed / controlled by Airport Police etc.



40. Several staging areas are nominated in this AEP to facilitate deployment to accident sites at any part of the airport (see Section xx, paragraph yy for details and Appendix zz for map locations, GPS co-ordinates etc.) The initial emergency (alerting & activation) message(s) or subsequent communication from the EOC and / or On-scene Commander and / or other appropriate agency - will nominate the particular staging area(s) to be used 'on the day'
41. Emergency support agencies responding from **off-airport** shall generally route to **emergency access gate(s)** (crash gate[s]) as nominated & communicated by the airport EOC **OR** On-scene Commander **OR** other appropriate airport agency - depending on accident site location, anticipated location of hospitals to be used (as appropriate), local off-airport road traffic conditions etc.

Note - As the allocation of crash gates as per paragraph 41 above will not be 'instantaneous', off-airport emergency responders **not** receiving a definitive crash gate to which to proceed in the initial emergency (alerting & activation) message(s), should (by default) report to either gate **aa** for access to the part of the airport **west** of the main XIA north-south runways **OR** gate **bb** for access to the part of the airport **east** of these runways

42. *Deliberately Blank*
43. Once **off-airport** emergency support agencies arrive at the designated or default / briefed access crash gate(s), Airport Police / equivalent agency shall immediately issue **pre-prepared** emergency airside passes and / or appropriate identifying apparel and / or whatever - and then provide / arrange escort for them to move to an appropriate '**Rendezvous Point - RVP**' - where they will be instructed to wait to be called forward, under escort, to the accident site area itself (possibly via a nominated **staging area**)

Note - the above (paras 41 & 43) is a typical **example** only. In reality, it is just as likely that e.g. off-airport agencies might be asked to route directly to a **landside RVP(s)** (possibly just outside the airport boundary) - and from there be escorted to the accident area (possibly via a nominated staging area)

44. Off-airport agencies will typically be escorted (airport provided) on entering airport premises
45. On arrival at the general area of the accident site itself, **all** responding emergency support agencies (whether based on or off-airport) should be directed to follow the appropriate **one-way access** (entry) **system** (as set up and marked by Airport Police etc.). Upon arrival at the designated parking location, the senior officer / person from each agency so doing, shall identify and report to the **most appropriate 'Operational Commander'** present at that time

For example, **off-airport** fire and rescue services will typically report to the '**Operational Commander / AFS**'. Off-airport medical services / ambulances will initially report to the '**Operational Commander / Airport Medical Centre**' (Note - the latter will eventually transfer this operational command responsibility to the designated off-airport senior medical officer, after the latter's arrival on-site)

46. Parking arrangements on arrival at the outer cordon should have already been made and suitable signage or similar direction put in place. If not, arriving agencies should park in a suitably clear area just **outside** of the outer cordon and seek advice from the Airport Police, XYZ Airports Company security or an appropriate (on-site) XIA Operational Commander



On-Airport Accident / **Exit Control**.....i.e. **from** on-airport Locations (Surface Transport)

47. Emergency Support agencies leaving the accident site should route as briefed by the appropriate Operational Commander and / or Airport Police / similar security etc. Typically, the marked one way exit system is to be used to leave the immediate area of the accident site - then escort will be provided to other on-airport locations (as appropriate) **OR** designated airport exit points
48. Pre-prepared emergency passes and / or identifying clothing which had been previously issued as per paras 39 and 43 above (as applicable) should be returned to Airport Police or similar personnel when exiting the airport. For on-airport responders, return of same should be made when there is no longer **further** need to attend the accident location

Helicopter Access / Exit Procedures

49. *To be Issued*

Access to / from XIA.....via local (off-airport) **Road Traffic System**

50. Depending on the time of day, day of the week etc. - roads to / from the airport can become 'gridlocked'. Public holidays, local exhibitions etc. only serve to exacerbate the situation
51. For an **on-airport** emergency the XIA EOC (and / or other appropriate airport agency e.g. 'Temporary' EOC; ATC; AFS; Airport Police etc.) shall jointly consider the accident location site, prevailing off-airport traffic conditions, locations of hospitals vs locations of airport crash gates / rendezvous points / staging areas etc - and then (after consultation with e.g. **off-airport** Police etc.) nominate and promulgate appropriate crash gates which might better facilitate emergency support services access to & exit from said RVP(s), staging area(s) etc.
52. The above considerations might mean e.g. that the airport crash access / exit gates geographically **nearest** to hospitals will **not** necessarily be the ones nominated for use 'on the day' of the incident
53. Once the decisions referred to above have been made and promulgated, all appropriate parties should work closely together in order to try to ensure that appropriate parts of the roads to / from the nominated crash gates and to / from selected hospitals, are kept as clear as possible (e.g. at least a single lane in each direction might be reserved for emergency traffic only [provided that it can be cleared of non-emergency traffic in the first place of course!])



Off-Airport Accident Location - Access / Exit Procedures

54. The same general principles used for an **on-airport** situation should similarly apply (as appropriate and insofar as is possible /practicable) - where a deployed **airport based response agency** finds itself (rarely but not impossible) 'in charge' (having 'primacy') of an **off-airport** emergency response situation

In such circumstances initiative, common sense, good communications, flexibility etc. will be required due to the lack of e.g. a boundary (such as the airfield perimeter fence and crash gates), pre-designated locations such as staging areas and rendezvous points, the road traffic situation, terrain difficulties, crowd control problems etc.

55. Where an **off-airport agency** has control (primacy / are in charge) of an off-airport accident site (which is the norm), the associated / appropriate '**Mutual Emergency Aid Support Agreement(s)**' should have already determined some basic ground rules e.g. to the effect of using equivalent on-airport procedures (and / or equivalent plans) as closely as possible in the off-airport situation

Similar constraints to those documented for an on-airport response might still apply, together with additional, potentially problematic matters - some of which are mentioned in the second part of paragraph of **54** above



Victim Management (Casualties [the Injured])

56. Assuming an **on-airport** accident, suitably trained AFS responders may be assigned by the **'Operational Commander / AFS'** to commence casualty clearance, triage and immediate medical care operations - as required. This further assumes that such personnel can be spared from their primary duties of 'fire-fighting & rescue'
57. Where available, immediate responders from the **Airport Medical Centre** (AMC) will oversee and also participate in initial triage and immediate medical care operations, as required. An **'Operational Commander / Medical Services'** should be appointed by 'self-selection' amongst the AMC team present (typically the most senior [and / or experienced], available medic) - and an AMC liaison rep should be additionally appointed to the **'On-scene Commander'** (upon latter's arrival on-site), circumstances / manpower permitting
58. Upon arrival on-site, AFS inflatable tents or equivalent (e.g. airport buses with seats removed) should be erected / utilised as soon as possible - with regard to the triage / immediate medical care operation. Portable air conditioning / heating (for the tents - as appropriate) and potable water should also be provided
59. **Deliberately Blank**
60. Upon eventual arrival of the **zzzz** Hospital Disaster Medical Team (part of the **off-airport DOHMS**), the senior / most experienced doctor / medical person arriving will **take over** the role of **'Operational Commander / Medical Services'** from AMC
61. With clearance from the 'new' Operational Commander / Medical Services (as per para **60** above) - all or part of the AMC team (depending on total medical manpower required / available at accident site) should then relocate to the **SRC (A) and CRC (A)** facilities, typically in company with the **uninjured** survivors (passengers & crew **respectively**). Their primary role now will be medical support of the uninjured (**just in case** some of the latter do, in fact, have injuries not detected earlier e.g. shock; smoke inhalation; internal injuries etc.)
62. The Operational Commander / Medical Services shall appoint a **'Medical Transport Co-ordinator'** and also ensure that a medical liaison person is appointed to the On-scene Commander (if not already done - as per para **57** above [again, manpower permitting])
63. The Operational Commander / Medical Services shall ensure the effective, efficient, expedient and co-ordinated operation of the **entire** on-site casualty collection, triage, immediate medical care and casualty evacuation programme - with the priorities of saving life, prevention of further injury and rapid removal of casualties to better medical care

It is also **important** that careful tracking (usually via the Medical Transport Co-ordinator or some other specifically appointed person[s]) is maintained re **which** casualties have gone **where, when, in what** medical state + **how** / in **what** form of transport. The standard ICAO 'triage tag' system (or appropriate equivalent) should be used to facilitate such tracking (see appendix F - page **132**)



64. The Operational Commander / Medical Services should **not** typically become **directly** (i.e. 'hands-on') involved in either triage or immediate medical care functions

Note - An appropriate person should be assigned to the task of co-ordinating the eventual collection and removal of all litter at the above locations / facilities, to prevent the possibility of FOD

Victim Management

Uninjured Survivors / Survivors with Very Minor Injuries

65. Part of the triage process at or near the accident location involves 'triage tagging' **uninjured** (and **very** slightly injured) survivors and moving them to a separate, nearby area - reserved for them specifically i.e. the '**Uninjured Collection Area**'
66. The '**Operational Commander / Aircraft Operator** and / or **Local Representative**' shall call (e.g. via XIA deployed FCP / MICC) for appropriate transportation to remove all uninjured survivors from the accident site, as soon as this has been cleared by the appropriate authority
67. At this point, the **Operational Commander / Aircraft Operator** etc. should (as discretely as possible) physically separate (or otherwise arrange for the separation of) uninjured **crew** from uninjured **passengers**
68. Uninjured **passengers** should then be transported to the '**uninjured Survivor (passenger) Reception Centre - Airside**' - SRC (A) facility. Uninjured **crew** should be similarly despatched (**BUT** - in **separate** transport) to the **separate** '**uninjured Crew Reception Centre - Airside**' - CRC (A) facility
69. Where an aircraft accident involves an **XIA based** aircraft operator, the **Operational Commander / Aircraft Operator** will typically be provided by that aircraft operator (or local representative)
70. Where an aircraft accident involves a **non-XIA** based aircraft operator, the **Operational Commander / Aircraft Operator** may still be provided by that aircraft operator's staff (**if** such is available locally) - but is much more likely to be provided by an appropriate, locally contracted Ground Handling Agent - GHA (airline / aircraft operator representative) and / or possibly an appropriate representative from the XIA **Airline Operator's Committee**, if such exists
71. The **SRC (A)** at XIA is located at: (Insert location & contact info here)
-
72. The **alternate SRC (A)** at XIA is located at: (Insert location & contact info here)
-
73. The **CRC (A)** at XIA is located at: (Insert location & contact info here)
-



At the SRC (A)

74. Upon arrival at the SRC (A), uninjured **passengers** will typically be provided with humanitarian, welfare, information etc. type support by the XIA **'Immediate Care Team'** (ICT) and others
75. For an emergency involving an XIA based aircraft operator - the latter will typically **also** deploy its local **'Humanitarian Assistance Team'** (HAT) to **the SRC (A)** ASAP (if it has such a team of course - many airlines do not). Upon arrival, the **HAT** takes a handover from the **ICT** - the latter's staff then returning to their normal airport duties
76. Example **'information cards'** for use at 'victim' and 'MGFR' reception centres etc. (including at the SRC [A]) can be found at appendix **W** (starts page **166**)
77. Uninjured passengers are 'processed' at the SRC (A) by e.g. the ICT, HAT and others - which involves (amongst many other things) completion of the (4 in 1) **'Passenger / Victim Record Card – P/VRC'** (for an example - see appendix **U** - page **162**). Similar applies to uninjured crew located at the SRC (A). **NB:** Despite the title, the P/VRC is used for both passengers, crew **and** any ground victims
78. Correct completion of the P/VRC (with a copy provided to the Immigration representative [who should be] present in the SRC [A]) should (amongst many other things) satisfy Immigration 'landing' requirements (clearance or re-clearance to enter the country) if the appropriate travel document is not available to a victim as a result of the accident circumstances
79. **Deliberately Blank**
80. Uninjured passengers will typically receive a brief 'vital signs' medical check (typically conducted by AMC staff present) - to ensure that they really are 'uninjured'. If fire was associated with the accident, a check for smoke inhalation injury should also be made. Any minor injuries found will be treated at the SRC (A) and / or the person(s) removed to hospital. Where appropriate, emotional support might also be provided (as available)
81. AMC staff (or similar) shall keep appropriate written records of the medical examination(s) referred to above. Persons refusing such examination should be asked to complete an appropriate indemnity form (to be provided and retained by AMC staff)
82. **Deliberately Blank**
83. Customs staff should make appropriate arrangements for uninjured passengers to eventually reclaim their baggage (if available) without undue difficulty / red tape etc.
84. When eventually released from the SRC (A), uninjured passengers will typically come fully under **aircraft operator** (and / or aircraft operator local representative) responsibility e.g. they might be assisted to reclaim their baggage (if available), be re-united with appropriate persons (if possible), be assisted with carrying out whatever it is that they wish to do next etc.
85. At this stage the aircraft operator should typically continue to provide humanitarian, welfare, information and similar support to their passengers and other, associated victims - whatever their status - and also to the latter's family, relatives & friends (**FR**) - wherever in the world they might be (the latter having **not** been on board the accident flight, of course)



At the CRC (A)

86. The process at the CRC (A) is typically similar to that of the SRC (A) described on the previous page. Main points to note:

- The flight crew (pilots) will almost certainly be subject to a detailed medical examination and an 'interview' with the Police and / or Air Accident Investigators - both of which might take place at a location other than the CRC (A)
- In certain circumstances it is possible that some / all crew might be 'detained' (imprisoned)
- Legal Assistance should be made available to crew if so required. This should be arranged by the aircraft operator and / or on-site representative (e.g. the contracted GHA or similar)
- When uninjured crew are released from the CRC (A), the aircraft operator and / or on-site representative shall ensure that they (crew) *continue to be separated* from uninjured passengers - and also from FR (including any MGFR) of the latter. Crew should also be 'protected' from the Media. Appropriate humanitarian, welfare, emotional and similar support should be provided

For more detailed info (including definition) re **airport** provided 'humanitarian assistance', welfare etc. - see **appendix Y** (starts page **174**)

IMPORTANT NOTE / OFF-AIRPORT ACCIDENTS

Concerning **off-airport** accidents, it is strongly suggested that you might now take a look at (**separate** document in this series) **AEP Volume 2B** (page **146**) before reading further



Victim Management - Fatalities at the Accident Site

87. The dead should be triage-tagged accordingly
88. They (whether whole bodies and / or body parts) should then be left in their final resting place at the accident site - **unless** it is vital to move them for the purposes of 'preservation of evidence' etc. This is because the position and condition of the deceased at time of death might possibly offer valuable evidence / clues as to the **cause** of the accident
89. Excepting for the above, the dead should **only** be moved (in general) from the final resting place - with the permission of the Air Accident Investigation Authority and / or the Coroner (Forensic Doctor / Medical Examiner or equivalent) and / or the appropriate Police agency
90. If it is **essential** to move the dead, each body / body part should (if possible / practicable / safe) be tagged and a corresponding and cross-referenced mark (e.g. stake / marker etc.) placed where the body / body part lay. Photographs and / or sketches showing the relative positions of bodies / body parts to aircraft wreckage and / or ground features etc. should also be taken / made. Such bodies etc. should then be moved to a nearby '**temporary body holding area**'. (Of course, actual circumstances 'on the day' may make none of the above possible)
91. The XYZ Airports Company should make arrangements to ensure that an adequate stock of body bags (e.g. a minimum of **1,000** would be needed to adequately cover hi-density seating Airbus A380 operations) is readily available for rapid delivery to accident location / wherever
92. Off-airport and Airport Police, XYZ Airports Company security etc. shall provide a high degree of security at the temporary mortuary location
93. When cleared for further removal by an 'appropriate authority', bodies / body parts will then be transported to the designated facility ('**Temporary Mortuary**'), the latter located at (TBA)
94. **Deliberately Blank**
95. Casualties who eventually die **at or very close to the accident location itself** (i.e. victims not killed immediately in the accident) should be moved (from the location where death occurred) to the nearby '**temporary body holding area**' - prior to eventual removal to the Temporary Mortuary
96. Deceased victim identification (more formally known as '**disaster** victim identification - **DVI**'), cause of death, reconciliation ('reuniting' of the deceased with FR), body (including body parts) removal and disposal, recovery and reconciliation of personal effects, religious / cultural / ethnic requirements and services, memorials and memorial services etc. - are all likely to follow on in due course (possibly over a period of many months or even longer)
97. Whilst 'government' agencies (national and / or regional and / or local) are responsible for much of the above in many countries / jurisdictions - many **airlines** retain **third party commercial** (specialist) **companies** to provide all / most of what is required - as shown in paragraph **96** above (with appropriate permissions of course) e.g. where such government type interventions may not be possible for whatever reason (note that many if not most developing countries do **not** have the required resources to undertake such work themselves)



Emergency Medical Supplies - ICAO Recommendation

98. ICAO Document 9137 '*Airport Services Manual / Part 7 / AEP*' recommends that the following medical supplies & equipment be **immediately** available from airport and / or **very close-by external** sources:

- 500 Triage Labels
- 100 Stretchers
- 10 Immobilising mattresses for backbone fractures
- 10 Backboards for backbone fractures
- 50 Splints (Conventional and / or Inflatable)
- 50 First Aid Kits (Contents listed in ICAO Document 9137 / Part 7)
- 20 Resuscitation Kits (Contents listed in ICAO Document 9137 / Part 7)
- 3 Electrocardiograph type apparatus
- 3 Manual or Mechanical Respirators
- 10 Intravenous infusion packs (Saline or HAEMACELL) + 'giving' sets
- 3 Suction devices
- 2 ENTONOX analgesic cylinders & equipment - or equivalent
- 500 Body Bags or equivalent

99. ICAO Doc 9137 / Part 7 bench-marks an aircraft the size of a *Boeing 747* when making the above recommendation. As XYZ International Airport operates *Airbus A 380* aircraft, consideration should be given by XYZ Airports Company to:

- Procuring equipment listed above & storing at a suitable, **on airport** location - **and**
- Increasing above figures by **75 - 100%** to account for hi-density seating A380 operations (don't forget - there might be [additional] ground victims to also account for)

100. *Deliberately Blank*

101. *Deliberately Blank*



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Management of Meeters & Greeters / Family, Relatives & Friends (MGFR)

MGFR located at XIA

102. The below process generally applies to the anticipated situation for MGFR waiting (for the accident flight) in or very near to the appropriate Terminal Arrivals Hall(s) at **XIA**

103.

-  A suitably worded **PA** will be made (targeted at 'relevant / potential' MGFR [i.e. those FR & others waiting {to meet the emergency flight} in the appropriate XIA Terminal Arrivals Hall and / or very close-by areas]) - asking them (MGFR) to '**make themselves known**' to the uniformed (or otherwise clearly identifiable) aircraft operator and / or airport and / or other equivalent staff, who will have been rapidly deployed (for an appropriate crisis) to the appropriate location(s)
 -  Alternatively - and where an airport Terminal(s) is so equipped, relevant / potential MGFR might be requested (in the PA message) to report to a nominated **airport information desk(s)**. This message should also be displayed on electronic '**flight information display systems (FIDS)**' (if available) located in the 'arrivals' / other appropriate areas
- Responding MGFR are then confirmed or otherwise (by such responding staff etc. - using a variety of methods) as being 'genuine' or 'potentially genuine' i.e. directly associated in some way (actually or potentially) with persons (victims) believed to have been on board the accident flight. (Availability [to deployed responders] of the most up to date version of the accident flight's crew and passenger lists is **essential** to this part of the procedure)
- 'Genuine' and 'potentially genuine' MGFR are then moved in groups, under escort, to the XIA provided '**Meeters & Greeters / Family, Relatives & Friends Reception Centre (FRRRC)**'

State locations of primary and back-up XIA FRRCs here:

..... (Primary FRRRC Location)

..... (Secondary FRRRC Location)

- At the **FRRRC**, MGFR will be provided with humanitarian, welfare and information support administered by e.g. the airport's volunteer '**Immediate Care Team**' (ICT) and / or equivalent support teams
- An information card for use at the FRRRC can be found at appendix **W** (starts page **166**)
- For an emergency involving an **XIA based** aircraft operator - the latter **also** typically deploys its own '**Humanitarian Assistance Team**' (HAT) to the FRRRC ASAP (if it has such a team - many do not!). Upon arrival, the HAT takes a handover from the ICT and the latter's members typically then return to their 'normal' or allocated duties at the airport
- Medical care (if so required) shall be provided at the FRRRC by AMC staff (or equivalent e.g. by airline provided medical staff; by government medical / health agency personnel etc.) - typically for treatment of shock / onset of traumatic stress etc.



- MGFR will be 'processed' (by the ICT and / or HAT and / or whoever) which typically includes (amongst other things) completion of the XIA **'Friends & Relatives Enquiry Card' (FEC)** - see appendix **U** - page **161**)
- MGFR at the FRRC (with no valid association with accident victims) will be required to leave
- Where possible, the ICT / HAT / whoever - shall provide MGFR with on-going information updates as to the status and locations of the persons whom they were waiting to meet
- When / where possible and in due course, attempts will be made to re-unite MGFR with the person(s) (victim[s]) whom they were waiting to meet. For uninjured victims, this might typically take place at the airport (immediate or shorter term re-uniting) - usually conducted at a pre-designated location known as the **'Reuniting Area (Airport)' - RA (A)**
- **State Location of the XIA RA (A) here:**

.....

- Appropriate arrangements should be made for **medium to longer term** re-uniting, if immediate and / or shorter term re-uniting at the airport is not possible / is not complete. This will typically be overseen and conducted **off-airport** by the accident flight's **'aircraft operator and / or local representative(s)'**, aided by various local agencies (e.g. Police; Volunteers; Faith Reps; Hospitals; Mortuaries; Undertakers; Hotel staff etc.) as appropriate
- Re-unions with **uninjured** victims will typically take place at a suitable, local hotel(s)
- Re-unions with **injured** victims will typically take place at a local hospital(s)
- Re-union with **deceased** victims will typically take place at local mortuaries / funeral homes
- For a reasonable period (e.g. where Search & Rescue ops continue), the 'aircraft operator / local representative' and 'others' will typically continue to provide humanitarian, welfare, information etc. support to MGFR (amongst other 'types' of FR), **after** they leave the airport

For example, for FR living locally to XIA (including MGFR type FR) and / or other FR who eventually choose to travel to the XIA area from non-local locations worldwide - the 'aircraft operator / local representative' might set-up / pay for / operate etc. a dedicated facility - typically known as a **'Humanitarian Assistance Centre - HAC'**. The latter provides longer term support etc. for those wishing to use it. The HAC will typically be located in a suitable hotel(s). **Non**-local FR will typically be accommodated, supported etc. in the HAC. **Local** FR may do likewise - but also have the choice of attending the HAC instead e.g. for the daily 'FR Briefings' only etc.

- Lastly, it is likely that an FRRC **and** a HAC might also need to be set up, manned, operated etc. at the **departure** airport(s) of an accident flight - even though the accident did not occur there (due the latter being the first location that many FR [living locally or *relatively* local to the **departure** airport{s}] will choose to go for information). Note that for multi-sector flights (airports A to B to C etc.) more than one departure airport will be involved

For more detailed info (including definition) **re airport** provided **'humanitarian assistance'**, welfare etc. - see appendix **Y** (starts page **174**)



IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

If not already done, please see ([separate](#) document) AEP Volume 2B / page 146 NOW

Strategic & Tactical (GOLD & SILVER) - Command, Control, Co-ordination & Communication (C4)

On-airport / Aircraft Accident or Incident

104. The overall (strategic) airport operator **C4** function for an aircraft accident / incident type crisis occurring **on airport** at XIA - typically lies with a designated senior XYZ Airports Company manager - functionally known for the purposes of this AEP guideline as the '**Overall Commander**'

105. The **Overall Commander** will generally operate from the XIA '**Emergency Operations Centre**' (EOC) located at:

.....

With the backup / alternate XIA EOC facility being located at:

.....

106. The Overall Commander will be nominated 'on the day' from a core team of trained, exercised and suitably experienced XYZ Airports Company senior managers (Vice President / General Manager / Equivalent grade - or above) - with a **minimum** of two persons initially chosen to cover 24 hour operation (typically via a 12 hour [back to back] shift pattern)

107. For AEP related operations specifically, it is not unusual for the Overall Commander to be responsible for **both** the **strategic** and **tactical** aspects of airport related **C4** (leaving on-site **[operational]** C4) to the **On-scene Commander**, the **Operational Commanders** and equivalent persons)

Note, however, that in some countries / circumstances the Overall Commander will exercise **tactical (SILVER) C4 only**, leaving '**strategy**' (**GOLD C4**) to the airport's (**separate**) **top** management team - the latter typically operating from an appropriate facility near to the EOC and / or from a pre-designated **off-airport** location, co-located with other (**non**-airport operator) **GOLD** commanders involved (as appropriate)

The **strategy** chosen 'on the day' typically includes the overarching direction, co-ordination, support, resourcing etc. of the various participating emergency response agency operations, - the objective being to ensure the success of the subordinate **tactical** & **operational** responses

108. The team operating / running the EOC under direction of the Overall Commander represents all vested interests in the **specific** emergency concerned e.g. for **on-airport** aircraft accident type situations, this team will typically have representation from a mix of the following areas - depending on actual circumstances 'on the day' (Note - the below list is not exhaustive):



- Air Traffic Services
- Airport Fire & Rescue Service - AFS
- Airport & Off-Airport Police
- Airport Safety & Security
- Airport Medical / Ambulance Service - AMC
- XYZ Airports Company - Terminals
- XYZ Airports Company - Airside (Airfield / Ramp / Apron)
- XYZ Airports Company - Engineering (Mechanical, Structural, Electrical etc.)
- XYZ Airports Company - Logistics / Procurement
- XYZ Airports Company - Crisis Communications (PR / Media Response)
- XYZ Airports Company - ICT Department / Business Unit
- XYZ Airports Company - Legal ,Finance & Insurance Departments / Business Units
- Aircraft Operator and / or Local Representative
- XIA - Airline Operators' Committee
- Ground Handling Agent(s)
- Airport Customs / Immigration / Port Health
- Appropriate representation from Civil Defence / off-airport emergency services
- Appropriate representatives from other off-airport Mutual Aid / Support agencies
- Appropriate representatives from Faith / Charity / Voluntary etc. Support agencies
- * Any other representation as appropriate to accident circumstances 'on the day'

* Depending on the location and / or severity and / or type of emergency, other agencies might also attend the XIA EOC - e. g. Navy, Coastguard, Harbour Master etc. for an accident occurring at sea; relevant Government department representation; security forces for unlawful interference etc.

On-airport / Other Types (Non-aircraft Related) of Accident / Incident

109. For other types of **on-airport** emergencies **not** related to aircraft, the most suitable person, by dint of seniority, training, background, experience etc. - shall be nominated as the Overall Commander - supported by an appropriately constituted EOC team



For example, for a security related emergency, a suitably senior, specialist officer from the Airport or Off-airport Police (or possibly security services / military etc.) might be nominated; for a Public Health type crisis, a suitably senior, specialist experienced medical officer from off-airport DOHMS / equivalent might be nominated etc.

Off-Airport Emergencies

110. An appropriate person shall be nominated as Overall Commander (or equivalent term), based on existing protocols established in the appropriate **Mutual Aid Emergency Support Agreements** - or else as required by actual circumstances 'on the day'. Such person is typically **unlikely** to be appointed from XIA staff - except in rare circumstances
111. Whilst it is expected that the XIA Emergency Operations Centre will be activated for such emergencies, the location from which **off-airport C4** will typically be directed will be governed by existing protocols established in the appropriate Mutual Aid Emergency Support Agreements and/or associated SOPS - or else as required by actual circumstances 'on the day'

Command, Control, Co-ordination & Communication (C4) - Reporting Chain in use at XIA

112. For aircraft accident type emergencies occurring on-airport or in the close vicinity:
- Operational Commanders report to the On-scene Commander
 - The On-scene Commander reports to the Overall Commander
 - The EOC team reports to the Overall Commander
 - In **some** circumstances, the Overall Commander might be required to report to an appropriate off-airport GOLD Commander
113. For **security related incidents**, especially those concerning 'unlawful interference' and similar - a senior and suitably trained and / or experienced officer from the XXX security services or military is expected to be appointed as having **overall (absolute) C4** of the situation. In such circumstances, the specific set up of the XIA EOC and appointment of an Overall Commander shall be primarily related to **matters concerning the airport itself** (rather than direct handling of the security crisis) - whilst also providing full support to the aforesaid commander having overall (absolute) charge of the security situation

Note: Very generally, there are typically two types of crisis / emergency / incident C4 systems in use around the world i.e. the '**GOLD / SILVER / BRONZE**' system.....and the '**Incident Command System - ICS**'. Any others are typically adaptations of one or the other. For more details please follow below link:

www.aviationemergencyresponseplan.com/information

When this webpage opens, scroll down the list of info articles and click on the one entitled:

Information Article - Typical **Crisis Response Command & Control Systems**

The C4 system used for XIA (in this guideline document i.e. the document which you are reading now) is loosely based on the GOLD / SILVER / BRONZE system



Some Typical Requirements for an 'Ideal' Airport Emergency Operations Centre (EOC)

114. When planning the set-up of an airport EOC, the following should be considered:

- Ideally be located **on-airport**, in a fixed and secure location, overlooking the airport movements area(s) - including any isolated aircraft parking positions (the latter [IAPP] is particularly important for security related crises)
- Have easy and quick access from both airside **and** landside
- Be of a size appropriate to its role and manning requirements
- Be equipped appropriately & adequately (ICT etc.)
- Be equipped appropriately & adequately (stationery, consumables etc.)
- Be equipped appropriately & adequately (e.g. furnishings; fixtures & fittings etc.)
- Be '24H ready to go' - or (if not possible / required) - capable of being set-up in a **very short timescale** (e.g. less than 30 minutes during airport operating hours)
- Be adequately climate controlled
- Have a 'no-break / uninterrupted power supply (UPS)'
- Toilets, catering, rubbish collection etc. - all easily & quickly available / provided
- Have other required resources, admin and business continuity type support

Important Note

Before leaving the subject of '**strategic C4**' the reader is referred to 'important notes 1 & 2' found on page **267** of (**separate** document) AEP Volume **2B** - 'Emergency Response Checklists'

These notes refer to the C4 difficulties which will be encountered by any airport responding to a major emergency - in the time period **before** the airport EOC can become operationally functional

They also explain that such airport needs to **concurrently** confront any **on-airport** emergency from three different aspects i.e. the emergency response itself + any associated disrupted operation response (the accident closes the airport [or, at least, part of the airport]) + any normal operations which might still be able to be continued (e.g. due adequately displaced parallel runways, if available)

Lastly, the most appropriate (possibly the 'only') solution to such 'difficulties' is also suggested



Operational (BRONZE) Command, Control, Co-ordination & Communication (C4) Ops

All **operational** crisis response units, whether provided by on-airport or off-airport resources, are expected / requested respectively to produce and document their own, (independent / separate) detailed procedures and checklists, (based on this XIA AEP together with their own, specific requirements), when responding in support of an XIA / XIA related Aircraft Accident / Incident - or similar

Reminder: See again 'Note' found at the bottom of page 64

On-airport / Aircraft & Other Types of Accident or Incident (Except major security Incidents)

115. The '**On-scene Commander**' shall direct / oversee all subordinate **operational (BRONZE) C4** operations in response to all types of on-airport emergencies
116. He / she shall be the most appropriate person readily available 'on the day' - based on skill & experience etc. in directing / overseeing the particular type of operational crisis operation concerned
117. He / she will typically operate from the deployed **XIA Mobile Incident Command Centre (MICC)** vehicle (or equivalent mobile facility) - typically located near to the emergency site itself
118. Subordinate '**Operational Commanders**' shall be responsible for directing their **own** specific, specialised operations e.g. fire and rescue; medical services, policing / security, aircraft operator etc. - under oversight of the On-scene Commander. They will also each typically provide a specialist representative to the MICC (or equivalent mobile facility) - if available / as appropriate to actual circumstances 'on the day'
119. The most appropriate Operational Commander present shall **temporarily** assume the role of On-scene Commander - where circumstances 'on the day' so require. This person will typically (but not always) be the senior AFS officer present. He / she will oversee **operational C4** from his / her fire and rescue / similar vehicle (typically known as the '**XIA Forward Command Post [FCP]**')
120. Subordinate **Operational Commanders** report to the **On-scene Commander**

Off-Airport

121. Operational C4 for off-airport situations will generally be governed by the appropriate **Mutual Aid Emergency Support Agreements** in place - or else as required by actual circumstances 'on the day'

Security Related Incidents

122. Security related incidents typically lead to the appointment of a **specialist On-scene Commander** together with **specialist**, subordinate **Operational Commanders** - typically sourced from e.g. the appropriate off-airport police, security and / or military services - supplemented by other, appropriate staff from the airport, the surrounding community etc.



Radio & Similar Communications Plan

123. A clear, concise, co-ordinated, documented, trained and exercised (emergency / crisis response) communications plan is vital to the successful response to any **on-airport** emergency - otherwise noise level, poor radio telephone (R/T) discipline, incorrect frequency use etc. - **will** quickly lead to utter confusion on the various emergency radio nets in use
124. The communications plan shall also account for the communications needs of **off-airport** agencies and how they might be best integrated with those in use at XIA - **and vice versa**
125. At its simplest, the emergency response communications plan should enable direct and discrete communication between the **Overall Commander** (wherever located) and the **On-scene Commander** (located MICC or equivalent facility). Subordinate **Operational Commanders** should also make use of this discrete radio net as available and as required
126. Additionally and where available / possible, subordinate Operational Commanders should **each** have their own (separate) discrete radio net used only by the agency for which the subordinate Operational Commander is responsible. However, such discrete nets **can** be shared between several responding agencies where e.g. efficiencies can be made - and in circumstances expected to cause no undue risk of confusion / degraded comms performance
127. **Liaison personnel** placed by subordinate Operational Commanders in the EOC and / or MICC and / or FCP (and / or equivalent facilities) - should be provided with suitable radio communications equipment and plan(s) (where appropriate) in order to permit them direct and easy access to the appropriate Operational Command radio net(s)
128. All radio communications used should be backed up by at least two alternative communication systems e.g. mobile (cell) / satellite phone use; email; deployment of human messengers / runners etc.
129. **Mutual Emergency Aid Support Agreements** shall reflect the appropriate communication plan(s) procedures, details etc. as required
130. For more information on this subject, see ICAO Doc 9137 / Part 7 - Chapter 12. See also Appendix P (see page 146) of this document (i.e. the document which you are reading now)

Aircraft Operator

131. Whilst aircraft operators (and / or their local reps) may (and should) have their own '**airline**' emergency response plan specific to XIA, **it is imperative that all such plans be co-ordinated beforehand with the XIA AEP** - e.g. in order that aircraft operator personnel know which crisis response actions are their own responsibility; which belong to the airport / others; which need to be shared etc.
132. Similarly, any **separate** Ground Handling Agent emergency response plan for XIA (if any) must also be co-ordinated with this AEP and furthermore, if the GHA is representing an aircraft operator - with that specific aircraft operator's emergency response plan for its XIA station



133. Aircraft operators and / or their local representatives shall typically be responsible for the following during aircraft accident type emergencies at or near to XIA:

- Sending a suitably experienced **aircraft operator** (or local representative e.g. GHA) person to the accident location to act as 'general liaison' and to represent the operator. This person should typically have an airline '**airports services**' (e.g. traffic / ramp / terminal etc.) type background. He / she shall assume the title '**Operational Manager / Aircraft Operator**' - and typically reports to the '**On-scene Commander**'

The 'Operational Manager / Aircraft Operator' typically takes to the accident location (list is not exhaustive):

- The latest Passenger Name List (Passenger Manifest) available
 - The latest Crew Name List (General Declaration) available
 - Information re quantity of fuel estimated to be in accident aircraft's tanks
 - Details of Dangerous Goods carried on board accident aircraft
 - Details of baggage, cargo, mail, livestock etc. carried on the accident aircraft
 - Appropriate communications equipment & contacts list, other relevant airline documentation, protective and / or identifying clothing, passes & permits etc.
- Also sending a suitably qualified, experienced and appropriately equipped **aircraft engineer** (if available and ideally qualified on the accident aircraft type) to the accident location, in order to offer technical assistance to the On-scene Commander, to the Air Accident Investigation Team etc. It is expected that this engineer will be equipped with appropriate tools, sample bottles, communications equipment, documentation (including appropriate sections of accident aircraft type's manuals; 'cut here for access' type diagrams etc.) and the required protective and / or identifying clothing. He / she should also be tasked with making an initial assessment of the potential factors governing removal / salvage of the accident aircraft / aircraft wreckage - as appropriate

The aircraft operator's **airports services** person together with the **aircraft engineer** (both as referred to above) should typically deploy to the accident location **together** if possible. Both persons are known collectively at XIA as the '**xxxxxx Airline Crash Site Team**' (**CST**) - where '**xxxxxx**' refers to the name of the aircraft operator

- Sending a suitably experienced and senior aircraft operator (or local representative) person to the XYZ Airports Company '**Emergency Operations Centre**' (or equivalent facility) to act as 'general liaison' and to represent the operator. This person should typically be from an **airports services** (traffic / ramp / terminal etc.) background - if available
- Deploy airline's **humanitarian** (family / special) **assistance team** - as available / appropriate

Note - see definition of '**Airport Operator - Immediate Care Team - ICT**' - page 19

Whilst many **airlines** have and deploy their own humanitarian assistance teams (HAT) in support of major airline emergency / crisis - **most airports** (as at 2019) **still do not possess an equivalent of the airline HAT** (i.e. they simply do not have an **airport ICT** capability or anything remotely similar)



Lack of an airport ICT is a very serious limitation to the effectiveness of any airport emergency / crisis response e.g. who will provide **immediate** humanitarian assistance to uninjured accident victims and / or their associated families, relatives and friends **at the accident airport** - in circumstances where the airline HAT needs to deploy (to the accident airport) from e.g. the other side of the world / similar scenario?

- Set up and operate an aircraft operator '**Command & Control Crisis Centre**'. This may be located at XIA or elsewhere (most typically at airline HQ location - which could be anywhere in the world) - although there should be at least a representative office of some type at XIA
- Set up and operate an aircraft operator '**Emergency Call / Contact / Information Centre**' (ECC) - which does not need to be located at XIA or in XXX. The purpose of an ECC is to deal with the various **airline** aspects of calls from the 'public' etc. - concerning the crisis

Note that **if** (very rarely) the airport operator **does** have the capability to concurrently also operate its own **airport ECC** (or equivalent) - then a significant degree of communication, co-ordination and consistency (between the two ECCs [airline and airport]) is **essential**

Note - many **airlines** operate ECCs (directly or via a third party specialist supplier) at time of major crisis - and train / exercise for use of same accordingly. For the very, very few **airports** which also operate ECCs at time of major crisis - the **essential** communication, co-ordination and consistency procedures (between **airline** and **airport** ECCs) referred to above should be effected as part of emergency / crisis response **pre-planning** - and **jointly trained** for and **exercised** accordingly

The same applies to **airport ECC operations** where any **other** responding agency also operates the equivalent of an ECC e.g. in Germany, Oman, UAE and UK - ECC equivalents can be and are operated by national and / or local **Police** forces. In a small number of other countries, one or other level of an appropriate government service might do likewise

- In conjunction with the XYZ Airports Company, Airport Police / Security, GHA, Airport Immigration and Customs, ICT etc. - the aircraft operator (or local representative) shall assist with the set up and operation of the XIA '**Uninjured Crew Reception Centre - Airside**'; the '**Uninjured Passenger Reception Centre - Airside**'; the '**Meeters & Greeters / Family, Relatives & Friends Reception Centre - Airport**' and the '**Reuniting Area - Airport**'
- The aircraft operator will typically continue to provide for the welfare of aircraft accident victims and their FR (as appropriate) - **after** they leave the accident airport

Note - where an **airline** (aircraft operator) has minimal or no staff of its own at a regular destination airport (a common situation), it will typically engage the services of a local **Ground Handling Agent** (GHA) to provide local handling of its operation. This means that the **GHA** must **also** be prepared to assist / represent the client **airline's** local emergency / crisis response interests

Where an **airline** in emergency / crisis at such airport has **not** engaged such **GHA** services **and is unable to provide them itself** - the **airport operator** will typically 'request' (i.e. direct) an appropriate XIA based **GHA / GHAs / whoever** to provide such services (on behalf of the accident / incident airline) instead



Note further that GHAs typically also have their **own specific** responsibilities (over and above what has been described just above) for an on-airport or local vicinity airport emergency / crisis. Further information concerning such responsibilities will be found in (separate checklist type documents) - AEP Volumes 2A and 2B

Crisis Communications

PR / Media / Internal Communications / Website / Social Media & so on

134. The XYZ Airports Company **Corporate Communications / PR Department** (or Business Unit), in close conjunction / co-ordination with similar representatives from appropriate agencies (e.g. Civil Aviation Authority, involved Aircraft Operator, Police etc.) is responsible for collecting, preparing and disseminating crisis communications type information concerning any crisis involving XIA
135. Such information shall primarily be disseminated to relevant Government departments, the 'public' and the 'mass Media' (external crisis communications) - but will also be circulated within the internal departments of the XYZ Airports Company (internal crisis communications)
136. All press releases / press statements etc. should reflect the mutually and jointly agreed position of **all** affected / involved parties (stakeholders) and should be pre-cleared by an appropriate representative of the most senior management within **each** of those parties - before final release into the public domain
137. The XYZ Airports Company should **pre-identify** the location (and name it in this AEP) from where it is anticipated that press conferences (jointly managed by all parties concerned with a crisis at or affecting XIA) will be held. All and any **pre-crisis** preparations shall be implemented so as to ensure that the chosen facility will be fit for its anticipated purpose 'on the day'. These preparations shall be outlined in this AEP
138. XYZ Airports Company shall ensure that appropriate staff receive the associated crisis communications training / exercising required to adequately carry out their responsibilities
139. For further amplification of the crisis communications related roles and responsibilities of the XYZ Airports Company during crisis, see the '**Corporate Communications / PR Department - Crisis Communications Plan**' at Appendix T (see page 159)

XYZ International Airport - Emergency Call / Contact / Information Centre

140. An airport's 'normal telephone system / telephone exchange' (i.e. both telecommunications equipment and operating staff) **is extremely unlikely** to be able to adequately cope with both the number and type of inbound telephone calls generated by an airport associated major aircraft accident. This situation (insofar as it concerns the airport) is not expected to improve over the first day or two following the crisis - despite the fact that the 'accident airline' (aircraft operator) itself **might** (repeat - '**might**') have set up and 'publicised' its **own** (**separate**) emergency call centre operation
141. High volumes of telephone calls to the 'accident related **airport**' should be anticipated (perhaps initially running into the low thousands per day [24 hours] and quite possibly more)



Such calls will fall very broadly into four main areas i.e.

- Requests about the operation of the airport re the 'normal business' situation (in the main from the general public having no **direct** involvement in the accident)
- Calls from the 'media'
- Calls from regulatory authorities and similar (accident investigation; aircraft salvage / removal etc.)
- Calls from persons having a **genuine or perceived interest in the accident itself** (e.g. FR of those believed to have been on board the accident flight)

142. Any major, commercial airport in such a situation has a duty to **adequately** deal with (pre-plan for) all such calls - e.g. for calls from potential FR, an associated 'intercept' message could be placed on all inbound calls to the airport, re-directing such calls to the **airline's** emergency call centre number(s) if appropriate - and if the airline agrees. For other calls the **airport** should be prepared to invoke its own **pre-prepared plans** to ensure a reasonably effective and efficient telephone service in crisis response circumstances. This directly translates as 'more telephones (lines and equipment); more (trained and exercised) supervisory / operating telephone staff; an adequate, associated operating system (software); documented procedures, checklists, protocols; associated training and exercising etc.
143. The requirements above typically involve an airport running an expanded / extended airport telephone call centre itself - **OR** procuring such services from an appropriate (external) commercial third party provider, capable of delivering what is required. As the number of such third party providers (in the world) is extremely small (around five), care should be taken that the **same** third party is **not** also responding on behalf of the accident airline (as appropriate)
144. A further factor for consideration by the airport is that the **accident airline itself may not be capable and / or have the resources etc. to run** (or contract out) **its own emergency call / contact / information centre**. If the **accident airport also** has no such capability, the blame for same (lack of communication / information provision etc.) is likely to be shared by both the airport and the airline involved - with consequent detrimental effects on brand, image and reputation - not to mention an unacceptable disservice to accident victims and their families, relatives & friends. Furthermore, **Airline, airport etc. staff at ALL levels** (grades) **can now personally** (and legally) **be held accountable for such potential negligence** (this might 'translate' as prison and / or extremely large fines)
145. In conclusion, and for a variety of valid reasons, an airport operator **should** have the capability to effectively and efficiently handle both the number and type of telephone calls anticipated as related to a major aircraft accident, **associated in some way with the airport**. Not doing so might result in significant damage to brand, risk and reputation post a major crisis - together with the eventual (and realistic) prospect of legal action taken against appropriate airport staff

Note - the above concerns **telephone** communications. **Airports** should similarly plan for **internet / website** and **social media** type communications. Examples of **airports** operating such emergency response telephone and IT systems include **Frankfurt** and **Paris CDG** - amongst a **very** small number of others



Air Accident Investigation

146. For civil aircraft accidents within **XXX** (Country), the associated Civil Aviation Authority (or equivalent) has a statutory responsibility for the preservation of the accident aircraft or aircraft wreckage, in order that the cause(s) of the accident might be investigated, with a view to preventing further accidents. This responsibility and the associated investigation is typically delegated to the CAA's 'air accident investigation agency / bureau / board / unit etc.'
147. Accordingly, no accident aircraft or wreckage must be disturbed or interfered with, unless absolutely necessary to e.g. extricate casualties, prevent fire or further damage and for reasons of safety and / or security
148. When dealing with fatalities, the provisions of **Section 2** of this document ('Victim Management - Fatalities at the Accident Site' - page **57**) should be looked at again
149. Particular precautions must be taken by all concerned to avoid disturbance of anything in the cockpit area (as applicable). Should anything be so disturbed, the occurrence must be recorded and brought to the attention of the air accident investigation agency, without delay
150. After fire and rescue operations have been completed, security procedures at the accident location should be rigidly enforced such that only specifically authorised persons are able to access the aircraft or aircraft wreckage itself. At this point **full control of all operations at the accident site** is typically assumed by the air accident investigation agency
151. All personnel operating at or in the vicinity of the accident location must wear the appropriate Personal Protective Equipment and display appropriate identification
152. It is highly desirable that all persons with potential emergency roles inside the **inner cordon** of any accident location - should attend initial and recurrent 'Blood Borne Pathogen' training. This is a **mandatory requirement** for accidents occurring in the **USA** and some other countries

Removal of Crashed / Disabled Aircraft

153. The involved **aircraft operator** is typically responsible for the removal / recovery / salvage of a crashed or disabled aircraft. This shall apply to any location within **XXX** (country)
154. Aircraft operators shall also be responsible for producing appropriate '**pre-crisis**' documented plans and procedures for the removal of crashed / disabled aircraft. Such plans and procedures shall be filed (and kept current) with, and approved by, the XYZ Airports Company
155. It is recognised that the above task might be beyond the resources of many aircraft operators at XIA. Accordingly, XYZ Airports Company has entered into an associated contract with the Aircraft Engineering Department of XIA based '**ABCX Airways**' (airline) concerning this matter



156. If the accident flight's aircraft operator is unable or unwilling to remove any crashed / disabled aircraft using its own resources - and / or within a reasonable timescale as decreed by XYZ Airports Company at the time of the crisis, then the XYZ Airports Company shall request ABCX Airways to remove the aircraft
 157. Where the procedure described immediately above is to be enforced, all charges and costs incurred by the XYZ Airports Company, ABCX Airways and any other parties involved - shall be borne / reimbursed by the involved aircraft operator
 158. Furthermore, whilst the ABCX Airways operation will be performed with all due care and attention, the XYZ Airports Company, ABCX Airways and any other third parties involved shall be considered to be indemnified by the involved aircraft operator regarding all and any damage / further damage caused to the aircraft or any persons, however caused, excepting in proven cases of gross negligence or wilful misconduct - by an appropriate party
- All aircraft operators at XIA shall sign an appropriately worded legal agreement with XIA - reflecting what has been described above in paragraphs [156](#) to [158](#) above. Signature of such agreement should be a condition applicable to any airline operating (or applying to operate) at XIA
159. The aircraft operator can also **independently** request assistance concerning aircraft removal (e.g. from ABCX Airways, the [IATP](#) or any other appropriate party), if so required
 160. For further amplification of the above see - '[Aircraft Removal / Recovery / Salvage Plan for XIA](#)' - at Appendix [Q](#) to this document (starts page [147](#))

Airport Emergency Exercises

161. The regular holding of Airport Emergency Exercises tests and enhances the adequacy of:
 - The response itself (particularly with regards to personal performance)
 - Emergency Plans, Procedures etc.
 - Emergency Equipment, Communications and other required resources
162. There are three main methods of testing (exercising) an AEP:
 - **Table-top** Exercises (Paper Exercise)
 - **Partial Practical** Exercises (Partial Simulation)
 - **Full-scale Practical** Exercises (Full Simulation)



Table-top Exercises

163. The table-top exercise is designed to test the integration and capabilities of emergency response plans, resources etc. - ***without the expense and disruption to services associated with full-scale and partial practical exercises***. Typically, table-top exercises are run relatively frequently in order e.g. to reconfirm procedures, policy, emergency contact information, radio frequencies, changes in key personnel etc. An appropriate 'facilitator' oversees the exercise
164. Generally, tabletop exercises require only use of a suitable room, appropriate documentation (e.g. checklists; a large scale map of the airport and surrounding area etc.) and the attendance of the responsible and appropriately empowered representatives from all agencies involved as part of any particular exercise scenario
165. Typically, an accident scenario plus an accident location are selected and each exercise participant describes what actions they / their parent agency would take in response. The exercise should be 'inter-active' between all participants and should test not just the specific agency procedures - but also all aspects of the associated inter-agency co-ordination and co-operation processes also required
166. 'Lessons learned' from table-top exercises should be documented and distributed (for action / follow-up purposes) to all agencies associated with the emergency response. Where necessary, the AEP is also to be updated in accordance with this feedback
167. Table-top exercises should typically be run ***quarterly***, testing a ***different*** aspect of the ***overall*** AEP during each e.g. it will be necessary to cover both on-airport and off airport procedures and co-ordination and, for the latter, the emergency at sea (over water) situation should not be forgotten (applicable to XIA). Night-time scenarios should be included as required
168. Table-top exercises should ***not*** be scheduled during the same quarterly period in which a full-scale or partial practical exercise is planned to take place. In such circumstances either of the latter two exercises takes the place of its associated (quarterly) table-top exercise

Partial (Practical) Exercises

169. Partial exercises involve ***an actual, physical response***. Such exercises may be required e.g. to train new personnel; to evaluate new equipment, techniques or procedures; to comply with mandatory recurrent training requirements etc.
170. Partial exercises are economical because of their limited scope and are effective and efficient due to the ability to repeat such exercises on a relatively frequent basis
171. Such exercises might only involve one responding agency - e.g. the fire and rescue services or the medical services. However, they can also be scaled up to additionally involve co-ordination & co-operation activities between several different responding units, if so required
172. Partial exercises should be run ***six monthly***, testing a different aspect of the overall AEP during each. Similar provisions to para 167 above and para 176 below should also be applied
173. Partial exercises should not be scheduled during the same six monthly period for which a ***Full-scale*** exercise is scheduled - and should also be de-conflicted with Desktop Exercises



Full-scale (Practical) Exercises

174. A full test of **all** personnel, facilities, procedures etc. associated with the XIA AEP should be held at least once every 2 year and, ideally, at least once every 18 months if possible. Such exercises are mandatory - being an **XXX** CAA regulatory requirement
175. All major agencies expected to respond to an actual emergency at or in the vicinity of XIA (including off-airport agencies) shall / should participate in Full-scale exercises
176. Post exercise, a full debriefing, analysis and critique of the response shall take place - at which representatives of all exercise participants shall be present. 'Lessons learned' shall be compiled & documented & all associated agency emergency response plans (including this AEP) updated, as required. Identified deficiencies (non-compliances) shall be subject to a (pre-agreed) appropriate and approved 'corrective action' process by all involved
177. The conduct & planning of Full-scale exercises should typically accord with the requirements contained in **ICAO Doc 9137 / Part 7** (Airport Emergency Planning') - **Chapter 13**
178. The document found at the end of the below link might also be found useful:

<http://www.trb.org/Publications/Blurbs/178084.aspx>

Exercise Objectives

179. All exercises outlined above shall have pre-determined objectives - against which the performance of the exercise may be clearly measured

Note - for more information re **audit** of airport emergency response **exercises** follow below link:

<http://www.aviationemergencyresponseplan.com/information/>

When you get there, scroll down until you see the document (information article) entitled:

'Information Article - Airport Emergency Plan (AEP) - **Exercise Audit Checklist'**

Click on the above information article to download and read it

AEP Review

180. The most effective and efficient method of undertaking regular reviews of the AEP is by means of **rigorously applying the recurrent emergency exercise programme** already described above. Review of the AEP shall also be undertaken following an actual emergency
181. See **ICAO Doc 9137 / Part 7 - Chapter 14** for further information - particularly concerning the selection of evaluators and the production of critiques, feedback and written reports



XIA AEP

VOLUME 1 / Section 3

Aircraft Related Emergencies / Crises

Note to AEP Volume 1 / Section 3

The reader is referred to Volumes **2A** and **2B** of this AEP (latter are **separate** documents i.e. separate from each other and also from **this AEP Volume 1**) - in order to review **checklists** dealing with emergency / crisis as related to **aircraft** operations

However, do note that fuel spillage (**aircraft related**) **has** been included in **this** Volume 1 / Section 3 - see page **78** (because it is **not** in a **checklist** format [Volumes **2A** and **2B** being typically reserved for **checklist** format documents only])

Reminder

The general layout concept of this entire AEP Guideline (comprising Volumes **1**, **2A** and **2B**) typically places **information and background material** etc. here in Volume **1** - reserving Volumes **2A** and **2B** for associated **checklists** only

As an exception to the latter, **security related crises** have appropriate information / background material **and** checklists contained **together** in Volumes **2A** and **2B** i.e. such security related information / background material is **not** shown in **this** Volume **1**



XIA AEP / Volume 1 - Section 3

Aircraft Related Emergency / Crisis

Contents

- For **aircraft** related emergency / crisis (other than 'fuel spill') - see (*separate* documents) Section 3 of Volume 2A OR Section 3 of Volume 2B - of this overall XIA AEP

Important Note

You are 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

Any associated, explanatory material for these checklists will have already been included in **this** Volume 1 (the document which you are now reading) - **except for security related incidents**

Whilst Volumes 2A and 2B are separate from each other (and also separate from **this** AEP Volume 1) - they have been designed to provide the same information as each other but presented in different formats - Volume 2A presenting checklists by '**type of emergency / crisis**', whilst Volume 2B presents the same checklists by '**responder type**'

The author / owner of this AEP Guideline document has fully completed Volume 2B

The author / owner of this AEP Guideline document has **not** completed **any** part of Volume 2A

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 Section 2A (him / her-self) from the very beginning e.g. by 'copy / pasting' the required information from Volume 2B into Volume 2A and '**adjusting / re-labelling / re-arranging / supplementing**' it accordingly

To make this absolutely clear, the AEP Guideline Volume 2A exists only **notionally**. It does **not** exist in reality

- **Fuel Spill - Aircraft Related** (**not** in checklist format) See next page (page 78)



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XIA AEP - Volume 1 / Section 3

FUEL SPILLAGE FROM AIRCRAFT



GENERAL

Introduction

1. The XYZ Airports Company (Airport Operator) shall stipulate and document elsewhere (i.e. other than in this AEP) its own appropriate **oversight** requirements (procedures & processes) for aircraft fuelling and de-fuelling operations at XIA
2. In the event of an aircraft fuel spillage, immediate actions shall be taken to stop, contain and remove the spilled fuel in order to prevent any safety hazard and contamination to the environment
3. This Section 3 of the XIA AEP Volume 1 stipulates appropriate response procedures required for a fuel spillage incident **involving aircraft** - during servicing or manoeuvring - on the Airside Movements and / or Operational Areas at XIA
4. Due to the potential adverse impact of fuel spillage on airside operations, fuel spillages have been categorised as **minor** or **major**. This categorisation helps to decide if a **full** response is required or not

For general guidance purposes, '**minor spill**' refers to a spill of or less than 20 litres and not of a running (flowing) nature. '**Major spill**' refers to a spill of more than 20 litres or of a running nature

5. A list of typical equipment for dealing with aircraft fuel spillage is provided at Attachment **1** to this Section 3

ROLES & RESPONSIBILITIES

Airport Fire Services

6. AFS will provide a suitable level of standby coverage in the vicinity of the fuel spill incident site in order to contain any possible safety risks that may arise
7. AFS is also responsible for providing rescue and fire fighting service if the situation requires. Additionally, 'wash-down' facilities may be required / provided

Airport Police

8. The Airport Police (assisted by XYZ Airports Company Security where required) shall secure the area and provide general security and 'crowd control' - as required



Airport Operator

9. Upon receipt of fuel spillage notification, the Airport Operator shall alert the AFS - regardless of whether or not the spill is assessed as minor or major. The Airport Operator shall then oversee the response activities at the incident site including:
 - Controlling people / equipment movement in, into & from the affected area
 - Coordinating response activities rendered by service providers
 - Minimising disruption to airport operations and preventing safety hazards
10. The Airport Operator is further responsible for the oversight of controlling damage to airport assets and safeguarding environmental interests arising from the incident
11. The Airport Operator shall provide appropriate assistance in cleaning of the affected area if the spill is found on the airside Movements and / or Operational Areas of the airport

Aircraft Operator (or nominated / designated representative)

12. If there are passengers on board the fuel spill aircraft, the aircraft operator shall decide whether disembarkation of passengers is required - via liaison with the aircraft commander. Passenger movements (where so required) must be supervised & assisted by the aircraft operator and / or representative
13. The aircraft operator shall maintain communication with the appropriate 'Line Maintenance Engineer in Charge' until the conclusion of the incident

Ground Handling Agent - GHA (possibly representing and / or assisting the aircraft operator)

14. The appropriate GHA shall communicate with the aircraft operator and / or aircraft commander for instructions on passenger, cargo and baggage handling and with the Airport Operator for any other services required. The GHA shall also represent the aircraft operator where circumstances so require



Line Maintenance Engineer In-charge

15. The Line Maintenance Engineer (or equivalent, qualified person) in charge of the refuelling / de-fuelling operation shall immediately notify the airport operator of any spill and provide technical management of the on-site situation - including initial assessment of spill as 'minor or major'
16. In the event of a **major** fuel spill, the Line Maintenance Engineer shall take / make appropriate initial action & arrangements to stop and contain the fuel spill from the aircraft - and shall immediately communicate with the aircraft commander / crew (as applicable) (and subsequently with the aircraft operator and the airport operator) - regarding any further response requirements
17. *Deliberately Blank*

Into-plane Fuelling Company

18. In the event of a fuel spill, the Into-plane Fuelling Company operative shall immediately stop the fuel flow into the aircraft (as applicable) and immediately notify the Line Maintenance Engineer in-Charge (or equivalent, qualified person) of the situation
19. The Into-plane Fuelling Company is responsible for cleaning up the affected area if the spill is **less** than 20 litres and **not** of a running nature

Cleaning-up of Spilled Fuel

20. Every effort should be made to contain and recover the product
21. Spilled fuel should not be washed into drains or culverts if practicable so to do
22. Contained, spilled fuel and cleaning wastes / residues should be removed to a safe and appropriate location for disposal. The selection of tools and equipment to be used in removing spillage and the disposal of contaminated materials should have regard to minimising the risk of ignition - and also minimising pollution to the environment

Associated Material

23. See sub-section **4A** (Dangerous Goods) of **this** Volume **1** of the XIA AEP (starts page **85**)



Attachment 1 to Section 3 of XIA AEP Volume 1

(Typical) **List of Equipment for dealing with Aircraft Fuel Spillage at XIA**

<i>Equipment Type</i>	<i>Operational Purpose</i>	<i>Available from</i>
Fuel Barrels	To temporarily store the spilled fuel	TBA
Liquid Vacuum Cleaner x 2	To remove spilled fuel from the contaminated pavement	TBA
Sand Bags	To prevent spilled fuel from getting into the airport drainage system	TBA
Pit Cleaning Vehicle x 2	To remove spilled fuel trapped in the airport drainage chamber(s)	TBA
Absorbent material	To remove minor fuel spills via direct absorption	TBA

Above list is a suggestion only and it is proposed that this be researched further by XIA Airport Operator and added to / completed - as required



XIA AEP

VOLUME 1 / Section 4

Non-aircraft Related Emergencies / Crises

Note to AEP Volume 1 / Section 4

For **non-aircraft** related emergency / crisis covering 'ground / structural fire' and (separately) 'bomb warning / sabotage' (both in checklist format) - see (separate documents) Section 4 of AEP Volume 2A OR Section 4 of AEP Volume 2B - of this XIA AEP

All **other** non-aircraft related emergencies / crises (**not** being in checklist format) will be found in Section 4 of **this** Volume 1 (i.e. the document you are now reading) - starting on page 85

Reminder

The general layout concept of this AEP Guideline (comprising Volumes 1, 2A and 2B) typically places *information and background material* etc. here in Volume 1 - reserving Volumes 2A and 2B for associated *checklists* only

As an exception - 'security' and 'airport ground / structural fire' type incidents have appropriate information / background material *and* checklists contained *together* in Volumes 2A and 2B *only*

Important Note

Whilst AEP Volumes 2A and 2B are separate from each other (and also separate from this AEP Volume 1) - they have been designed to provide the same information as each other.....BUT presented in different formats - Volume 2A presenting checklists by 'type of emergency / crisis', whilst Volume 2B presents the same checklists by 'responder type'

Volume 2B has been fully (100%) completed. However, should potential users also / alternatively wish to view and / or use the checklists by 'type of emergency / crisis' (as per Volume 2A) - they will need to write / produce Volume 2A *themselves* from the very beginning (i.e. from the 'zero' point)

This is fairly simply accomplished by using Volume 2B as a template - and then copy and pasting, adjusting and re-labelling as required. However, simple as this may be, *it will take considerable time, care, co-ordination and cross-referencing*

To make the above absolutely clear, the AEP Guideline Volume 2A **does not exist** (except notionally). If you want your own equivalent of a Volume 2A - you will need to produce it yourself!



AEP Volume 1 / Section 4

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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 and exercised.

That this is adequately accomplished is left to the appropriate airport operator to execute

For an example of some useful elements of a *real* airport's Terminal Evacuation Plan - follow the below link:

<https://www.perthairport.com.au/-/media/Files/CORPORATE/Work-with-us/Airport-Operating-Standards/AOS011-Terminal-evacuation-and-fire-safety.pdf>



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XIA AEP - Volume 1 / Section 4

Sub-section 4A

DANGEROUS GOODS & CHEMICAL SPILLS



GENERAL

Introduction

1. Dangerous Goods are articles / substances meant for transportation (by air for the purposes of this sub-section 4A) - which are capable of posing a risk to health, safety, property and / or the environment. They are documented in the 'list of dangerous goods' found in the ICAO 'Technical Instructions for the Safe Transport of Dangerous Goods by Air' document (ICAO Doc 9284 - current version) **OR** are classified according to those instructions. Other appropriate guiding documentation includes:

- ICAO Annex 18 - The Safe Transport of Dangerous Goods (DG) by Air - current edition
- ICAO Doc 9481 - Emergency Response Guidance for Aircraft Incident Involving DG - current edition
- IATA Dangerous Goods Regulations - current edition
- Appropriate National , Regional & other appropriate Regulations e.g. as typically promulgated by a country's 'civil aviation authority'

A simplified Dangerous Goods classification is shown in Attachment 3 (page 99) to this sub-section 4A

2. A range of dangerous goods and other chemicals is routinely stored, handled and used at XIA - both by the airport operator itself (XYZ Airports Company) and by appropriate airport tenants, franchisees and operators - as part of and in support of normal airport operations
3. Jet aviation fuel (kerosene) typically represents the biggest, potential dangerous goods problem type at XIA. Additionally, gasoline (petrol) and diesel are used extensively. All are delivered by road to bulk storage facilities / petrol filling stations located at or very near XIA
4. This sub-section 4A sets out the responsibilities of parties concerned together with emergency response procedures required - in the event of an accidental spillage (or other similar crises) concerning dangerous goods used and / or stored at XIA
5. The procedures documented herein do **not** cover incidents involving the use (or the threatened use) of radiological, biological and chemical (RBC) substances **serving terrorist and / or criminal purpose**

General Procedures

6. Procedures for dealing with dangerous goods and other chemical spillage / similar - within operator / tenant / franchisee etc. controlled premises at XIA (including those of the airport operator) - shall be documented in the respective crisis response plans for the particular operator / tenant / franchisee etc.

The airport operator shall assume oversight responsibility for the existence, maintenance, review, training and exercising of such plans and associated procedures, practices and resources - including appropriately trained / exercised personnel. The XXX CAA in turn (as part of its statutory responsibilities) provides oversight of the airport operator's responsibilities with regard to dangerous goods operations



7. Operators, tenants and franchisees etc. shall immediately report any dangerous goods incident / accident to the airport operator (+ any other authorities as provided for by appropriate statute / regulation / this AEP / other crisis response plans / best practice)

The airport operator shall monitor / oversee (depending on circumstances) the required response and co-ordinate or provide necessary support to the operator's / tenant's / franchisee's etc. response activities, where deemed necessary

8. Emergency procedures for dealing with dangerous goods incidents / accidents associated with and / or related to the **transport of dangerous goods by air** are covered later in this sub-section 4A - under the heading '**DAMAGE to CONSIGNMENT of DANGEROUS GOODS**'
9. Emergency procedures for dealing with fuel spillage from an aircraft during servicing or manoeuvring on the **Airside Operational Areas** of XIA are covered in this Volume 1 / sub-section 3
10. Emergency procedures for dealing with fuel spillage at **Aviation Fuel Receiving Facilities** at XIA shall be documented in the relevant Aviation Fuel **Supply** Company's and / or **Receiving** Company's Crisis Response Plans. It is an airport operator oversight responsibility to routinely check that this information is so documented and maintained, in accordance with all and any statutory / regulatory / best practice etc. requirements - and that appropriate personnel are trained and exercised accordingly (and associated records of same maintained by all concerned)

DANGEROUS GOODS INFORMATION

11. If dangerous goods had been carried on board an aircraft which subsequently experiences an accident or serious incident, the following information is to be provided **without delay** by the aircraft operator / representative / whoever appropriate - to the responding emergency services - using any and all means possible to transmit the information:
 - Proper shipping names
 - UN Number
 - Class / Division of Dangerous Goods
 - Compatibility Group for Class 1 Dangerous Goods
 - Identified Subsidiary Risk(s)
 - Quantity
 - Location on board aircraft
 - Brief, plain language description of Dangerous Goods
 - More definitive information on any radioactive material carried



12. In further amplification of paragraph 11 above, where Dangerous Goods are carried by air and an **accident** or **serious incident** occurs to the carrying aircraft, the appropriate ICAO documentation stipulates that it is the duty of the aircraft operator to provide details of the Dangerous Goods carried (as per bullet points ticks in para 11) **to the responding emergency services without delay** - and to the **State of the Operator** and **State of Occurrence** (if different) **authorities as soon as possible**

The same applies to an **aircraft incident** - other than that the information is to be supplied **'upon request'** - and does **not** need to be provided to the State of the Operator

PHASES of the DANGEROUS GOODS SPILL RESPONSE PLAN

Reporting

13. Any person discovering a dangerous goods spillage must report same to the airport operator **immediately** i.e. to the **'Aviation Unit / Airside Operations'** if the spillage occurs on the Airside Operational Area of the airport - or to **'Aviation Unit / Terminal Management Operations'** - if the spillage occurs in the Passenger Terminal Buildings and similar - or the landside areas of the airport

As much as possible of the following information should be provided in the report:

- Location, nature and extent of spillage
- Plain language details of material(s) involved
- Details of any injuries / contaminations / deaths
- Has fire broken out or is there an imminent danger of a fire
- Shipping names, UN number & class / division of Dangerous Goods involved (when known)

The airport operator will then initiate the appropriate alerting and activation process

Initial Control and Containment of Spillage

14. The party responsible for the dangerous goods concerned shall initiate an immediate response effort (in accordance with the appropriate procedure, training received and if it is safe to do so) intended to stop / contain and control the spillage, so as to prevent or minimize any safety hazard to persons, infrastructure and / or contamination to the environment

The airport operator will co-ordinate any **additional** resources required to control and contain the dangerous goods spillage e.g. the airport operator's various Emergency Response Teams may (depending on circumstances) be mobilised to standby at the scene - in order to render assistance in the control and containment of the spillage, as required

15. In addition to providing rescue and fire-fighting services, AFS is responsible for containing any safety hazards arising from accidental spillage of dangerous goods (or similar incident) on the airport



Where so required (particularly where the nature of the spill material is unknown), the spillage site is to be cordoned-off to a distance of at least 25 metres from the furthest extent of the spill. Where the spill is known (or suspected) to involve radio-active material and / or pathogens and / or toxins - the cordon radius is to be increased beyond 25m in accordance with the appropriate procedure and / or specialist advice

Evacuation

16. Depending on the nature and extent of the spill, the AFS Person in Charge (PIC) at the scene (or equivalent person), in consultation with appropriate airport operator etc. specialists, will decide if evacuation of the affected area(s) is required. Where no consultation is possible the area should be evacuated as a precaution
17. If partial or full evacuation of the Passenger Terminal Building(s) is required, standard emergency evacuation routes and procedures will be followed. (**IMPORTANT** - see Orientation 'Note 9' to this AEP Volume 1 - page 5)

Removal, Clean Up and Recovery of Spilled Material

18. Once the incident area is declared safe by AFS (or equivalent), the party responsible for the dangerous goods spillage is required to physically **remove** spilled material at the earliest opportunity by any means necessary / possible (including, but not limited to, soaking up as much material as possible using absorbent materials)

AFS (or equivalent specialist agency) retains the responsibility for the spill or waste removal if the incident area or the handling of concerned substances cannot be considered 'safe'

19. **Clean up** of the affected area(s) is also required. If practicable, avoid flushing the area with water to prevent the spilled material from entering the airport drainage system. If an Environmental Management System Plan is in use at the airport, the appropriate procedure(s) should be followed
20. Every effort should be made to **retain and recover** the spilled material. Contaminated, spilled material not suitable for re-use or reprocessing shall be handled, stored and disposed of as a chemical waste - by a licensed chemical waste collector



DAMAGE to CONSIGNMENT of DANGEROUS GOODS

Introduction

21. The following information indicates the responsibilities of parties concerned in dealing with incidents concerning damage / suspected damage to consignments of dangerous goods at XYZ International Airport (XIA)
22. Dangerous goods are commodities with potential for danger to life and property. Within the definition of dangerous goods are not only obvious substances such as acids, radioactive material, poisons and explosives - but also more unlikely items such as magnets, wheel-chairs with wet-cell batteries, breathing apparatus with compressed air cylinders, perishables packed in dry ice, pesticides, etc.
23. It is assumed herein that damage to cargo consignments involving dangerous goods is more likely to occur during an aircraft-related emergency and / or possibly during the process of delivery to or collection from air cargo franchisees' premises

Definitions

24. **Dangerous Goods Accident** - An occurrence associated with the transport of dangerous goods by air (not necessarily occurring on board an aircraft) which results in fatal and / or serious injury to a person(s) and / or major property damage and / or major environmental issues
25. **Dangerous Goods Incident** - An occurrence other than a dangerous goods accident - associated with and related to the transport of dangerous goods by air (not necessarily occurring on board an aircraft) which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation - or other evidence that the integrity of the packing has not been maintained

Any occurrence relating to the transport of dangerous goods which **seriously jeopardises** an aircraft or its occupants is also deemed to be a dangerous goods incident

Procedures and Training

26. The procedures for a dangerous goods accident or incident within a cargo franchisee's premises at XIA shall be documented in the Operation Procedures Manuals (or equivalent document[s]) of the Cargo Franchisee

In circumstances where a dangerous goods accident or incident occurs during handling at the airport or in flight, the appropriate documented procedure shall be followed by the aircraft operator (including crew) / ground handling agent / cargo agent / appropriate franchisee etc.

27. Designated personnel shall receive appropriate training and exercising in order to oversee and / or implement what has been described in paragraph 26 above. Associated records shall be maintained and retained for inspection / audit / oversight purposes



28. It is the responsibility of the airport operator to routinely check (oversee) that the procedures, training and exercising referred to in the two paragraphs immediately above are so documented, are routinely practised and comply with all statutory / regulatory / best practice requirements. The XXX CAA in turn (as part of its statutory responsibilities) provides oversight of the airport operator's responsibilities with regard to this matter

Radioactive Materials

29. Additional measures and procedures will be required in the event that a dangerous goods accident / incident involves radioactive material
30. When the presence of radioactive material is known / suspected, the associated AFS procedures shall include the provision for calling on the services of a suitable 'radioactive materials expert' or similar - to provide specialist advice and assistance. The following guidelines are provided to enable some planning action to be taken pre any potential incident:

Rescue and provision of medical aid to victims

Injured persons should be wrapped in blankets or other available covering (to reduce the possible spread of contamination) and immediately transported to **appropriate** medical facilities, with instruction to the drivers and / or attendants that the injured persons may be radioactively contaminated - and that they should pass on this information to the medical facility personnel to whom they are delivered

Appropriate protective clothing and respiratory protection equipment must be worn by all concerned - except the victim(s)

Control of fires

As far as possible, rescue and fire-fighting personnel should stay upwind and out of smoke, fumes and dust. Any fire should be handled as though it involves toxic chemicals

Appropriate protective clothing and respiratory protection equipment must be worn / used

Control of radiation hazard and prevention of the spread of radioactive contamination

The following actions should be completed:

- Cordon-off damaged packages / containers in accordance with appropriate guidelines
- Only authorised personnel should be allowed inside cordoned-off area
- Appropriate protective clothing and respiratory protection equipment must be worn / used
- Damaged materials should be tarpaulin covered
- Less seriously injured persons should be positioned upwind of the incident scene - to await monitoring for radiation contamination and delivery of medical treatment



- Suspect contaminated vehicles, materials, equipment or other items should not be removed from site - until released by qualified radiological monitoring personnel
- Eating, drinking and smoking is prohibited in suspect contaminated areas
- Segregation of persons who have (or might have) been in contact with radioactive materials - for eventual contamination monitoring
- Simple on-site decontamination measures should commence immediately:
 - Removal of clothing
 - Initial hosing down of victim(s) with water
 - Subsequent warm shower (no scrubbing)
 - Await medical / specialist advice

Access to the Accident / Incident Site

Only appropriately protected and authorised rescue and fire-fighting and / or radioactive specialist personnel should operate at the scene. All other personnel should be kept as far away as possible

Vehicles, buildings, areas or equipment which have (or might have) been contaminated should not be occupied or returned to service until they have been decontaminated and have received a radiological 'all clear' survey by qualified personnel

If there has been any release of radioactive material, persons with appropriate experience and who are equipped to handle radioactive material - must be present during its repackaging, disposal or removal

Infectious Substances

Note - adapt following paragraphs 31-39 where the Dangerous Goods involved are **Toxins**

31. Additional measures and procedures will be required in the event that a dangerous goods incident involves infectious substances
32. When the presence of infectious substances (biological hazard [biohazard]) is suspected, the Airport (or equivalent) Port Health Office is to be alerted immediately - the latter then deploying staff to the incident site in order to conduct an initial assessment of the biohazard level of the substance - and to give advice and assistance on the removal and clean-up operation, if required
33. Control of biological hazard and prevention of the spread of infectious contamination shall be implemented as follows:
 - AFS / Airport Police / Airport Operator / Security etc. - should establish a cordon of appropriate radius surrounding the damaged packages / containers / material - in consultation with the Airport (or equivalent) Port Health Team



- Only suitably protected and authorized persons should be allowed access to the cordoned-off area
 - Suspected contaminated vehicles, materials, equipment or other items should not be removed until released by the Airport (or equivalent) Port Health Team
 - Eating, drinking and smoking is prohibited in the suspected contaminated area
 - Segregation of anyone who has been in contact with infectious substances - for possible future medical examination
 - Dispose or remove spilled, infectious substances in the presence and under the control of suitably responsible and biohazard qualified persons i.e. experienced in / qualified to handle infectious substances
34. Depending on the nature of the infectious substance(s), the Airport (or equivalent) Port Health Team will decide the biohazard level of the substance. Classification and characteristics of bio-hazardous materials will be found at [Attachment 1](#) to this sub-section [4A](#) (page [95](#))
35. For substances assessed as biohazard levels [BL1](#) or [BL2](#) - the airline / airline representative / cargo franchisee concerned will arrange with specialist service agent(s) to remove the consignment and clean up the affected area. Any consignment removed from the incident scene plus contaminated clothing should be sent to the Public Health Laboratory (Local Government's Department of Health and Medical Services [or equivalent]) - for inspection
- If no leakage is detected from the consignment, the Department of Health and Medical Services (or equivalent) will notify the airline / representative / cargo franchisee concerned to collect the consignment. Damaged consignments, however, together with the contaminated clothing, will be safely disposed of by the Department of Health and Medical Services
36. *Deliberately Blank*
37. The removal and clean-up work of biohazard levels [BL1](#) or [BL2](#) substances should only be conducted by properly trained (e.g. blood-borne pathogen training completed and current), qualified and experienced personnel, following the guidelines provided by the appropriate Department of Health and Medical Services (or equivalent). Some typical (generic) guidelines are shown at [Attachment 2](#) to this sub-section [4A](#) (page [97](#))



38. For substances assessed as biohazard levels **BL3** or **BL4**, the national / regional Department of Health & Medical Services (or equivalent) can be expected to take charge of the containment & disposal of the infectious substance(s) and any appropriate decontamination measures required - assisted by appropriate specialists as required

NB - The above situation is a major emergency and must be treated as such

Only trained, qualified and experienced biohazard specialists - working under the strictest direction of the appropriate Department of Health & Medical Services (or equivalent organisation) should deal with emergencies related to **BL3** or **BL4** classified biohazard materials

It is likely that the World Health Organisation (and equivalent regional / national organisations) will become involved in the response to **BL4** classified biohazard type crises. In such circumstances (depending on the biohazard involved) airport and airline operations might be subject to extreme, adverse consequences (e.g. operational; financial; administrative; manpower resources etc.)

Mutual Aid Emergency Support Agreements

39. The XIA Airport Operator shall vigorously pursue the appropriate mutual aid emergency support agreements, in support of a major dangerous goods type crisis occurring on or in the vicinity of XIA



Attachment 1 to Sub-section 4A of XIA AEP Volume 1

Classification of Bio-hazardous Materials

Introduction

A bio-hazardous (biohazard) material is a biological agent which is potentially hazardous to humans and / or the environment. Biological agents can be categorized (in accordance with hazard levels and categories of containment) into biohazard levels:

BL1

BL2

BL3

BL4

Materials of Biohazard Level 1 BL1

- Not known to cause disease in healthy adults
- Organisms used in biology lessons in secondary school
- *Examples* of such organisms:
 - Non-pathogenic **ESCHERICHIA COLI** (E Coli)
 - **BACILLUS SUBTILIS** (Soil Bacterium)
 - Fermenting yeast

Materials of Biohazard Level 2 BL2

- Can be associated with human disease
- May be hazardous to frequent use handlers
- Hazard is concerned with auto-inoculation, ingestion, mucous membrane type exposure etc.
- Exposure rarely produces infection
- Unlikely to spread in the community
- Effective prophylaxis / treatment is generally available
- *Examples* of such organisms / pathogens:
 - Common **Salmonella**
 - **Staphylococci**
 - **CLOSTRIDIUM TETANI** (Tetanus)
 - **VIBRIO CHOLERA** (Cholera)
 - **Influenza Viruses** (not associated with a current epidemic / pandemic type situation)
 - **Measles**



- Mumps
- Hepatitis A
- ASCARIS SPP (Roundworm)
- TRICHOPHYTON RUBRUM (Ringworm / Athletes Foot)

Materials of Biohazard Level 3 **BL3**

- Includes pathogens which may cause severe disease and / or have lethal consequences
- Presents a serious hazard to frequent use handlers
- May present a risk of spread in the community
- Typically (but not always) an effective prophylaxis / treatment available
- *Examples* of organisms / pathogens:
 - BACILLIUS ANTHRACIS (Anthrax)
 - ESCHERICHIA COLI O157 H7
 - YERSINA PESTIS (Plague)
 - Mycobacterium Tuberculosis (TB)
 - Human Immunodeficiency Viruses (HIV)
 - Hepatitis B virus
 - Dengue viruses
 - Rabies

Materials of Biohazard Level 4 **BL4**

- Dangerous agents which pose high risk of life threatening disease
- Aerosol transmitted or unknown risk of transmission
- May present a high risk of spread in the community
- Usually no effective prophylaxis or treatment
- *Examples* of organisms / pathogens:
 - Ebola viruses
 - Avian (Bird) and Equivalent Influenzas
 - Smallpox (eradicated world-wide but still a remote possibility of re-occurrence)



Attachment 2 to Sub-section 4A of XIA AEP Volume 1

Typical Decontamination Procedures for Materials of Biohazard Level BL1 & BL2

- I. Outside the cordoned-off location - put on personal protective equipment e.g. gowns (disposable or normal working gowns), disposable gloves, protective masks (of the recommended type re the nature of the biohazard), goggles, overshoes etc.
- II. Soak pieces of absorbent cloth (such as large towels) with fresh 10% hypochlorite solution (1 part concentrated hypochlorite solution diluted with 9 parts water) for 'wiping up' (see below)
- III. Inside the cordoned-off area
 - Remove any plastic or other covering carefully
 - Cover spill with absorbent materials (such as soaked large towels mentioned above)
 - Carefully pour a freshly prepared 10% hypochlorite solution around the edges of the spill - and then into the spill
- IV. Avoid splashing and allow at least a 10 minutes contact period
- V. Use absorbent materials to wipe up the spill, working from edges into centre
- VI. Remove plastic or other coverings plus all the used absorbent cloth at the spillage spot and put them into red plastic bags or autoclave bags of appropriate size - with appropriate biohazard labels affixed. Seal the bags
- VII. Wipe down the decontaminated area with water and leave to dry
- VIII. Remove personal protective equipment (PPE) - using a technique such that none of the outside of the PPE touches the skin, hair, internal clothing etc.
- IX. Using clean gloves, place the removed PPE in red plastic bags or autoclave bags - with appropriate biohazard labels affixed. Seal the bags. Wash the gloves (still on the hands) with a 10% hypochlorite solution and wait for 10 minutes before removal and disposal
- X. Arrange for delivery of all contaminated items and leakage material to Public Health Laboratory or similar of the local Department of Health and Medical Services - for sterilization, disposal or re-package
- XI. Take a full body shower - washing the body with an appropriate and approved disinfectant solution



Typical Decontamination Kit - Biohazard Level **BL1** & **BL2** Material

- a) CHLOROX or equivalent (10% solution freshly prepared)
- b) Plastic boxes or dustbins (Heavy duty, large - with lids)
- c) Appropriate Personal Protective Equipment (including protective mask [to the required specification for the purpose of dealing with biohazard waste])
- d) Absorbent cloth - as much as possible
- e) Red plastic bags (plenty)
- f) Bio-hazard labels
- g) Adhesive tape (plenty)



Attachment 3 to Sub-section 4A of XIA AEP Volume 1

The UN classes & divisions for Dangerous Goods are shown below:

Class 1	Explosives
Class 2	Gases
Class 3	Flammable Liquids
Class 4	Flammable Solids and Reactive Substances
Class 5	Oxidisers and Organic Peroxides
Class 6	Toxic and Infectious Substances
Class 7	Radioactive Materials
Class 8	Corrosives
Class 9	Miscellaneous Dangerous Goods





XIA AEP Volume 1 / Section 4

Sub-section 4B

PUBLIC HEALTH INCIDENTS

Note - paragraph numbering has **not** been used in this Sub-section 4B

DEFINITION - 'Pandemic'

A pandemic is an *epidemic* of infectious disease which spreads (generally very rapidly) throughout human populations across a large region e.g. across multiple continents or even worldwide.

Pandemics do **not** necessarily equate to high mortality (fatality) rates e.g. and in relative terms only, the 2009/10 swine-flu pandemic (originated in Mexico) did not have a particularly high mortality rate

*A widespread endemic disease that is stable in terms of how many people are getting sick is **not** a pandemic or epidemic. Furthermore, flu pandemics generally exclude recurrences of 'normal' seasonal flu*

Throughout history there have been a number of pandemics such as plague, smallpox and tuberculosis. More recent pandemics include Spanish Flu (1918 to about 1920); the on-going HIV pandemic and the H1N1 (swine flu) pandemic of 2009/10

'Novel' (new) influenza pandemics usually start with a virus which typically first infects animals and birds, with a few cases where animals / birds then infect people

The next stage (virus mutation / re-assortment) follows where the virus begins to spread **directly between people** (epidemic) - and typically leads to a **pandemic**

A disease or condition is not a pandemic merely because it is widespread or kills many people. It must also be **infectious**. For instance, cancer is responsible for many deaths worldwide - but is not a pandemic

Note - **endemic** refers to a disease which is constantly present to a greater or lesser degree in people of a certain class and / or in people living in a particular location e.g. malaria is endemic to parts of Africa. Tay-Sachs is a (usually fatal) genetic disease endemic to Ashkenazi (Eastern European sourced) Jews and certain French Canadians (typically depending on where they live for the latter)

An **epidemic** is a sudden, severe outbreak **within a specific region or specific group of persons**, as with AIDS in Africa and AIDS in intravenous drug users

A **pandemic** occurs when an **epidemic** becomes very widespread e.g. affecting whole regions, continents or the entire world



Communicable Disease - (Avian [Bird] Flu) Pandemic (& Similar)

XYZ International Airport (XIA) - Public Health Incident (Response) 'Master' Plan

Introduction

This XIA Public Health Incident 'Master' Plan has been produced as a result of the risk (as at 2019) of Avian Influenza [Bird Flu - e.g. the A (H5N1) and A (H7N9) viruses] and similar [e.g. mammalian influenzas such as 'swine flu' (A) H1N1 - and corona viruses such as SARS & MERS] - changing (* genetically mutating or re-assorting) to a form which can readily spread amongst the human population (and to which the latter will generally have no *initial* immunity) - together with the associated and extremely high risk of such a flu spreading (transmissibility) very rapidly world-wide i.e. resulting in a *pandemic*

* Note - at the genetic level, pandemic influenza viruses may arise through:

- **Genetic reassortment** - a process in which genes from animal and human influenza viruses **mix** together to create a human/animal influenza reassortant virusOR
- **Genetic mutation** - a process in which genes in an animal influenza virus **change** allowing the virus to infect and transmit easily in humans

Also note that influenza is not the only source of pandemics e.g. smallpox (virus), tuberculosis (bacteria) and the 'plague' (bubonic plague [bacteria]) had killed millions of people worldwide before (relatively recently) effective methods of combatting them became available. An emerging threat (potential pandemic?) to which we generally have no response at the moment is MERS - a variation of the coronavirus (as was the SARS 2002-3 out-break). Ebola is yet another emerging threat

SARS - http://en.wikipedia.org/wiki/Severe_acute_respiratory_syndrome

MERS - http://en.wikipedia.org/wiki/Middle_East_respiratory_syndrome_coronavirus

MERS - <http://www.chicagotribune.com/news/chi-mers-spread-20140513,0,790769.story>

For comparison purposes, '*normal*' annual influenza (**non**-pandemic / **non**- Avian flu etc.) currently produces very approximately 3-5 million severe cases of illness worldwide, involving 250,000 - 500,000 deaths

In contrast, influenza pandemics (believed to have generally originated with animals [particularly birds] and mutated / re-assorted to a human form) amongst humans during the 20th century have caused deaths estimated to number around 50 to 100 million or more - many of them in the world-wide Spanish Flu pandemic of 1918 - 1920 (50 million + deaths estimated)

We have already experienced the first influenza pandemic of the 21st century - being the 'swine flu' (A [H1N1] virus) outbreak of 2009-10. Fortunately, this pandemic was (*relatively speaking*) mild in terms of deaths (* mortality) and illness (morbidity)



* For example, the mortality rate for the 2009-10 swine flu was about 0.02% of those infected. The Spanish Flu of 1918-20 is estimated to have had a mortality rate of around 2-3%. In stark contrast, Avian Flu (A [H5N1]) currently has a mortality rate (related to the relatively low number of humans that it *has* already infected to date) in excess of 50%

Fortunately, H5N1 has not yet (2019) mutated or reassorted to a robust human to human version - but all 'in the know' affirm that this is just a matter of time i.e. 'when' not 'if'

Besides the potentially devastating human casualties associated with such a pandemic, the **aviation industry** would find itself exposed in two major areas:

- The health associated consequences of the unprecedented and predominately uncontrollable transmission rate of the disease via air travel
- The associated and adverse operational, economic and social / humanitarian impacts and similar - including business continuity issues

Accordingly, this plan has been prepared in conjunction with current ***** (insert name of Country / XXX) Government, World Health Organisation (WHO), International Civil Aviation Organisation (ICAO), International Air Transport Association (IATA), Airports Council International (ACI) and other relevant legislation / regulation / associated best practice / guidelines - and outlines XIA's planned incident response for a pandemic (avian flu) type situation affecting the airport

As this plan develops - co-ordination, liaison and monitoring with / of international, national (at all levels) and industry authorities and organisations shall be established and continually maintained by XIA airport, aimed at ensuring on-going alignment of this XIA public health plan with any further developments in associated, external plans

Whilst this XIA plan deals specifically with an "Avian Flu" crisis (because of its potential to eventually become pandemic in the human population - and **in consideration of its potentially very high mortality rate**), it has been written as generically as possible - in order for its principles and procedures to be applied to other types of communicable disease / other Public Health type incidents

Note - it is recognized that public health emergencies (other than pandemic) exist e.g. mass food poisoning, infectious substances etc. The latter are outside the scope of this document

This plan is based on a typical 'worst case' type scenario / planning assumption (see page 106)



Planning

Nominated airport based personnel (and other appropriate ‘surrounding community’ stakeholders [including those from relevant medical / health disciplines]) - shall / should meet at least six monthly (or more often if circumstances so require) under the * chairmanship of ***** (insert name & title of chairperson) to formulate, maintain, expand and continually review this XYZ International Airport - Public Health Incident ‘Master’ Plan

* Typically chaired by the airport’s most senior ‘medical’ / equivalent person **OR** (if none available) by the airport’s Contingency / Emergency Planning Manager **OR** (if none available) by an appropriately appointed and competent airport senior manager. The chairperson shall report directly to the airport operator’s top manager

Specific airport departmental / business unit procedures, processes and similar which arise from the recommendations of such meetings (or as documented / intimated in this ‘master’ plan itself) - shall be prepared and then documented in appropriate and **separate** XIA airport ‘Crisis Support Unit - CSU’ documents entitled “***** (insert name of Department / Business Unit) CSU - Public Health Incident **Sub-plan**”

What is a Crisis Support Unit - CSU?

The term ‘Crisis Support Unit’ as used herein describes pre-nominated and competent manpower elements of various XIA based airport **departments / business units** - each having an identified, direct or indirect role to play (as related to what they ‘do’ during normal business operations), in response to a major public health related incident such as an influenza pandemic

Examples of XIA specific CSUs typically include Airport Operations (including Terminal and Ramp Operations); Air Traffic Services; Airport Medical Services; Finance; Legal; Safety; Security; Engineering; Insurance; Procurement & Logistics; Corporate Communications / PR; Commercial etc.

Some **non-airport** agencies **which are based at the airport** are ‘invited’ to form CSUs for the same purposes as described above e.g. Customs and Immigration; Airport Police; airline (aircraft operator) representation (typically via the XIA ‘Air Operators Committee ‘- AOC); Ground Handling Agent representation; other appropriate tenants / franchisees etc.

Nominated department and business unit heads / senior managers shall / should appoint appropriate and competent CSU ‘representatives’ plus sufficient deputies / alternates - so as to attend all meetings referred to above - and to further **produce** (+ continually *maintain, review, train and test / exercise*) their own associated **CSU Public Health Incident Sub-plans**



Reminder - all such CSU **sub**-plans shall be **generally related** to what the appropriate CSU is responsible for during **'normal business'** operations. (Note - CSU **sub**-plans shall be considered to be "virtual attachments" to **this 'master / parent'** Public Health Incident Plan [i.e. to the document you are now reading]

However, this master document is generic by nature and does **not** cover the **specifics** of any particular Department's / Business Unit's Public Health (Pandemic / Epidemic) incident **sub**-plan. It is for the appropriate Department / Business Unit to adequately cover the relevant specifics **within their own** CSU **sub**-plans - as already referred to above)

Those XYZ Airports Company Departments / Business Units required / requested to form CSUs and to produce associated, documented CSU Public Health Incident **Sub**-Plans, under guidance of this master plan - are:

- TBA.....
- TBA.....
- TBA.....
- etc.
- etc.

Personnel (Manpower) Resources

XYZ Airports Company and other appropriate personnel (staffing) support for this Public Health Incident Plan shall be drawn, in whole or part, from those who would support all **other** types of XIA related major crisis (e.g. catastrophic aircraft accident) as documented elsewhere in this AEP

Infrastructure & Logistics Resources

Current XYZ Airports Company (and associated) infrastructure and logistics resources, designed to support all **other** types of major (airport related) crisis as documented in this AEP - shall **also** be used, in whole or part, in support of this Public Health Incident Plan. This shall include e.g. use of any airport Emergency Call / Contact Centre facility, Emergency Operations Centre; Uninjured Survivor Reception Centre, Family, Relatives & Friends Reception Centre; Re-uniting Area etc.

Additional resources should be made available as required, by appropriate agencies in the surrounding community - especially the XXX (Country / State / County etc.) Department of Health and Medical Services (DOHMS) - and the necessary / associated **Mutual Aid Emergency Support Agreements** (required to cover such situation) agreed to and produced accordingly

Financial Resources

Consideration should be given to providing a contingency fund / budget in support of this Public Health Incident Plan (e.g. for procurement of sufficient stocks of e.g. mass [paper] form printing facilities; body temperature scanners; personal protective equipment [masks, suits, overshoes, gloves, goggles]; vaccines; antiviral medications; 'personal hygiene in the workplace' stocks; rent and / or other procurement costs of potential mass quarantine facilities [if government unable to provide] etc.); 'work from home' support etc.



Crisis Communications

Corporate Communications / PR CSU shall adapt the existing '*catastrophic aircraft accident*' related crisis communications infrastructure / facilities, resources, processes, procedures etc. - in support of this Public Health Incident Plan

(XIA's) Emergency Call / Contact / Information Centre

For the purposes of this sub-section **4B** only, the airport's '*Emergency (telephone) Call / Contact / Information Centre*' facility (if any) shall be referred to as the "**Pandemic Flu - Family Support Call Centre**" or some such similar title

It is anticipated that this emergency call centre will also be made available to any aircraft operator operating into XIA with a suspected case of pandemic influenza (or similar) on board. The same principle should apply where the airport contracts out (to an [external] specialist third party provider) its emergency call centre services

As it is anticipated that all persons on board such a flight (as intimated immediately above) might be 'locally' quarantined (on arrival at XIA) for up to seven days - the task of the 'Pandemic Flu - Family Support Call / Contact / Information Centre' would be to make and take calls to / from family, relatives and friends (FR) of those so quarantined (See definition of 'emergency call centre - page **16**)

Training and Exercising

The most appropriate XIA person (by dint of competence, experience and background) shall prepare, conduct and review all *initial* airport training related to this Public Health Incident Plan

Where no such person exists - an appropriately competent and experienced trainer should be engaged from external sources for this purpose. In the latter circumstances the airport shall appoint a suitable person from its own staff to understudy (for train the trainer purposes) the external trainer - with a view to taking over this requirement in due course

Once initial training has been completed, CSU rep / deputy rep(s) are thereafter responsible for delivering their own (*CSU specific*) *recurrent* training

Similar shall apply to *exercising* (testing) of the Public Health Incident Plan i.e. major exercises shall be planned and overseen by the airport's appointed 'expert' person - and modular exercises conducted by CSUs (and similar) themselves

Training and exercise records shall be maintained accordingly by the appropriate airport person(s)



XIA Public Health Incident Plan -Triggers

Information likely to trigger a partial or full activation of the XIA Public Health Incident Plan will typically come from any / all of:

- World Health Organisation (WHO) & similar bodies e.g. Centre for Disease Control in USA
- ICAO
- National, regional and local Public Health Authorities
- The Media
- Aircraft Operators
- Professional / Trade Associations (e.g. IATA & ACI)
- Other sources

WHO Pandemic Phases

See attachment **1** to this sub-section **4B**

Planning Scenario / Assumptions

An “assumed scenario” against which appropriate XYZ Airports Company Departments / Business Units etc. might wish to base their own, specific **CSU** Public Health Incident **Sub-Plans** is as follows:

- An influenza type pandemic situation exists internationally (WHO Pandemic Declaration)
- The pandemic influenza has an extremely high mortality (fatality) rate i.e. around 30-40% +
- The pandemic influenza has an extremely high transmission (person to person infection) rate
- No specific vaccine will become available for the next 4.5 months - and a **further** 6 months may follow on from this before the vaccine becomes generally available ‘to the public’
- The pandemic influenza has an incubation period of approximately 3 days
- Infected persons remains infectious for up to 7 days following appearance of first symptoms
- XXX (country) is currently believed to be pandemic free and its stated aim (strategic policy) is to remain so for as long as is possible / practicable
- Flight schedules into XIA are still operating - but gradually reducing as the pandemic spreads
- ABCX Airways is the national air carrier of XXX and is headquartered near XIA
- An inbound ABCX Airways flight (to XIA) declares that a person(s) on board has or is exhibiting symptoms of influenza. This flight **must** land at XIA for urgent, operational reasons
- The inbound aircraft is configured for 300 seats - and is full. There are 10 crew
- ***The airline and airport can expect very limited assistance from XXX ‘authorities’***
- Passengers & crew can expect to be quarantined for up to 7 days (except those displaying influenza symptoms - who can expect to be ‘isolated’ in an appropriate health facility)
- Passengers & crew **not** displaying influenza symptoms will be held in pre-selected and / or ad hoc ***‘mass quarantine holding areas’***



- The “pre-selected / ad hoc quarantine holding areas” mentioned above are assumed to be unfurnished, large area facilities such as Exhibition / Conference Centres; Aircraft Hangars, Military Type facilities, facilities provided by Local Authorities etc.
- The “pre-selected / ad hoc quarantine holding areas” mentioned above shall be capable of **concurrently** holding up to 2 aircraft’s worth of passengers and crew - based on the largest (re passenger seating configuration) aircraft operating into XIA
- XYZ Airport **shares** responsibility for **joint** support (with other agencies, including aircraft operator [airlines]) of those quarantined i.e. the overall welfare, in the widest meaning of the term, of those quarantined - and (with regard to the provision of taking and delivering appropriate information) of their ‘non-quarantined’ FR world wide

Note - the assumption of a shared, **major airport** involvement / responsibility on this matter particularly (**but not exclusively**) applies to developing countries - where national, regional and local government supporting infrastructures **may not always be fully or even partially capable of delivering what is expected of them**

Conversely, in the more developed countries, it is likely that major **airport** responsibilities in this area will be reduced to a significant degree compared to what has been documented in this scenario (i.e. some of such responsibilities generally being assumed **instead** at national, regional and local government levels)

- Airport personnel supporting (face to face) those quarantined will be provided with and are to wear / use the appropriate personal protective equipment (PPE) e.g. protective masks, suits and overshoes, goggles etc. Associated training and exercising shall be provided
- Those quarantined are to be assumed to be “difficult to handle” i.e. assume that related security and ‘sensitivity’ implications apply
- There is intense media interest in the XYZ Airports Company’s response to this scenario

This scenario could go further, but by now the reader will be getting the idea. Where felt to be of value - individual airport departments / business units should further develop this scenario as far as is necessary & relate it to their own individual / specific responsibilities - document these responsibilities and then commence plan production, training, exercising etc.

Target Outcomes with regard to the above **Planning Scenario** (from an XIA viewpoint only)

- Comply with all appropriate legislation, regulation, accepted best practice and similar
- Attempt to prevent / reduce any further transmission of pandemic, commensurate with airport’s resources, capabilities etc. - and as permitted by other applicable circumstances actually in play ‘on the day’
- Minimise, insofar as is possible, adverse effects of pandemic on staff & customers
- Ensure, insofar as is possible, continuation of essential business
- Use effective C4 to assist with incident management, information & reassurance
- Provide appropriate humanitarian assistance/ welfare services where feasible & appropriate
- Anything else necessary to maintain the viability (financial; reputational etc.) of the airport
- Communicate (and keep on communicating - using all appropriate, available methods)



Note from author / owner of this AEP 'preparation guideline' document

Based on the planning scenario / assumptions documented further above, the aspects which will be particularly difficult to plan for/ implement / manage etc. - will be the choice, equipping, manning and operation of the associated **quarantine areas**. It will be particularly challenging to produce enough adequately trained and exercised personnel to look after those so quarantined, in difficult conditions, for up to 7 days

However, the author / owner of this AEP 'preparation guideline' document was actively and **successfully** involved in such an undertaking some years ago, by a 'real' airport - working in conjunction with its major (national) airline and the appropriate (government) health authorities - in circumstances (at the time) where very little 'official' guidance / involvement was available **i.e. it can be done!** (Latter comment aimed at well-developed countries. The task might well be impossible in less and least-developed countries)

Other Parties

XYZ Airports Company will invariably become involved with other organisations and groups when planning for and / or reacting to a Public Health (pandemic) type incident. Such groups might typically include:

- External Working Groups
 - Department of Health & Medical Services (Regional)
 - Ministry of Health (National)
 - XYZ Airports Company Parent or Subsidiary Group(s) (if any)
 - Airline Operators Committee (representing all airlines operating at XYZ Airport)
 - Local Police, Military, Para-military etc.
 - Local Veterinary Authorities etc.
- External Organisations
 - WHO
 - ICAO
 - IATA
 - ACI
 - Centre for Disease Control - CDC (USA)
 - European Centre for Disease Prevention & Control
 - etc.

Further Reading

1. For a list of useful links (most being aviation related) associated with the subject of 'pandemic influenza preparation and response' - see appendix X (page 169) to this AEP Guideline Volume 1

A particularly useful reference for airports is the 'US Government (via CDC) - National Aviation Resource Manual for Quarantinable Disease - 2006' - which can be accessed via the first link shown on page 169 (The reader should check if there have been any subsequent updates / rewrites.....to / of this document in the intervening years)



2. The document you are now reading is part of its **parent** website - the latter being found at:

<http://www.aviationemergencyresponseplan.com>

A **separate** Public Health (Pandemic) Incident Plan can also be found on this parent website - which relates to **airlines** (aircraft operators) - i.e. **not airports**

As the scope / depth / coverage etc. of this **airline** public health incident plan is considerably greater in comparison with this **airport** public health incident plan - it is strongly suggested that the airline plan **also** be studied by airport operators. It can be found at the end of the below link:

<http://www.aviationemergencyresponseplan.com/guideline-template/>

When the webpage opens, scroll down until you see the title 'Airline - Public Health Incident Plan (Pandemic)' - and then click on the associated link to open and read the document

WARNING

This **airport** public health incident plan guideline and its potential implementation is based on the assumption that relevant plan elements shall be approved for use by the appropriate (home country or countries) national, regional and local (sub-regional) government authorities (particularly the appropriate Public Health type authorities / agencies) and that all legal, regulatory & any other associated permission(s), co-ordinations, implementations and other similar requirements for same - shall have similarly been 100% provided / obtained / approved / complied with etc.

Furthermore, any *international* regulation / guidance etc. applicable should also be adequately accounted for where appropriate - e.g. most countries (States) in the world are members of the United Nations. The latter is generally responsible for all international health matters (including international level pandemic planning, monitoring and response) via its 'World Health Organisation - WHO'. The associated 'international health regulations' (IHR [2005] - issued in 2007) are binding upon 196 countries and provide a global, legal framework to prevent, control or respond to public health risks - which may spread between countries

The airport's top (accountable [most senior]) manager - via his / her Legal, Regulatory, Compliance & Medical (and / or Health & Safety) etc. departments / business units and similar (together with appropriate **external** legal, specialist & similar expert advice and support where required) shall ensure that all such (legal, regulatory and similar) approvals, permissions implementation requirements etc. and as described aforesaid - have been (or will be) provided / approved / complied with etc. - at all stages in the production of this plan and (most definitely) **before** actual activation / implementation of this plan is considered



Attachment 1 to XIA AEP / Volume 1 / Sub-section 4B

Selected Extracts from:

WHO / Pandemic Influenza Response - Planning Guideline - (June 2013)

Influenza pandemics are unpredictable but recurring events which can have significantly adverse consequences on human health and economic well-being worldwide. Advance planning and preparedness are critical to help mitigate the impact of a pandemic

This interim (10 June 2013) WHO guidance document ([Pandemic Influenza Risk Management](#)) updates and replaces the previous guidance ('Pandemic Influenza Preparedness and Response') published in 2009. This revision of the guidance takes account of lessons learnt from the influenza A (H1N1) 2009 (swine flu) pandemic and of other relevant developments

Pandemic Phases

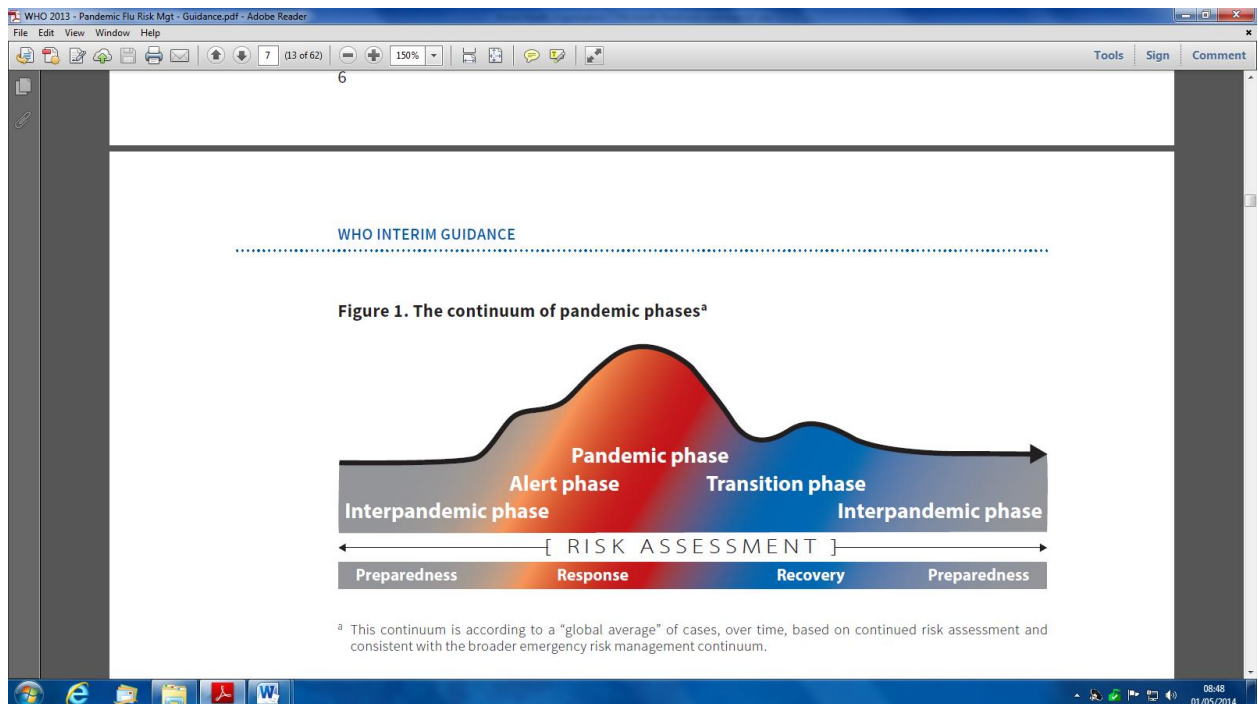
The pandemic influenza phases reflect the WHO's risk assessment of the global situation regarding each influenza virus (with pandemic potential) that is infecting humans. These assessments are made initially when such viruses are identified and are updated based on evolving virological, epidemiological and clinical data. The phases provide a high-level, global view of the evolving picture

The global phases - **inter-pandemic, alert, pandemic and transition** - describe the spread of any new influenza subtype, taking account of the disease it causes around the world. As pandemic viruses emerge, countries and regions face different risks at different times. For that reason, countries are strongly advised to develop their own national risk assessments based on local circumstances, taking into consideration the information provided by the global assessments produced by WHO. Risk management decisions by countries are therefore expected to be **informed** by global (WHO) risk assessments, **BUT based** operationally on local risk assessments

This 'risk-based' approach to pandemic influenza phases is represented in Figure 1 (next page) as a 'continuum' (showing the phases in the context of preparedness, response and recovery) - being part of an all-hazards approach to emergency risk management

WHO guidance plus international standards exist - describing formats and conduct of such risk assessment (see Section 4.2 - [follow link at bottom of next page]). One of the underlying principles of this guidance is to acknowledge that emergency risk management at country level needs to be sufficiently flexible to accommodate different consequences within individual countries e.g. different severities and different numbers of waves of illness

The global phases will be used by the WHO to communicate the global situation. They will be incorporated into IHR (2005) related communications to National IHR Focal Points, in Disease Outbreak News releases and in various other public and media interactions, including through social media channels



Inter-pandemic Phase: This is the period between influenza pandemics

Alert Phase: This is the phase when influenza caused by a new subtype has been identified in humans. Increased vigilance and careful risk assessment (at local, national and global levels) are characteristic of this phase. If the risk assessments indicate that the new virus is not developing into a pandemic strain, a de-escalation of activities towards those in the inter-pandemic phase may occur

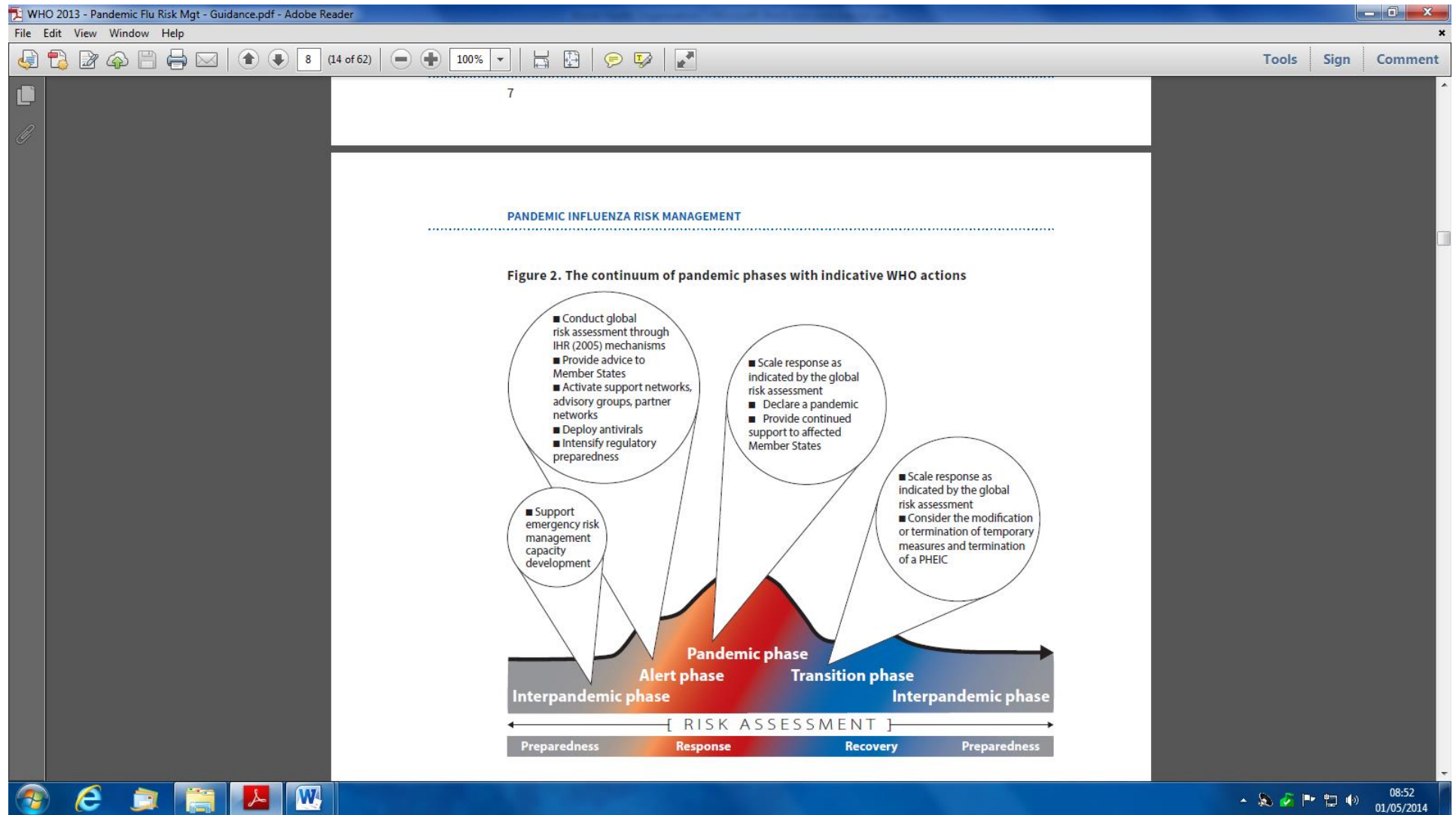
Pandemic Phase: A period of global spread of human influenza caused by a new (novel) virus subtype. Movement between inter-pandemic, alert & pandemic phases may occur quickly or gradually - as indicated by the global risk assessment, principally based on virological, epidemiological & clinical data

Transition Phase: As the assessed global risk reduces, de-escalation of global actions may occur - and reduction in response activities or movement towards recovery actions by countries may be appropriate, according to their own risk assessments

Declaration of a Pandemic: During the period of spread of human influenza caused by a new / novel subtype (and as appropriate to the actual situation in force at the time) the WHO Director-General may make a declaration of a pandemic

The full guidance can be found by following the below link:

http://www.who.int/influenza/preparedness/pandemic/GIP_PandemicInfluenzaRiskManagementInterimGuidance_Jun2013.pdf?ua=1





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XIA AEP Volume 1 / Section 4

Sub-section 4C

FUEL SPILLAGE - *NOT associated with aircraft*

Use Section 3 of this AEP Volume 1 (see page 78) as a guide to the required response for fuel spillages **not** associated with aircraft



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XIA AEP Volume 1 / Section 4

Sub-section 4D

REMOVAL of CRASHED or DISABLED AIRCRAFT

See Appendix Q to *this* Volume 1 of the XIA AEP (page 147)



XIA AEP Volume 1 / Section 4

Sub-section 4E

METRO LIGHT RAILWAY INCIDENT - INVOLVING / AFFECTING XIA

Note - This sub-section to be completed *if* the airport concerned is directly (physically / geographically) connected (e.g. co-located) in some relevant manner to something like a public use railway / metro / subway system - or similar (typical examples include Hong Kong Airport; Dubai Airport etc.)



XIA AEP Volume 1 / Section 4

Sub-section 4F

NATURAL DISASTERS

1. XYZ International Airport is situated geographically, geologically and meteorologically in a part of the world which is seldom, if ever, affected by any type of major natural disaster - such as earthquake (including related tsunami), hurricane / typhoon / tropical cyclone (+ the associated side-effects e.g. storm surge, mudslides etc.), volcanic eruption, tornado, inundation (flooding), forest fire etc.
2. Accordingly, the risk / benefits analysis of this situation indicates that there is nothing further to include here on this subject - and this is the accepted policy
3. This policy shall be reviewed annually by XYZ Airports Company

Note - for airports situated in geographical etc. regions where there *is* historically and / or statistically a real threat of some type of natural disaster occurrence - then the appropriate airport pre-preparations and response(s) are to be documented herein, in the necessary detail
- (XIA - Natural Disaster Plan)

The natural disaster plan is to be trained and tested (exercised) at specified intervals - and documented reports & records of same produced and retained

Some links are included below which may be found useful in exploring a little further the subject of airports vs natural disaster:

Jacksonville Airport Authority (JAA) - Hurricane Preparedness Manual 2014
<http://www.flyjacksonville.com/PDFs/JAAHurricanePrep2014.pdf>

Cairns Airport Cyclone Plan - October 2017
<https://www.cairnsairport.com.au/assets/2046-SO-Cairns-Airport-Cyclone-Plan-V5.pdf>

Natural Disaster - Earthquake Response Plan - Kathmandu Airport
<http://www.irinnews.org/report/97766/earthquake-proofing-nepal-s-at-risk-airport>
http://www.flagship2.nrrc.org.np/sites/default/files/knowledge/TIADRP_final_v1-2.pdf

Natural Disaster vs Airport Design
<http://www.hok.com/thought-leadership/preparingfornaturaldisasters/>



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AEP Guideline Volume 1 - Appendix A

Emergency Contacts Directory

To be completed by XYZ Airports Company

(A typical [blank] template follows - will require completion i.e. action is required here)



App A / Template - XIA Crisis Contacts Directory

XYZ International Airport

Crisis Contacts Directory

Front Cover

Effective Date:



App A / Template - XIA Crisis Contacts Directory

XIA Crisis Contacts Directory - Listings



App A / Template – XIA Crisis Contacts Directory

XIA Crisis Contacts Directory - Listings (continued)



AEP Guideline Volume 1 - Appendix B1

Alerting & Activation - Manual Callout Tree (Generic)

Note 1 - The alerting method shown in this appendix B (see next page) is based on a simple, **manual** system. Where required, a different manual callout tree can be used by different parts of the business. Space for three such different (manual) callout trees has been included in this appendix, but you can have as many or few as is desired

Note 2 - fully automated alerting systems are now common place - capable of alerting very large numbers of persons in very quick timescales e.g. 'thousands in minutes' for the fastest systems

Such systems are relatively inexpensive to procure (lease) - with the cheapest coming in at around USD \$10, 000 or less per annum (2019 prices) - where associated alerting requirements involve around 300 to 500 persons

Appendices B2 to B4 to be completed & inserted by XYZ Airports Company



Cascade Callout Tree Alerting (Notification / Callout) System - *Typical Example*

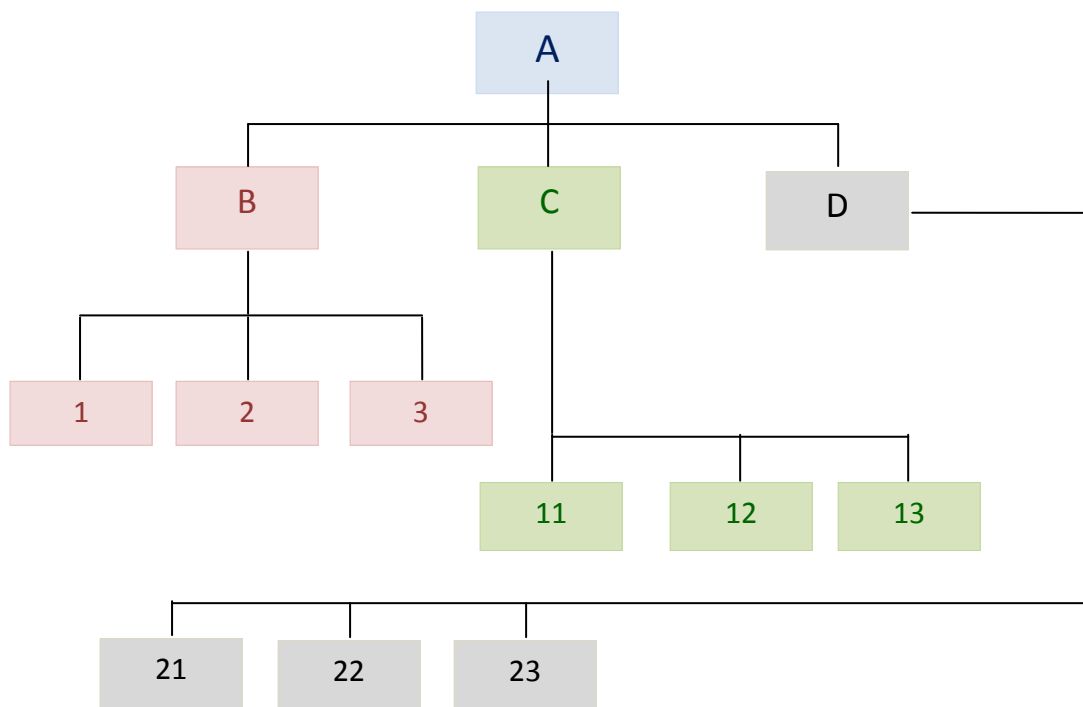
One of the simplest types of manual alerting & activation system would require the person commencing the alert (e.g. person **A**) to make telephone calls to persons **B**, **C**, **D**, E and F etc. In turn, person **B** would then pass on the alerting message to persons **1**, **2**, **3**, **4**, **5** etc.

Person **C** would pass on the alerting message to a different group of persons than those contacted by person **B** - say persons **11**, **12**, **13**, **14**, etc. and so on - until the full list of persons to be alerted has been contacted

At the 'letters' level referred to above (B, C, D, E etc.) - if a person to be contacted does not respond, then the person 'doing the contacting' (person A in this case) takes over the alerting job for that specific person, making a note of the person unable to be contacted

At the 'numbers' level shown above (1, 2, 3, 4, 5 etc.) - if a person to be contacted does not respond, then the person 'doing the contacting' simply moves on to the next contact in that particular alerting group, making a note of those unable to be contacted

The system's main advantage is its simplicity. Its significant disadvantage is that it takes time - especially for large numbers of persons to be contacted - and requires personal contact details (office, home and mobile telephone numbers etc.) and the associated procedures to be constantly updated and / or maintained. (Note - fully automatic alerting systems are available for purchase commercially - or can be designed 'in-house' if budget and IT / telecommunications expertise is available)





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AEP Guideline Volume 1 - Appendix B2

Alerting & Activation - Manual Callout Tree - Diagram 1

Appendices B2 to B4 to be completed & inserted by XYZ Airports Company



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AEP Guideline Volume 1 - Appendix **B3**

Alerting & Activation - Manual Callout Tree - Diagram 2

Appendices B2 to B4 to be completed & inserted by XYZ Airports Company



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AEP Guideline Volume 1 - Appendix **B3**

Alerting & Activation - Manual Callout Tree - Diagram 3 etc.

Appendices B2 to B4 to be completed & inserted by XYZ Airports Company



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AEP Guideline Volume 1 - Appendix C

XYZ International Airport / **On-Airport** Gridded Crash Map

To be prepared & inserted here by XYZ Airports Company



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AEP Guideline Volume 1 - Appendix D

XYZ International Airport - Off-airport (Surrounding Area) Gridded Crash Map

To be prepared and inserted here by XYZ Airports Company



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AEP Guideline Volume 1 - Appendix E

Map Indicating Locations of Major Local Hospitals relative to XYZ International Airport

To be prepared and inserted here by XYZ Airports Company



AEP Guideline Volume 1 - Appendix F

Diagrams Showing Front and Back of Standard ICAO Triage Tag

Front

Nº 003832 Nº 003832

Nº 003832

NAME

ADRESSE
ADDRESS

ARZT
PHYSICIAN

0 + Nº 003832

I 🐉 Nº 003832

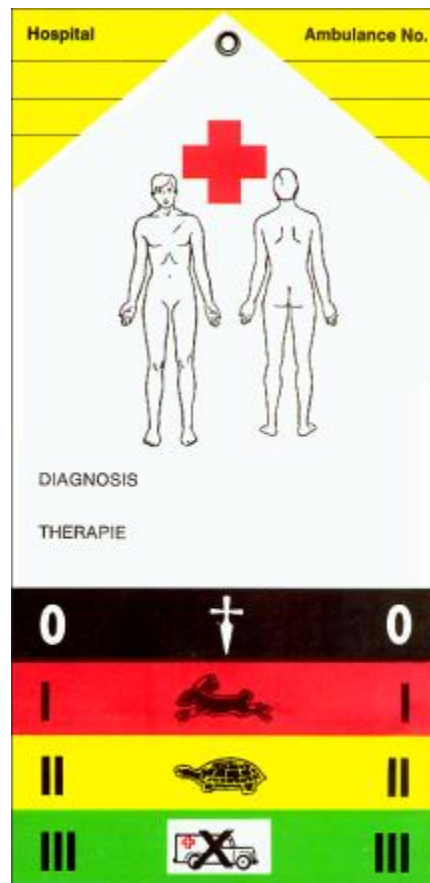
II 🐢 Nº 003832

III 🚑 Nº 003832



Diagrams Showing Front and Back of Standard ICAO Triage Tag

Back



Black	0	=	Deceased (Dead) - OR not expected to survive in the very short term
Red	I	=	Critical (life-threatening) Injuries - immediate hospitalisation required
Yellow	II	=	Seriously Injured - hospitalisation required quickly - but not immediately
Green	III	=	Uninjured or Minor Injuries only - no hospitalisation required

For a more detailed explanation of the triage process please follow the below link:

<http://www.aviationemergencyresponseplan.com/information/>

When webpage opens, scroll down displayed list of info articles until you find the one entitled:

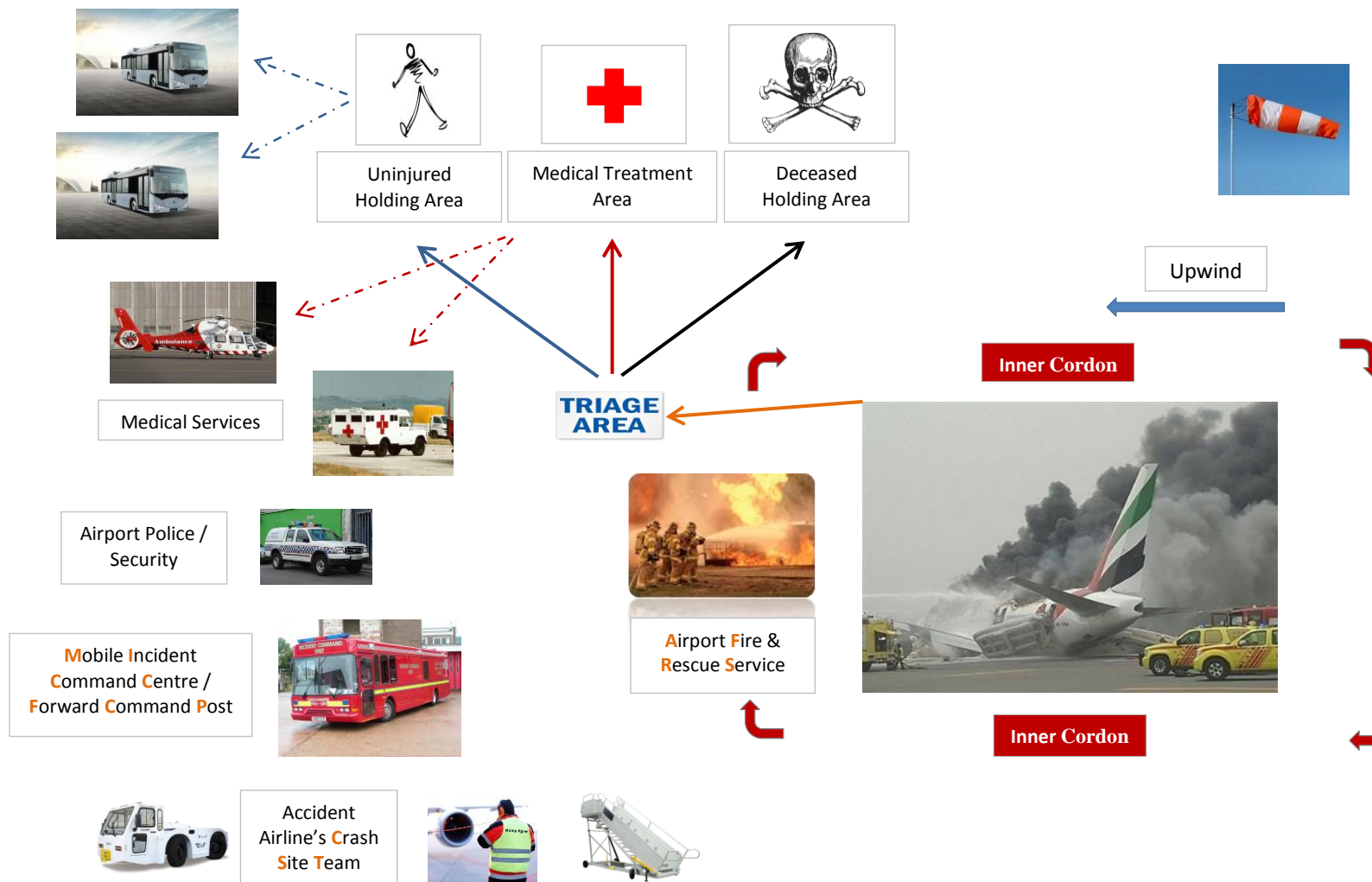
* Information Article - **Triage**

Click on the word 'Triage' to open and read the article



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AEP Guideline Volume 1 - Appendix G1



TYPICAL CRISIS RESPONSE ACTIVITIES AT / NEAR TO ACCIDENT SITE (On-airport accident assumed)

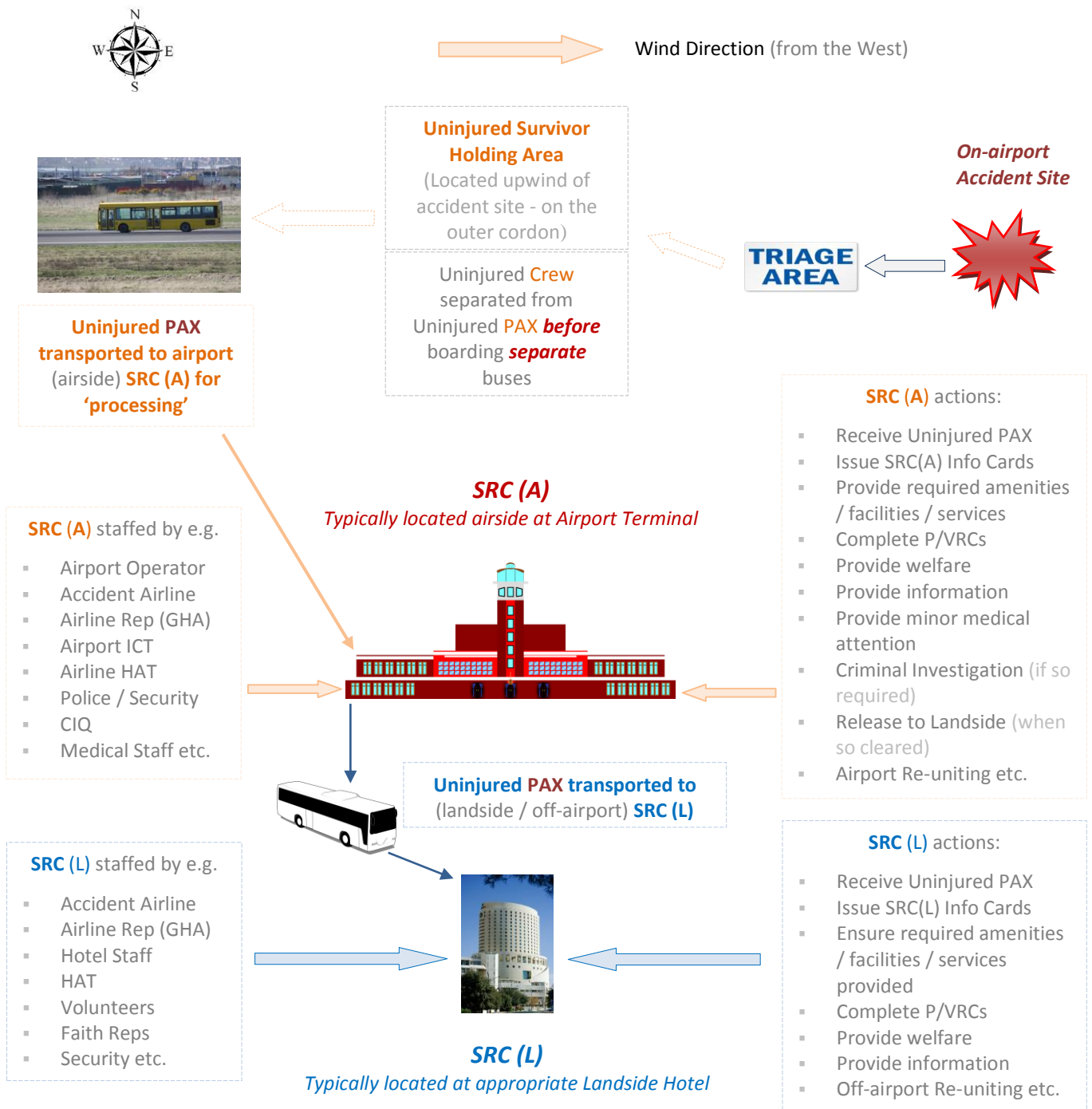
CST - This 2 person team represents the accident airline at the **MICC / FCP**. Amongst other things it e.g. delivers the accident flight's Crew List, PAX List & Dangerous Goods info to those needing same

The **MICC / FCP** conducts operational [Bronze] command & control (delegating as required) of all resources shown opposite - whilst same are operating at / near to the accident site. Each agency present in the diagram should send a liaison rep to the **MICC / FCP**

For simplicity, diagram is not 100% complete e.g. **outer cordon** not shown - but all agencies shown opposite [except AFRS] operate from the outer cordon; **off-airport** responding resources not shown; **Tactical** [Silver] & **Strategic** [Gold] lines of command & control etc. omitted for both on-airport & off-airport agencies etc.

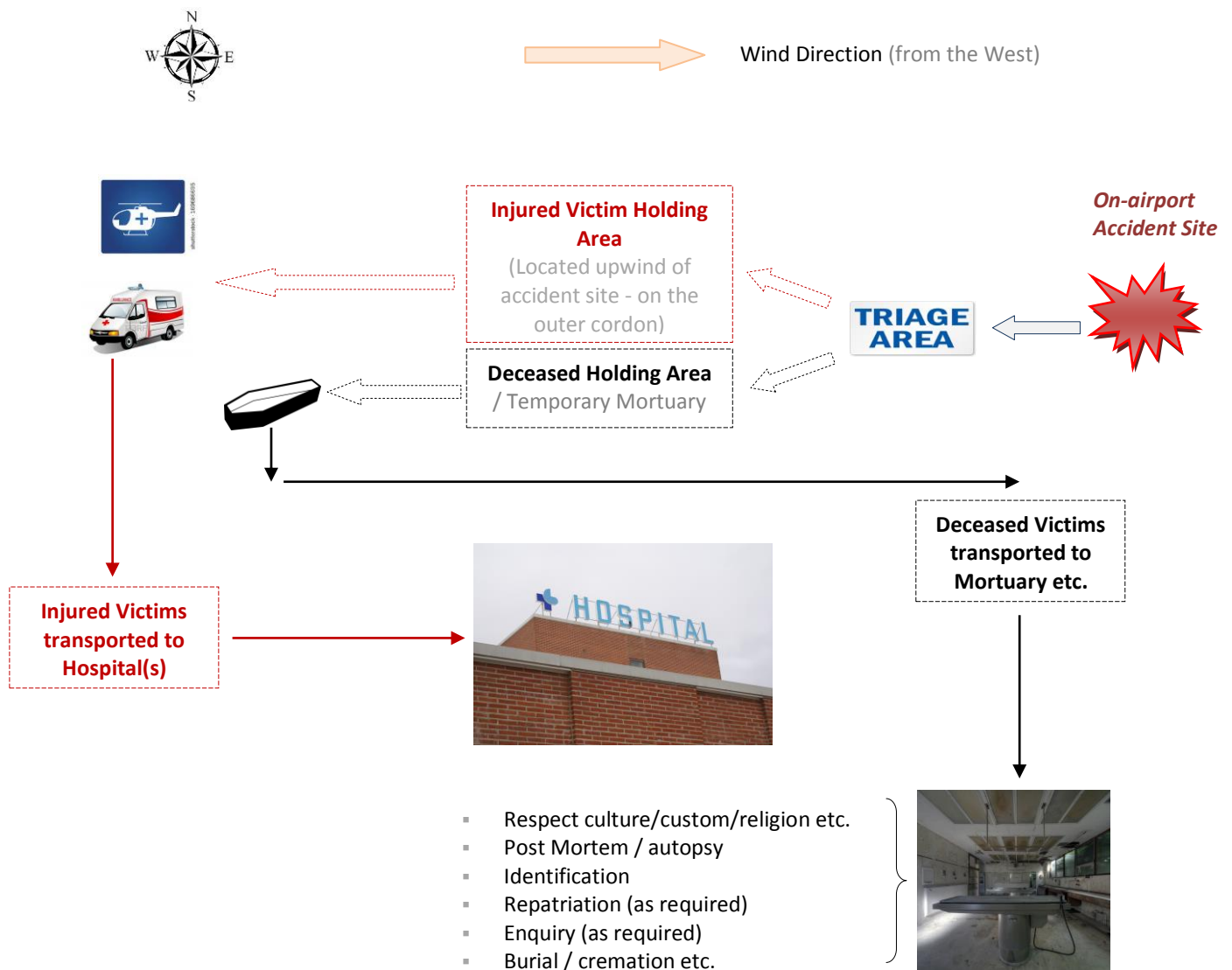


Typical Movement of Uninjured *Passengers* from (*on-airport*) Accident Site





Typical Movement of Injured & Deceased *Victims* from (*on-airport*) Accident Site



Notes: 1. P/VRCs (or equivalent local form) to be completed for hospitalised victims (if possible). 2. P/VRCs to be completed for any accompanying, **uninjured** FR type victims (travelling companions from accident flight) also present at hospital(s). 3. FECs (or equivalent local form) to be completed for any other FR / MGFR present at hospital(s) - (unless any such FR / MGFR has **already** been re-united with his / her associated, hospitalised victim). 4. Apply same principles / actions (as per items 1 to 3 above) to any mortuary / mortuaries in use for deceased victims. 5. The accident airline and / or its local airline rep should have enquired beforehand as to whether or not its representatives (e.g. the HAT) will be allowed access to the potential hospital(s) involved. If not, appropriate agreements, SOPs etc. should have been pre-negotiated so as to ensure that the accident airline is given access to the appropriate information, in order that it can carry out its humanitarian and equivalent duties. Nevertheless, in some countries / jurisdictions the airline might still be denied such access / info. 6. The latter (item 5) *might* also apply to some mortuaries. 7. **In some countries / circumstances it is possible to encounter insensitive / inhumane / degrading etc. handling of the injured and (particularly) the deceased.** 8. In some countries / circumstances etc. only some (or none) of what has been written on



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AEP Guideline Volume 1 - Appendix H1

Set-up Procedure / XIA - * Crew Reception Centre (Airside) - CRC (A)

* Note - the term 'crew' as used here refers to **uninjured crew** victims

To be completed & inserted here by XYZ Airports Company



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AEP Guideline Volume 1 - Appendix **H2**

Diagram Showing Location and Layout of XIA - CRC (A)

To be completed & inserted here by XYZ Airports Company



AEP Guideline Volume 1 - Appendix J1

Set-up Procedure / XIA - * Survivor Reception Centre (Airside) - SRC (A)

* Note - the term 'Survivor' as used here refers to *uninjured passenger* survivors

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AEP Guideline Volume 1 - Appendix J2

Diagram Showing Location and Layout of XIA - SRC (A)

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AEP Guideline Volume 1 - Appendix **K1**

Set-up Procedure / XIA - Family, Relatives & Friends Reception Centre (Airport) - FRRC

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AEP Guideline Volume 1 - Appendix **K2**

Diagram Showing Location and Layout of XIA FRRC

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AEP Guideline Volume 1 - Appendix L

Diagram Showing Location and Layout of XIA Re-uniting Area - On Airport

Note - use additional pages where necessary

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AEP Guideline Volume 1 - Appendix M

Diagram Showing Location and Layout of XIA - Emergency Operations Centre

Note - use additional pages where necessary

To be completed and inserted here by XYZ Airports Company



AEP Guideline Volume 1 - Appendix N

Diagram Showing Images & Layout of XIA - Mobile Incident Command Centre (Vehicle)

Note 1 - use additional pages where necessary

Note 2 - if your airport does not have an MICC - substitute with the 'Forward Command Post' vehicle

To be completed and inserted here by XYZ Airports Company



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AEP Guideline Volume 1 - Appendix P

XIA Major Incident - Radio (& Similar) Communications Plan(s)

To be completed and inserted here by XYZ Airports Company

Note - Follow the [link](#) found at the bottom of **this** AEP Vol 1 Guideline / page 174. When linked to document opens, look at **Section 5** (starts page 46) entitled '**Information Management & Communications**'

Where appropriate, the reader should study and apply the most relevant / appropriate content of this latter Section 5 - to his / her own airport's particular 'radio (& similar) communications plan'



AEP Guideline Volume 1 - Appendix Q

XYZ International Airport

Airport Directive xx - dated 10 March 20xx

Aircraft Recovery / Salvage

INTRODUCTION

It is a 'Condition of Use' of XYZ International Airport (XIA) that 'airport instructions' issued by the Airport Operator (XYZ Airports Company) are complied with by all airport users. Furthermore, it is a requirement of the current XIA Airport Emergency Plan (AEP) that every airline / aircraft operator using the airport *must have local crisis response plans and resources in place* - compatible with this AEP, *re appropriate pre-arrangements having been put in place - together with establishment of firm contracts - for the removal of disabled aircraft / wreckage*

This Instruction sets out the Aircraft Recovery procedures and forms part of the AEP - which in turn is part of the XIA Aerodrome Master Manual - thus making Aircraft Recovery Procedures part of the Aerodrome Licensing ([Certification](#)) process

This Instruction and the processes and procedures it describes, also ensures XIA (airport operator) complies with the recommended practices concerning same found in ICAO Annex 14 - 'Aerodromes' together with Airport Services Manual Part 5 'Aircraft Recovery'

GENERAL

The primary aim of an aircraft recovery / salvage plan is to ensure that, in the event of an incident or accident, the aircraft or wreckage does not constitute a danger or obstruction to the public, to air navigation or to the environment, and that normal airport facilities are restored as soon as possible. The need to avoid causing further damage to the aircraft, airport property or environment, must be observed as far as is practicable

In the case of a "reportable accident" within the meaning of the Civil Aviation (Investigation of Air Accidents & Incidents) Regulations 20xx, the aircraft or wreckage must not be moved or interfered with until permission has been given by XIA (Airport Operator) following consultation with the Air Accident Investigation Authority. (The on duty Air Traffic Control Watch Manager is responsible for notifying reportable accidents to the Air Accident Investigation Authority)

The recovery of a disabled aircraft / wreckage will not be undertaken until the Aircraft Accident or Aircraft Ground Incident as defined in the XIA AEP has been cancelled. Furthermore, the Air Accident Investigation Authority must release the aircraft and the airline and / or its Insurers give permission for removal. The XIA Airport Police / local Police will also need to release the site from any 'scene of crime' requirements



XYZ Airports Company (Airport Operator) will be the overall co-ordinating body throughout the recovery operation

RESPONSIBILITIES OF AIRLINE (Aircraft Operator)

The airline / aircraft operator or designated aircraft recovery agent is responsible for removing the aircraft / wreckage as quickly as possible after permission has been obtained as stated above and taking all practicable steps to minimise any health, safety and environmental impacts which have resulted from the accident / incident

The airline / aircraft operator or designated aircraft recovery agent is responsible for the provision of the necessary technical advice (including insurer advice), supervision and any required equipment & materials

Airline / aircraft operator users of the airport must have adequate facilities to conduct their own recovery operations at XIA **OR** - if they do not have such adequate facilities themselves, they must have pre-prepared contractual arrangements in place with e.g. another airline and / or appropriate agent capable of expeditiously removing their aircraft / wreckage, including the remediation of any adverse health, safety and environmental impacts resultant from the incident (e.g. containment and removal of aircraft fuel, chemical and oil spillages). If any information or assistance is required concerning such contracts then contact should be made with the appropriate XIA Manager on (insert contact details here)

The airline / aircraft operator or its designated aircraft recovery agent is responsible for making any arrangements with local Customs and Immigration regarding removal of baggage and cargo

The airline / aircraft operator or its designated aircraft recovery agent is required to defray any charges for work involved in making good damage to XIA property and / or infrastructure - and to meet the cost of their recovery operation, including any charges to users of any XIA equipment and personnel used in the operation

If the airline / aircraft operator or designated aircraft recovery agent should refuse to remove a damaged aircraft / wreckage **OR** otherwise fail or neglect to do so:

- within a reasonable time **AND / OR**
- when the aircraft / wreckage is creating an operational obstruction **AND / OR**
- where the impact caused has resulted or will / might result in a breach of health & safety and / or environmental regulations **AND / OR**
- where any embarrassment or nuisance to XIA (Airport Operator) arises in fulfilment of its responsibilities as an Aerodrome Licensee

.....then XIA (Airport Operator) may take independent action to remove the aircraft / wreckage. XIA (Airport Operator), its servants or agents, will not accept responsibility for any loss or damage of any kind resulting from such action and the airline / aircraft operator shall be responsible for all costs incurred and shall indemnify XIA (Airport Operator), its servants and agents accordingly



RESPONSIBILITIES OF XYZ AIRPORTS COMPANY (Airport Operator)

The Airport Operator's manager designated with responsibility for overseeing overall aircraft recovery / salvage operations at XIA (the 'designated manager') will request all interested parties or their representatives to confer at or near to the incident site as soon as is permissible and practicable. This group is expected to be able to offer advice and assistance on the formulation and implementation of an appropriate recovery plan

Typically this group will comprise reps from (in no particular order):

- The Incident Airline / Aircraft Operator
- Any assisting Airline / Aircraft Operator (e.g. a local airline with the experience and facilities to conduct aircraft removal / salvage operations at XIA)
- Any specialist third party recovery agent engaged by the Airline / Aircraft Operator
- The Air Accident Investigating Authority
- Airport Operator Engineering and other appropriate representation
- AFS
- ATC
- Airport and local government Health & Safety
- Local Police & Airport Security
- The local Environment Agency
- The local water and sewage /run-off utility provider
- Aircraft manufacturer's representative
- Into-plane refuelling company
- Insurers (technical experts)

The 'designated manager' (acting as overall co-ordinator for the operation) shall:

- Define the area in use for recovery operations and arrange for its safeguarding (by Police and / or Security etc.) and promulgation of entry / exit procedures
- Specify the arrangements for personnel and equipment to proceed to and from the area
- Promulgate any limitations to the operation

The Airport Operator shall, on a repayment basis and at the request of and under the oversight of the airline / aircraft operator or designated recovery agent - provide assistance with such of its recovery equipment (if any) and / or manpower as appropriate. Whilst such assistance (if any) will be conducted with due care and attention - XYZ Airports Company, (plus its servants and agents), will not be liable for any loss or damage resulting from the use of its equipment, materials or personnel during the recovery operation, or for their non-availability, for whatever reason

A formal (legal) hire agreement / contract and general indemnity must be entered into by the airline / aircraft operator or designated aircraft recovery agent before XYZ Airports Company recovery personnel or equipment can be brought into operation as per above. Such recovery equipment must be returned in the same order and condition as it was in prior to the hiring of that equipment



RECOVERY - FIRST ACTIONS

Once the 'restricting' conditions of the emergency / incident have been cancelled, the AFS officer in charge will hand over control to the 'designated manager'. The former shall advise the latter of all known damage to the aircraft and whether it was caused through the accident and / or through fire-fighting and / or rescue work

In the case of a reportable accident, the aircraft / wreckage must generally not be moved or interfered with until the designated Air Accident Investigation Authority (AAIA) has been consulted. Furthermore, bodies / body parts should not be moved or removed (unless exceptional circumstances apply) without clearance from the AAIA, the Police and the Medical Examiner / Coroner

An air accident investigation process is *unlikely* to preclude (stop) *preparatory* work for the removal of the aircraft / wreckage or any detached parts - or of preparation of a plan of action. However, such plan may be affected by AAIA requirements to preserve particular items intact for examination after they have been removed from site. Other items may need to be left in situ or their position marked prior to removal. Accordingly, no items must be moved on the site or removed from the site without AAIA authority - unless critical preservation of life and / or evidence so dictates

Removal of wreckage (assuming that AFS operations have been completed and the emergency / incident terminated) prior to the AAIA investigation may be required in order to alleviate any immediate danger or obstruction to the public, air navigation or other transport. As such, it will only be removed on the authority of the 'designated manager' - who shall notify the AAIA of any such decision as soon as possible. He / she shall also ensure that every effort is made to mark and photograph the position of items before removal – including bodies and body parts - as appropriate

The 'designated manager' shall record (log) all action taken and also arrange for the following:-

- Attendance of photographers to make a video record and take photographs of the aircraft and wreckage
- More appropriate cordoning off / securing the site to prevent unauthorised access
- Access to the site for authorised personnel, ensuring personal health and safety is taken into account
- The promulgation of changes to aerodrome facilities caused by the crash and / or the recovery operation

The XYZ Airports Company has limited capability aircraft recovery equipment / operators - and dependant on the size of the aircraft will provide where possible:-

- TBA by Airport Operator
- TBA by Airport Operator
- TBA by Airport Operator etc.



THE RECOVERY OPERATION

The 'designated manager' shall convene the initial (and further) meeting(s) outlined above - and agree a broad plan of action with attendees. The following factors should be considered:

- Aircraft / wreckage is electrically safe i.e. the aircraft batteries have been removed or earthed and electrical services in the area isolated
- Aircraft oxygen system isolated
- Residue of liquid fuel is neutralised / removed to prevent contamination and / or ignition when recovery commences
- How the recovery operation should be attempted considering aircraft damage
- Can the aircraft be towed on its own landing gear
- The firmness, condition and slope of the site and how it would affect the most practical method of lifting (if required)
- Types & quantities of lifting equipment required (e.g. inflatable bags, slings, hawsers, jacks)
- Moving equipment / vehicles required (e.g. cranes, bulldozers, steps, cherry pickers etc.)
- Possibility of constructing temporary load bearing access roads e.g. for:
 - Facilitating de-fuelling
 - The movement of baggage, mail and freight
 - The movement of recovery vehicles
 - The movement of the aircraft onto firm ground
- Necessary measures to lighten the aircraft, in addition to de-fuelling. (Note - it is important that sufficient surface de-fuelling vehicles are available)
- Any adverse / unsafe effects on the aircraft's centre of gravity, of further structural damage to the aircraft and of any 'lightening' measures anticipated
- Possible requirements to reduce the height of the wreckage (e.g. removal of the vertical tail-fin [stabiliser] - in order to remove an obstruction to normal aircraft operations)
- Provision of structural support to avoid uncontrolled and sudden movement during lifting operations
- Safety precautions to safeguard personnel during all stages of the operation
- Timing the removal of the aircraft away from the scene to minimize disruption of normal airport operations
- Measures required for containing / minimising any health, safety and environmental risks and impacts - including any appropriate notification(s) to Statutory Bodies and Authorities

QUESTIONNAIRE FOR AIRLINES / AIRCRAFT OPERATORS

On the next page will be found a typical 'sample' of the type of aircraft recovery / salvage questionnaire - which **all** aircraft operators at XIA **must** complete as a condition of their use of the airport:



AIRCRAFT RECOVERY ARRANGEMENTS - QUESTIONNAIRE FOR AIRCRAFT OPERATORS AT XIA

- Name, local address and full contacts details of Airline/Aircraft Operator

- Who is responsible for recovery / salvage of one of your company aircraft at or in the vicinity of XIA?

- Do you have a contract or a memorandum of understanding with an appropriate, * local party / agency - for aircraft recovery / salvage of one of your aircraft at or near to XIA?

State 'YES or NO'

If 'YES' do you have a Contract **OR** a Memorandum of Understanding (MOU) and what is the effective date and duration (term) of the contract or MOU?

If 'YES' provide name and contact details of the local Company providing the recovery / salvage service

* Note - the term '**local**' should be interpreted as being available at the accident / incident location within 6 hours of activation



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Form Completed by:

Name (please print):

Position in Airline / Company:

Date:

Signature:

Please return the completed form to:

TBA by XYZ Airports Company



AEP Guideline Volume 1 - Appendix R

ICAO Annex 9 / Chapter 8 - Other Facilitation Provisions

Assistance to Aircraft Accident Victims & their Families

Following a major aircraft accident (usually involving multiple fatalities and / or serious injuries) it is best practice (and a legal requirement in a very small number of jurisdictions) for the 'accident airline' to offer transportation of accident victims' **families, relatives and friends (FR)** to the accident location (or as near as practicable to such location). For large, international airlines this could mean transporting several thousand FR coming from absolutely all corners of the planet, via all forms of transport

Under the terms of ICAO Annex 9, Chapter 8, paragraphs 8.39 to 8.43 - the following is required of all United Nations 'states' (countries) - which includes almost every country in the world:

- The country where the accident occurs (& bordering countries too where appropriate) **shall** make appropriate arrangements to temporarily permit FR to enter their country / countries
- The country where the accident occurs (and bordering countries also as appropriate) **shall** make appropriate arrangements to temporarily permit authorised (accident) airline staff and representatives of other airlines (where appropriate) to enter their country / countries - for the purposes of providing assistance to accident victims and their FR - and also to the appropriate 'authorities'. This paragraph applies equally to the accident airline's alliance partners (code sharing and similar) as appropriate e.g. such partner(s) might be requested (by the accident airline) to deploy in support of the accident - typically in circumstances where that partner's base is significantly closer to the accident location than that of the accident airline

(The term 'enter' [as used in the two bullet point paragraphs above] typically refers to immigration / border controls e.g. Passports [or equivalent documents], VISAs, electronic travel authority / authorisation etc. For example, if a VISA [or similar] must normally be procured **in advance** [before travel] by person A visiting country X - then as per the above paragraphs, country X might temporarily waive or 'beneficially' adjust this requirement. An example of the latter would be immediate issue of the appropriate VISA to person A **upon arrival** in country X)

- Where necessary, all United Nations countries **shall** issue emergency travel documents to their nationals, who have been victims of a major aircraft accident or similar (in which e.g. passports have been lost)
- Where necessary, all United Nations countries **shall** provide appropriate assistance in facilitating the movement of human remains, to an appropriate destination (ICAO uses the term 'country of origin') - as requested by FR of the deceased and / or by the accident airline

*Note - other parts of ICAO Annex 9, Chapter 8 (paragraphs 8.3 to 8.7 - not re-produced here) require the same type of facilitation (assistance) to be provided to **Air Accident Investigation Teams** (including airline teams) + **any associated equipment** - when deploying in support of an aircraft accident*



*Note 2 - applicable as at 25 February 2016, a new clause 8.46 (ICAO **Recommended Practice**) had been inserted in ICAO Annex 9 / Chapter 8. This clause is applicable to airlines, **airports** etc. - and relates to 'the provision of assistance to accident victims and their families'. All airline and **airport** etc. emergency planners should note well the requirements of this clause (shown immediately below)*

ICAO Annex 9 - Chapter 8 - Other Facilitation Provisions

1 - Assistance to Aircraft Accident Victims and their Families

8.46 **Recommended Practice**

Contracting States **should** establish legislation, regulation and / or policies in support of assistance to aircraft accident victims and their families

Note - Attention is also drawn to ICAO Doc 9998 - 'ICAO *Policy* on Assistance to Aircraft Accident Victims and their Families'and Doc 9973 - 'ICAO *Manual* on Assistance to Aircraft Accident Victims and their Families



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AEP Guideline Volume 1 - Appendix S

Example Template - 'Mutual Aid Emergency Support Agreement'

See next page



Example Only

XYZ International Airport

XYZ Airports Company - Airport Emergency Plan

Mutual Aid Emergency Support Agreement

Details of **Agency** supporting the XYZ Airports Company - Airport Emergency Plan (AEP)

Insert Agency Details Above

This agency endorses and approves the specific **Mutual Aid Emergency Support Agreement** referred to herein. *(See Appendices to **this** Agreement for full details of **this** specific agreement + its associated instructions, procedures, resources required etc.).* Accordingly, this agency shall use its best endeavours to comply with this agreement when requested so to do by XYZ Airports Company - insofar as such is applicable to the agency and the agency is capable of doing so - and where no overriding conflict(s) of interest exists

This XYZ Airport Company (the company) endorses and approves the specific **Mutual Aid Emergency Support Agreement** referred to herein. *(See Appendices to **this** Agreement for full details of **this** specific agreement + its associated instructions, procedures, resources required etc.).* Accordingly, the company shall use its best endeavours to comply with this agreement when requested so to do by the agency - insofar as such is applicable to the company and the company is capable of doing so - and where no overriding conflict(s) of interest exists

Signature of Authorised Agency Representative:

Signature of XYZ Airports Company:

Date:

Note: Follow the link below to see an example of how a 'real' Civil Aviation Authority has issued a mandatory requirement for airports (for which it has regulatory oversight) to action the requirements for mutual aid emergency support agreements

[https://www.gcaa.gov.ae/en/epublication/admin/Publication%20History/Notice%20To%20Aerodrome%20Certificate%20Holders%20\(NOTAC\)/NOTAC%2004-2009.pdf](https://www.gcaa.gov.ae/en/epublication/admin/Publication%20History/Notice%20To%20Aerodrome%20Certificate%20Holders%20(NOTAC)/NOTAC%2004-2009.pdf)



AEP Guideline Volume 1 - Appendix T

XYZ Airports Company - Crisis Communications Plan

To be completed and inserted here by XYZ Airports Company

Note 1 - a very comprehensive guideline / template (*separate document*) to **airline** (aircraft operator) crisis communications planning has been produced by the author / owner of this AEP Volume 1 guideline (*latter is the document which you are reading now*). This '**airline**' crisis communications document is fairly 'aviation generic' and should thus be capable of being used in / adapted to an **airport** context - without too much additional work

You can find the **airline** version at:

www.aviationemergencyresponseplan.com/guideline-template

When the above webpage opens, scroll down until you find the title:

'Emergency Response Plan for Aircraft Operators'

Look down a little further and you will find the title:

'ERP Component Documents (CRPM Part 1 [ERP] - Volumes 1 to 10)'

Look down a little further & you will find the required link to the document as shown immediately below:

"CRPM Part 1 (ERP) / Volume 9 - Crisis Communications"

Click on that link to open the document

Note 2 - a USA sourced document provides some guidance on the use of Social Media tools and procedures during **airport** emergency response operations. It is entitled '**ACRP Synthesis Report 82 - Use of Social Media to Inform Operational Response & Recovery during an Airport Emergency**' - 30 August 2017. Link to it at:

<http://www.trb.org/Publications/PubsACRPSynthesisReports.aspx>

Note 3 - Follow the link found at the bottom of **this** AEP Vol 1 Guideline / page 174. When linked to document opens, look at **Section 5** (starts page 46) entitled '**Information Management & Communications**'. Where appropriate, the reader should study and apply the most relevant / appropriate content of this Section 5 - to his / her own airport's particular crisis communications circumstances



AEP Guideline Volume 1 - Appendix **U1, U2 and U3**

U1 = XIA - Family, Relatives & Friends Enquiry Card (FEC) - see page **161**

U2 = XIA - (Uninjured) Passenger / Crew (Victim) Record Card (P/VRC) - see page **162**

U3 = Recommended Use for FEC & P/VRC - page **163**



U1 / ABCX Airways - FAMILY, RELATIVES & FRIENDS ENQUIRY CARD **FEC**

Flight No		Date of Flight		Flight Route	
Details of "the person " (i.e. the person reporting / providing information here about a possible Victim)					
Full Name			Relationship to Victim		
Telephone Contacts (Country code + area code + No)					
Home Address / Equivalent					
What is ' person's ' preferred Language		Has ' person ' already had contact with the victim (e.g. by mobile phone, text, face to face etc.)			
Details of the possible ' Victim ' as provided by the ' person reporting '					
Last / Family Name		First / Other Names			
Known by any Other Names (Aliases)					
Male/Female/Child/Infant		Nationality		Religion	
Existing Medical problems (if any)					
Other information (e.g. skin / hair/ eye colour, marks / scars / tattoos) etc.					
Total Journey Details of Victim (all sectors) as known to ' person reporting '					
Other persons believed to be travelling with this Victim (as known to ' person reporting ')	Last / Family Name	First / Other Name(s)		Relationship to this Victim	
Closest relative of this Victim if known to ' person reporting '	Full Name		Full Contact Details & Address		Relationship
Remarks / Notes: (Continue on separate sheet if necessary and securely attach to this top sheet)					

Form completed by - Name / Contact:

Date/Time:

Note: If more space needed to enter information, use *separate sheet(s) of paper & attach securely to FEC*



U2 / ABCX Airways - (4 in 1) PASSENGER / CREW (VICTIM) RECORD CARD PRC / VRC

Flight No		Flight Date		Flight Route	
Details of the ' Victim ' i.e. the person who this VRC is about					
Last / Family Name		First / Other Names			
Known by any Other Names?					
Type of Victim : (Flight Crew, Cabin Crew, Passenger, Positioning Crew / Staff, Ground Victim etc.)					
Male/Female/Child/Infant		Nationality		Religion	
Existing Medical Problems (if any)				Date of Birth	
Total Journey Details (all sectors)					
Home Address		Alternate Address			
Telephone Contacts - Country & area code + No		Preferred Language			
Victim Status - <input type="checkbox"/> Missing <input type="checkbox"/> Un-injured <input type="checkbox"/> Hospitalised (non-life threatening) <input type="checkbox"/> Hospitalised (life threatening) <input type="checkbox"/> Dead <input type="checkbox"/> Unknown					
Victim's Current Location					
Victim's Intentions: <input type="checkbox"/> Travel to local address <input type="checkbox"/> Continue Journey <input type="checkbox"/> Proceed to SRC (L) <input type="checkbox"/> Other (Provide Details)					
Passport #		Issue Date		Expiry Date	Issue place
Other persons believed to be travelling with this Victim	Last Name	First Name(s)		Relationship to this Victim	
Known closest relative/Next of Kin of this Victim	Full Name		Full Contact Details & Address		Relationship
Meeter/Greeter info (i.e. person(s) meeting this Victim)	Full Name		Full Contact Details & Address		Relationship
Remarks / Notes: (Continue on separate sheet if necessary and securely attach to this top sheet)					

Form completed by - Name / Contact

Date/Time:

Note: If more space needed for information, use separate sheet(s) of paper & securely attach to P/VRC



U3 / Notes on Recommended Use of FEC and (4 in 1) P/VRC (Forms)

A specific information article (*separate document*) has been produced re how the **FEC** and **P/VRC** forms might be best used. This information article can be found at:

<http://www.aviationemergencyresponseplan.com/information/>

When you get to the above web page, scroll down until you find the information article entitled:

* **'Victim Record Card & Family, Relatives & Friends Enquiry Card'**

Click on this information article to open and read it



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AEP Guideline Volume 1 - Appendix V

Bomb Threat - Aircraft / Summary - List of Typical Counter Measures

See next page



Bomb Threat - Aircraft / Summary Check List of (some) *Typical* Counter-measures

Counter-measure	Threat Category		
	RED	AMBER	GREEN
Disembark passengers and hand baggage	♦		
Remove aircraft to 'isolated aircraft parking position'	♦		
Set up appropriate cordon around suspect aircraft & secure	♦		
Off-load hold baggage	♦		
Off-load cargo and mail etc.	♦		
Police (or equivalent) specialist search of aircraft flight deck and cabin using aircraft operator technical assistance where possible / feasible	♦		
Aircraft Operator check or re-check of flight deck and cabin	♦	♦	
Re-check hold baggage manifest for irregularities in the associated accounting and authorisation procedures	♦	♦	
Re-screen hold baggage at a suitable screening facility. (If this is not possible - see * [highlighted box] further below)	♦		
Conduct physical reconciliation of passengers with their hold baggage; verify baggage tags against baggage manifest	♦		
Re-screen passengers and their hand baggage	♦		
Reconciliation of passenger travel documents against passenger manifest / boarding pass	♦	♦	
Check integrity of catering supplies	♦		
* Delay cargo, mail & unaccompanied baggage for a minimum of the (associated) scheduled flight duration + 8 hours - unless re-screening accomplished as per above	♦		
Interview / debrief crew & passengers regarding threat	♦		
Increase vigilance at check-in area (as person making threat may be present to see what reaction there is to the threat)	♦	♦	♦
Check if any irregularities at check-in (e.g. passengers denied check-in, arriving too late, arousing suspicion etc.)	♦	♦	♦
Check if any irregularities at the boarding gate (if possible)	♦	♦	

Explanatory Note - This table summarises a *typical* range of counter-measures which threat assessors *might* consider

For the purposes of this XIA AEP the reader should clearly understand that this is just an example which can be used for general training purposes - and does not reflect the *actual* counter-measures which might be considered for use during 'real' security type incidents - the latter usually being contained within 'restricted access / confidential' type documents



AEP Guideline Volume 1 - Appendix W

Examples of pre-prepared **Information Cards** for use at **CRC (A)**, **SRC (A)** & **FRRC**

Airports are strongly advised to **pre-prepare** Information Cards for use with crisis victims at * CRC (A) & SRC (A) - and with MGFR at FRRC

The cards must be produced in **English** - but may also be produced in as many additional languages as might be considered suitable/effective. However, and in order to avoid potential confusion, it is suggested that a maximum of only one other language is used in such circumstances

The use of such cards will provide immediate information to all victims / MGFR etc. on what will be happening to them in the immediate and very near futures - thus freeing attending staff of this task so that they can address higher priority matters

Airports should alter the wording of the '**generic**' sample cards which follow, to suit local circumstances

Information cards should be printed in sufficient numbers based on the absolute maximum estimated to be required when set against a '* worst case' scenario. Cards should be strategically stored at a location(s) which will permit rapid distribution during crisis

* For example, where the airport concerned operates max seating capacity A380 aircraft and also where it is common for very large numbers of MGFR to be present in / near to the arrivals terminal to meet arriving passengers

Note 1 - The SRC (A) information card should also be used (adapted) for use with **uninjured crew** at the **CRC (A)**

Note 2 - It is possible that **aircraft** operators (or their local representatives) using the airport may have also produced similar information cards independently

Provided that the airport has already produced such cards itself - aircraft operators should be asked **not** to use their versions **at airport based** reception centres. However, they **must** also be advised / reminded to still use their own versions at **off-airport** based reception centre



Uninjured Survivor (Passenger) Reception Centre - Airside - at Airport - SRC (A)

This Centre has been set up to support you. The Centre comprises (describe here the Centre's layout and available facilities / resources etc. - as appropriate)

Airline & other personnel (describe here who else comprises "other" personnel e.g. GHA, Airport Operator, Police, Volunteers, etc.) will staff this Centre. They will be responsible for your welfare and for making other arrangements to look after you whilst you are here

All staff in this Centre come under the authority of the (insert here details e.g. Police, Airport Operator, Security Services etc.) who have certain legal and other obligations to carry out. This might lead to some delay in you being able to leave this Centre

Your patience, tolerance and understanding are most respectfully requested, as there is no alternative to the above process. However, be assured that all concerned are aware of the urgency of moving you to more comfortable surroundings as soon as possible

Arrangements will be made to try to notify your family, relatives and friends (including any who had been travelling with you but are not with you here) of your circumstances

Someone will assist you to complete a form known as a (insert details here e.g. 'ABCX Airways Passenger / Victim Record Card' or other 'local' equivalent form - as applicable). You might also need to complete additional forms. Again, please be as patient and tolerant as possible as all (you and the Staff) will be subject to very stressful circumstances

If possible, we request that you also try to contact your family, relatives and / or friends as soon as you can to advise them of your circumstances, for example by using mobile or public phones, SMS text, email etc. **If you have already done this**, please advise Centre staff ASAP. If not, tell staff when (if) **you have done this** - (as appropriate)

If necessary, airline and other staff will try to arrange for you to be re-united with any family, relatives and friends as soon as is practicably possible - including any that you might have been travelling with but who are not with you here

If you wish to speak with a religious / faith representative, please advise Centre staff

On eventually leaving this Centre, airline staff / others will try to assist you further e.g. you might be offered the opportunities to either proceed to your home address (either in country or elsewhere); or to carry on with your original journey (as applicable); or be transported to a special, **local** facility, provided by the airline, where further support / information and other associated services can be provided to you

Before leaving this Centre, we request that you provide staff with details of where you intend to proceed to, together with relevant & **reliable** contact information (address, telephone numbers, email etc.) if appropriate

Your interests are paramount to us at this time. Please do not hesitate to ask for clarification of any of the above



Family, Relatives & Friends Reception Centre - **Landside** - at airport FRRC or equivalent facility

This Centre has been set up to support you. The Centre comprises (describe here the Centre's layout and available facilities / resources etc. - as appropriate)

Airline & other personnel (describe here who else comprises "other" personnel e.g. GHA, Airport Operator, Police, Volunteers, etc.) will staff this Centre. They will be responsible for your welfare and for making other arrangements to look after you whilst you are here

All in this Centre come under the responsibility of the (insert here details e.g. Police, Airport Operator, Security Services etc.) who have certain obligations to perform. They are responsible for ensuring that only those with a genuine relationship to those who might have been on board the incident flight are in this Centre. If **you** should not be here, please leave the Centre now. If you are aware of others that should **not** be in this Centre, please advise Centre staff immediately

You will be assisted to complete a form known as a (insert details here e.g. 'ABCX Airways Family, Relatives & Friends Enquiry Card' or other equivalent local form, as applicable). The completed form will enable Centre staff to pass on your information to others who will use it e.g. to assist in positively identifying all those on board the incident flight

Such information might also assist in the eventual re-uniting process (if possible) between you and the person(s) you are enquiring about (as applicable). This might take some time, so your understanding, patience and tolerance is please requested, despite the very stressful circumstances

If possible, we request that you try as soon as you can to contact your family, relatives and / or friends from the incident flight - for example by using mobile or public phones, SMS text, email etc. **If you have already done this**, please advise Centre staff ASAP. If not, tell staff when (if) you **have** done this - (as appropriate)

If you wish to speak with a religious or faith representative, please advise Centre staff

Once you leave this Centre, airline staff and others will try to assist you further if you so require. You might e.g. choose to either proceed to your home address if it is relatively nearby - or proceed to a special facility (provided by the airline and known as a 'Humanitarian Assistance Centre') where further support, information and other assistance can be provided to you

You may leave this Centre at any time

Before leaving this Centre, we request that you provide staff with details of where you intend to proceed to, together with relevant & **reliable** contact information (address, telephone numbers, email etc.) if appropriate

Your interests are paramount to us at this time. Please do not hesitate to ask for clarification of any of the above



AEP Guideline - Volume 1 - Appendix X

Pandemic Influenza - Preparation and Response - Some Useful Links

US Government (via CDC) - National Aviation Resource Manual for Quarantinable Disease - Dec 2006

Note 1 - despite being prepared in 2006 (and thus not benefitting from 'lessons learned' from the swine-flu pandemic of 2009 / 10) - **this is nevertheless an extremely useful reference to use in both airline and airport incident response planning for the pandemic influenza** (and similar communicable disease) type scenario

Of particular note is detailed reference to the set-up and operation of 'mass' quarantine holding facilities which, in certain parts of the world, **may need to be set up and operated in the main by the concerned airline and / or airport** - perhaps with minimal support from government and similar 'official' authorities at national, regional and local levels. This particularly (but not exclusively) pertains to some developing countries

The main areas of interest will be found in Sections 5, 6, 7 and 9 - together with Appendix G (the latter providing a basic example of a mass quarantine plan for airports)

Note 2 - as at early 2018 the above document had (at some past time) been 'retired' by CDC. However, it **may** be possible to still find it via a Google search using the document title '**National Aviation Resource Manual for Quarantinable Disease - Dec 2006**'. It is probably worth trying to find it!

WHO Pandemic Influenza Risk Management - WHO Interim Guidance' - WHO / 10 Jun 2013
http://www.who.int/influenza/preparedness/pandemic/GIP_PandemicInfluenzaRiskManagementInterimGuidance_Jun2013.pdf?ua=1

WHO - International Health Regulations
http://www.who.int/topics/international_health_regulations/en/

WHO - Case Management of Influenza (A [H1N1]) in Air Transport - WHO / 13 May 2009
http://www.who.int/csr/resources/publications/swineflu/air_transport/en/index.html

WHO - Guide to Hygiene & Sanitation in Aviation - WHO / Third edition 2009
http://www.who.int/water_sanitation_health/publications/aviation_guide/en/

WHO - Global Alert and Response - WHO / site continually updated
<http://www.who.int/csr/en/>

Current WHO Global Phase of Influenza Pandemic (A (H5N1) - Avian Flu) - site continually updated
<http://www.who.int/influenza/preparedness/pandemic/h5n1phase/en/>



ACI - Airport Preparedness Guidelines for Outbreaks of Communicable Disease - ACI / April 2009
http://www.aci.aero/aci/aci/file/ACI_Priorities/Health/Airport%20preparedness%20guidelines.pdf
(Note - you may need to try (click on) this link a **second time** in order to activate it)

ACI - Airport Updates re Outbreaks of Communicable Disease - ACI / site continually updated
<http://www.aci.aero/About-ACI/Priorities/Health>

IATA - ERP / Public Health Emergency / Template for Air Carriers - IATA / May 2009
<http://www.iata.org/whatwedo/safety/health/Documents/airlines-erp-checklist.pdf>

IATA - Air Transport & Communicable Diseases - IATA / site continually updated
<http://www.iata.org/whatwedo/safety/health/Pages/diseases.aspx>

Under the above link will be found a series of guidelines and best practices for airline and other staff to refer to and use in the event of a public health emergency (open dropdown entitled 'Emergency Response'). These guidelines / best practices are repeated below for convenience:

[Cabin Air Quality Brief](#)

[Bird Strike](#)

[Maintenance Crew](#)

[Cargo & Baggage Handlers](#)

[Cabin Crew](#)

[Cabin Announcement Scripts](#)

[Universal Precaution Kit](#)

[Cleaning Crew](#)

[Passenger Agents](#)

[Passenger Locator Form](#)

[Flu Hygiene flyer \(for printing\)](#)

[Flu Hygiene flyer \(for website\)](#)

IATA - Contact Tracing e.g. pandemic related - a proposal - IATA / Feb 2014
<http://www.iata.org/whatwedo/safety/health/Documents/health-passenger-contact-tracing.pdf>

ICAO - Public Health & Aviation - Undated (probably 2012 or later)
<http://www.icao.int/safety/aviation-medicine/Pages/guidelines.aspx>

Contains useful sub-sections, the most important / useful of which is the one entitled 'ICAO Guidelines for States (Countries)'

ICAO - Managing Communicable Disease in Aviation - ICAO / October 2011
<http://www.icao.int/safety/aviation-medicine/Pages/healthrisks.aspx>



Extract from - *ICAO / Procedures for Air Navigation Services - ATM - Doc 4444 ATM/501 / 15th Ed*
2007 (Ref: Amendment 2 to PANS ATM 19 November 2009 - Chapter 16.6 / PDF Doc page 313)

<https://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=5&cad=rja&uact=8&ved=0ahUKewjQILTC7aLOAhUmLMAKHd8EDUsQFgg-MAQ&url=http%3A%2F%2Fwww.ifalpa.org%2Fdownloads%2FLevel1%2FBriefing%2520Leaflets%2FMedical%2F10MEDBL03%2520-%2520Changes%2520to%2520communicable%2520disease%2520notification%2520procedure.pdf&usg=AFQjCNEy-VXByUO7rOcqljYE4rGrbmur5A>

+

<http://www.capsca.org/Meetings/MID2012/CAPSCAMID2-PPT3-8.pdf>

ICAO -Collaborative Arrangement for the Prevention & Management of Public Health Events in Civil Aviation (CAPSCA)

<http://www.capsca.org>

CDC - Guidance for Management of Influenza type Illness aboard Commercial Aircraft - CDC / Nov 30th 2009

<http://www.cdc.gov/h1n1flu/guidance/air-crew-dom-intl.htm>

Infection Control Guidelines for Cabin Crew Members on Commercial Aircraft - CDC / March 2014

<http://www.cdc.gov/quarantine/air/managing-sick-travelers/commercial-aircraft/infection-control-cabin-crew.html>

CDC - Perspectives - what to expect when travelling during an international (public health) outbreak - CDC August 2013

<http://wwwnc.cdc.gov/travel/yellowbook/2014/chapter-6-conveyance-and-transportation-issues/perspectives-what-to-expect-when-traveling-during-an-international-outbreak>

CDC - Travel Industry Info centre - latest news (USA perspective) - CDC / continually updated

<http://wwwnc.cdc.gov/travel/page/travel-industry-information-center>

ACRP Report 91 - Infectious Diseases Mitigation in Aircraft and at Airports (USA sourced document - 2013)

http://onlinepubs.trb.org/onlinepubs/acrp/acrp_rpt_091.pdf

ACRP Synthesis Report 83 - Preparing Airports for Communicable Disease on Arriving Flights (USA sourced document - Sep 2017)

<http://www.trb.org/Publications/PubsACRPSynthesisReports.aspx>



New England Journal of Medicine

Article 'Pandemic Preparedness & Response - Lessons Learned from the H1N1 Influenza of 2009' -
Dated 03 April 2014, by - * Harvey V Fineberg - MD PhD

* '.....Implementation of the International Health Regulations (2005): report of the Review Committee on the Functioning of the International Health Regulations (2005) in relation to pandemic (H1N1) 2009 - Geneva: World Health Organization, **May 5, 2011**' (Mr Fineberg was Chairperson of this Review Committee)

<http://www.nejm.org/doi/full/10.1056/NEJMr1208802>

IATA - Medical Report 2012 - IATA / 2012

<https://www.iata.org/whatwedo/workgroups/Documents/medical-advisory-group-report-2012.pdf>

See particularly paragraph 1.a) - and its relationship to the article immediately above & associated review committee report (*New England Journal of Medicine*)

Risk Based Border Strategy - RBBS - (Pandemic) - USA (July 2009)

http://www.intramed.net/UserFiles/archivos/H1N1/peter_houck.pdf

See last slide in particular with regard to 'risk based' procedures

Medical Journal of Australia - Efficacy of airport arrivals screening (Sydney Airport) during swine-flu pandemic of 2009

<https://www.mja.com.au/journal/2014/200/5/airport-arrivals-screening-during-pandemic-h1n1-2009-influenza-new-south-wales>

Conclusion - Screening is almost certainly non-effective in terms of the 'bigger picture' i.e. it is probably not worth doing

FAA (Federal Aviation Administration - USA) - Accepted Medications for Pilots - continually updated

<https://www.leftseat.com/faa-accepted-medications/>

Note that 'Tamiflu' and 'Relenza' (the main antivirals recommended for use during a pandemic influenza outbreak) are included on this list..... **BUT** only on a case by case basis i.e. pilots must follow standard company procedure on this matter - or otherwise take specific, (aviation) specialist medical advice *and* obtain appropriate, company clearance, before operating



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AEP Guideline Volume 1 - Appendix Y

Guide to the Preparation of a:

Plan - **Airports** - Provision of Humanitarian Assistance to Air Accident Victims & their Families

Reference 1: ICAO **Recommended Practice** (2016) - Assistance to Aircraft Accident Victims and their Families

Reference 2: ICAO Doc 9998 (2013) - **Policy** - Assistance to Aircraft Accident Victims and their Families

Reference 3: ICAO Doc 9973 (2013) - **Manual** - Assistance to Aircraft Accident Victims and their Families

BACKGROUND INFORMATION

Up to around 2015 very few commercial **airports** around the world (relatively speaking and with some notable exceptions e.g. Frankfurt, Hong Kong & Paris CDG [there are others]) had made **adequate** preparation for dealing (from an **airport** viewpoint **specifically** [as opposed to e.g. the **airline** viewpoint]) effectively, efficiently and adequately with the humanitarian, welfare, information etc. type aspects and needs of the * victims of a catastrophic air accident type situation (or equivalent) in which they (**airports**) might potentially become closely involved

* Plus (as appropriate) the victims' associated (not flying on the accident aircraft) 'family, relatives & friends'

As at early 2017 it became obvious that this unacceptable situation was **very gradually** changing - driven in the main by the requirements contained in the references shown at the top of this page, and also by other 'drivers / influences' e.g. the ongoing ICAO and derivative 'safety management system - SMS' initiatives for aviation

The historical 'fault' for this 'unacceptable situation' did not rest with the airports alone e.g.

- The **International Civil Aviation Organisation** (ICAO - the United Nations civil aviation body) has only started to play a more **meaningful** role (with regard to **airport** provided humanitarian assistance etc. ops) within the very recent past (i.e. since 2012) - but still needs to go further
- Most **countries** ('States' as they are termed by ICAO) around the world have been equally **reluctant and still are** (e.g. the European Union introduced a regulation in late 2010 requiring all members [approximately 28 countries] to produce '** family [humanitarian] assistance plans' with regard to the catastrophic air accident type situation. As at early 2019 only 3 countries [Italy, Holland & Spain] of the 28 had done so in a meaningful way. Of course, if a 'country' cannot get it right how can one expect that [that] country's **airports** will get it right?)

Even the United States (which has had an excellent record since 1996 in advancing the cause of air accident related humanitarian assistance etc.) has always put the emphasis on **airlines** providing same - with no particular historical emphasis whatsoever on **airport** participation. **This situation changed significantly for the better in April 2017** (click on below link for further details):

<http://www.trb.org/Main/Blurbs/175605.aspx>

(Note: When above webpage opens, click on 'View this PDF' - and then proceed to 'download as a guest'. Downloaded Doc Size = 28MB)



- The 'trade body' for many commercial airports (*Airports Council International - ACI*) has also contributed little in the past to *practically* advance the cause of *airport* provided humanitarian etc. assistance - and, like ICAO, seems to have been content until relatively recently to 'dump' the matter, in the main, on the *airlines* (aircraft operators)

** The concept of air accident related '*humanitarian*' etc. assistance (as referred to above) has been around for quite a long time. It has traditionally been known as '*family*' assistance - however, this latter term is no longer appropriate (it never was!) as such 'assistance' is not just reserved for 'families'

If you need more details, please refer to the appropriate definitions in the glossary (starts page 12 of *this* AEP Volume 1 Guideline document [the document which you are reading now]. In particular, you might want to start with the definitions of '*Family, Relatives & Friends*' and '*Victims*'

Further to these disappointing aspects, it is clearly acknowledged here that limited progress was finally (as at early 2017) being made - due in no small measure to the part that '**** victim / family groups*' have played in advancing (e.g. by 'lobbying'; 'championing' etc.) the cause of air accident related humanitarian assistance and similar / related matters, over recent years

*** 'Victim / Family Groups' often form after a major air accident (typically involving mass fatalities / injuries). Their main (but not exclusive) purpose is to provide mutual and other support in the 'aftermath'

Such groups typically comprise persons from amongst the *surviving* victims of a particular air accident - together with representatives of family, relatives and friends of *all* said accident victims (regardless of whether or not the latter [accident victims] survived the accident)

A second group of victims (known herein as '*ground victims*') *might* also be involved. (Ground victims are persons killed, injured and / or traumatised as a direct consequence of the accident aircraft hitting the ground or equivalent event i.e. they were *not* on board the accident flight). Of course, ground victims (as with 'air' victims) also have associated 'family, relatives & friends'

Victim / family groups typically assume a group 'title' related in some way to the flight number of the accident aircraft involved

Please also see 'Note of Interest' on page 195 for a limited (but nonetheless useful) list of such Victim / Family Groups



In 2013 ICAO updated what had been, up until then, its somewhat *inadequate* guidance on the matter (latter published in 2001 as 'ICAO Circular 285-AN/166 - Guidance on Assistance to Aircraft Accident Victims & their Families') by producing:

- 'ICAO Doc 9998 - **Policy** - Assistance to Aircraft Accident Victims and their Families' - and
- 'ICAO Doc 9973 - **Manual** - Assistance to Aircraft Accident Victims and their Families' (being the accompanying and amplifying 'partner' document to ICAO Doc 9998)

Note - To view Doc 9998 click on the below link:

http://www.icao.int/Meetings/a38/Documents/DOC9998_en.pdf

Note - To view Doc 9973 click on the below link:

www.aaib.gov.mn/uploads/9973_cons_en.pdf

On 25 February 2016 ICAO issued (in significant part due the lobbying etc. of certain victim / family groups) an 'ICAO Recommended Practice' - which is reproduced below:

ICAO Annex 9 - Chapter 8 - Other Facilitation Provisions

1 - Assistance to Aircraft Accident Victims and their Families

8.46 Recommended Practice

Contracting States *should* establish legislation, regulation and / or policies in support of assistance to aircraft accident victims and their families

Note - Attention is drawn to ICAO Doc 9998 - 'ICAO Policy on Assistance to Aircraft Accident Victims and their Families'and Doc 9973 - 'ICAO Manual on Assistance to Aircraft Accident Victims and their Families

Note - whilst issue of the above 'recommended practice' is no doubt a significant move forward after many, many years of inaction - ICAO has missed a vital opportunity here by making the subject of 'Assistance to Aircraft Accident Victims and their Families' an ICAO 'recommended practice', instead of going directly for the more exacting ICAO 'standard'. In essence an ICAO 'Recommended Practice' has only an **advisory** [as opposed to compulsory] status on ICAO's 191 [as at 2019] member countries [states] - whereas an ICAO 'Standard' may typically [but not exclusively] be thought of as being **binding / compulsory** on all such members

Whilst Docs 9998 & 9973 and the above 'recommended practice' provided some relatively minor but nevertheless welcome improvements (in contrast with the preceding 'Circular 285'), one significant / notable advance was the clear inclusion (for the very first time - *ever*) of 'airports' as one of the required, potential providers of said humanitarian, welfare & similar assistance



Unfortunately, as at early 2019 there was still very little evidence that many of the world's airports were taking this matter seriously. A notable exception (and there are more) was the United Arab Emirates (UAE) which required regulatory compliance with its own, national / federal equivalent of ICAO Docs 9998 and 9973 (and also in compliance with the associated ICAO 'recommended practice' - as per above) by a deadline of around mid-2018. This not only impacted upon all UAE **airlines** - but all UAE **airports** too

* Yes - airlines are also included in all of this - but (in contrast to airports) a large number of airlines around the world (including most UAE airlines) had previously and still are dealing at least **adequately** with the air accident / humanitarian assistance etc. matter. Furthermore, **non**-UAE airlines wishing to operate [continue to operate] to / from UAE also needed to demonstrate compliance with certain parts of this UAE regulation

So, in conclusion, we now know what the problem is. For those **airports** which are still part of the problem BUT.....which are now in a situation requiring (for whatever reason) the problem to be adequately dealt with - read on

The GUIDE

What follows comprises a fairly comprehensive guide to how a commercial **airport** may plan, prepare, implement, train, exercise, maintain and review a 'plan for the assistance of aircraft accident victims and their families'

For convenience and consistency, the guide is based on the fictitious but nevertheless 'realistic' airport referred to in 'Note 2' (starting on page 2 of **this AEP Volume 1** guideline document i.e. the document which you are reading now). Please take a look at this note 2 to refresh your memory

It is respectfully proposed that the best way to use this guide might be to use it literally 'as it has been written' in this appendix Y (i.e. starting with '**Orientation Notes**')and then change (add to / subtract from / amend / reposition etc.) the appropriate bits so that they are then best able to describe the situation which best fits appropriate circumstances at the particular airport for which the 'guide' is being produced

Note, however, that a person(s) preparing such a guide is / are advised to use his / her / their parent airport's standard method of document formatting (e.g. logos, colours, fonts, layouts etc.) as required.....+ adopt the appropriate 'controlled document' system in use at that particular airport.....+ any other matters of a documentation / administrative / similar nature

Where appropriate, the guide very loosely follows in part (but generally set against an **airport only** context) the *sequence* of what has been written in ICAO Doc 9973 (First Edition - 2013)

Lastly, someone will need to be appointed / confirmed (1. preferably by the airport's top manager 2. at least one deputy should be appointed 3. it is likely that this will be a secondary duty for the appointees) to take on overall responsibility, control, oversight etc. of anything and everything to do with the 'humanitarian assistance' guide and, as required, its use 'in anger'. It may well be that an externally sourced subject matter 'expert' is recruited **initially** to take the whole project forward to the point where it can be 'safely handed over' to an appropriate airport appointee(s)

The guide itself starts with '**Orientation Notes**'see **next** page



Orientation Notes (Advisory)

See 'orientation notes' starting on page 2 of **this AEP Volume 1** document (of which this Appendix Y is a component part) to get some idea of the type of equivalent 'notes' which might need to be included here

Terminology (Mandatory)

The meaning of certain terminology used in this Appendix Y can be assumed to be the same (unless stated otherwise) as that shown in the glossary to **this AEP Volume 1** document (of which this Appendix Y is a component part) - as applicable. The glossary starts on page 12

Note again the **important** information shown on page 11 regarding the definitions of 'aircraft accident' and 'catastrophic aircraft accident'. Also note particularly the meanings of the following:

Catering Facility

(Uninjured) Crew Reception Centre (Airport Airside)

Emergency Call / Contact / Information Centre

Family (Humanitarian) Assistance Centre

Family, Relatives & Friends

Family, Relatives & Friends Reception Centre (Airport Landside [or at a very close-by off-airport facility])

(Airport's) Immediate Care Team

Family, Relatives & Friends - Enquiry Card

Passenger / Victim Record Card

Reconciliation / Reuniting Area - Airport

(Aircraft Operator's [Accident Airline's]) Special (Humanitarian / Family) Assistance Team

(Uninjured) Survivor / Passenger Reception Centre (Airport Airside)

Victim

It would be advantageous for appropriate **airport operator** personnel to also have at least an outline understanding of the term 'Next of Kin' (Closest Relative / Emergency Contact Person etc.). For an explanation please see:

<http://www.aviationemergencyresponseplan.com/information/>

When the webpage opens, scroll down until you find the article entitled: (click on it to read)

Information Article - Major Air Accident - 'Next of Kin' / 'Closest Relative' / 'Emergency Contact Person'



Lastly, an understanding of the **additional** definitions (starts immediately below) is also required for the specific purposes of this Appendix Y:

Air Accident Investigation Authority (also known as 'Safety Investigation Authority' & similar)

A government agency / body etc. responsible for the investigation of air accidents - as per the requirements of ICAO annex 13 etc. The primary accountability of such an authority is to investigate and ascertain the cause / causes of an air accident in order to (try to) prevent re-occurrence. Apportionment of 'blame' is typically (but not always) outside of such authority's terms of reference

Airport Emergency Plan - 'Areas of Interest'

An airport's accountabilities for its own aspects (areas of interest) of emergency planning and response typically relate to potential operations conducted **within** the airport boundary itself.

An airport will also often be required to assume certain, limited accountabilities with regards to such operations conducted within pre-defined and mutually agreed (with the appropriate off-airport 'authorities') limits **outside** of the airport boundary

For the purposes of this AEP Volume 1, Appendix Y - and on the matter of **airport** provided humanitarian assistance and similar **only**, the off-airport situation is **not** considered

However, and in reality, the off-airport situation must be accounted for of course. For more information on how this might be achieved, the reader is referred to (**separate** document) AEP Volume 2B / page 146:

<http://www.aviationemergencyresponseplan.com/airport-emergency-plan-aep/>

Appropriate / Involved Persons

A term infrequently used in this appendix Y only. It covers aircraft accident victims - together with the latters' associated and appropriate (not travelling on the accident aircraft) family, relatives and friends. Exceptionally, the term can also include others (e.g. associated emergency responders who might also suffer significant distress as a consequence of their duties)

Co-ordinator / Co-ordinating Agency

A co-ordinator / co-ordinating agency is a specifically appointed person / organisation required to ensure (**typically with regard to a catastrophic air accident type situation**) that the necessary resources, agencies, accountabilities etc. are capable of being brought together into the proper relationships

The above is done in order to better provide accurate, timely, consistent and co-ordinated information + optimum and timely humanitarian, welfare, financial & other appropriate assistance.....to surviving air accident victims (including any ground victims) and the (not on board the accident flight) families, relatives and friends of **all** such victims (living or deceased for latter)



The co-ordinator / co-ordinating agency shall also ensure, insofar as is possible and reasonable, that the various responders / providers etc. involved (including **airport** responders) can (and do) effectively and efficiently conduct their pre-determined (and / or ad hoc where exceptional circumstances 'on the day' so require) roles and responsibilities in a co-operative, co-ordinated and de-conflicted manner

Where circumstances so dictate, the co-ordinator / co-ordinating agency *may* be appointed to act as the primary point of contact between surviving victims (together with **all** associated family, relatives and friends as appropriate) and the various government (national, regional, local), quasi-government and other appropriate (specifically selected) agencies involved

The appointment, empowerment, accountabilities etc. of said co-ordinator / co-ordinating agency require careful consideration in order to ensure that the full potential of the available resources, agencies etc. involved will be realised as quickly as possible + used in the most effective and efficient ways possible

A co-ordinator / co-ordinating agency is typically appointed by the appropriate representative of national / regional government or equivalent. Such appointment may be on a full time or / 'as required' basis. The former option is obviously best for a number of valid reasons

Judicial Authority

An appropriately constituted and independent (in theory!) legal body / committee (typically appointed by national / regional government) tasked with the *legal* investigation of a specific air accident, with a view (in certain countries / jurisdictions) to making legal findings (+ possible prosecution and the awarding of punishment of those who might be held 'to blame' for the accident - in one way or another)

Whilst the general theory is that an air accident investigation and a judicial investigation (of the same air accident) should be totally independent of each other, this is not always the case e.g. the judicial investigation using air accident investigation evidence, findings etc. to apportion blame and prosecute e.g. the flight crew of the accident flight (Generally [but not always] where there is good reason so to do of course)

Humanitarian Assistance (as used in a 'catastrophic aircraft accident' type context)

Appropriate assistance (in the widest, appropriate sense) provided (as / if available) to the **victims** of an aircraft accident (and, more particularly, a catastrophic type aircraft accident)..... + also to said victims' **associated & appropriate family, relatives & friends**..... + also to * **others**

* For example, it is possible that emergency responders, providers of 'humanitarian assistance etc. - may sometimes also find themselves in need of one aspect or another of humanitarian assistance

Note - whilst appropriate **physical medical / health** treatment & support will **obviously** be provided if so required, same is not within the scope of the 'humanitarian assistance' definition - as used herein



Such humanitarian assistance **might** (repeat - **might**) typically include (list is not exhaustive):

- **Physical welfare** (e.g. privacy, security & protection; lodging; sustenance [food, drink etc.]; transport, travel & logistics; clothing; etc.)
- **Providing** (if possible) **timely and accurate Information** (e.g. who, what, where, when, why & how)
- **Mental / emotional /spiritual welfare** (support [e.g. 'peer support', 'mental health first-aid', counselling, 'debriefing', religious / faith]; psychiatric / psychological; medication etc.)
- **Providing access to communications** (telephone / text; internet / email etc.)
- **Facilitating movement in / to / within / around / from - the appropriate airport(s) involved**
- **Matching - as appropriate** (e.g. accident victims with associated family, relatives & friends)
- **Re-uniting - as appropriate** (e.g. accident victims with associated family, relatives & friends)
- **Immediate to short-term Financial Assistance**

Whilst there is more that can be added to the above list in a wider context, it probably suffices for the specific purposes of **airport** emergency response planning (e.g. in contrast with **aircraft operator** emergency planning & response - **which is significantly more complex and much wider in scope**)

Meeter & Greeter type Family, Relatives & Friends (MGFR)

Family, Relatives and Friends assumed herein to **already be waiting** (at the destination / other involved airport of the accident flight) **in order to meet & greet passengers** (and possibly / sometimes [some of the] crew also) **from that flight**

The definition **also** applies to family, relatives and friends who subsequently arrive at that airport in the **short-term** period (e.g. typically measured in hours rather than days) **following the accident - but who were not actually there when the accident occurred**

Note 1 - for the sake of simplicity it is assumed herein that all such MGFR live relatively local to the appropriate airport(s) e.g. perhaps within a radius of say 100 to 150 miles maximum. In reality, this will not always be so

Note 2 - victims' 'family, relatives and friends' worldwide (who do not fall under the terms of the above definition) are **not** classified as Meeter & Greeter type FR (MGFR) herein i.e. they are simply classed as 'family, relatives & friends' - (FR)

Acronyms / Abbreviations (Mandatory)

Acronyms etc. used herein can be assumed to be the same (unless stated otherwise) as those shown on page 10 of this **AEP Volume 1** document (of which this Appendix Y is a component part)



Contents List (Mandatory)

Foreword (Mandatory)

An aircraft accident is typically an unexpected and often catastrophic event. (Note that for the purposes of this appendix Y guide a **catastrophic** (mass fatality / injury) **aircraft accident** is to be assumed)

Concern for **appropriate / involved persons** suffering significant distress (physical, mental, emotional, spiritual etc.) and / or loss (physical, personal, financial, material etc.) as a consequence (direct and / or indirect) of a catastrophic aircraft accident is very gradually leading to increased efforts at appropriate international, national, regional and local government levels - and also within the aviation industry itself (amongst others e.g. the travel industry) - to establish means by which the various **needs** of such persons might be adequately addressed - in an effective, efficient, timely, compassionate etc. manner

Others (in addition to those already mentioned immediately above) potentially involved in addressing such needs can also include e.g. 'non-government' type organisations (NGOs) - including charities (often managed and operated by volunteers - trained or otherwise), **faith** (religious / spiritual / similar) representation etc. (the list is not exhaustive)

Whilst the words '**appropriate / involved persons**' (as used a little further above) apply in context to all, catastrophic aircraft accidents, their use in this guide lies in the main with **civil** aviation accidents. Nevertheless, the principles and spirit of same should be similarly followed for appropriate (e.g. passenger carrying) **military** aviation accidents (see separate definition of '**appropriate / involved persons**' in the '**Terminology**' section of this Guide)

The word '**needs**' as used (in the appropriate context) in this guide should be interpreted flexibly and widely by all concerned - as required by actual circumstances prevailing 'on the day / at the time'. In the main, however, the word typically relates to health and well-being (physical, mental and emotional) - together with humanitarian, welfare and information related matters (as they concern appropriate / involved persons). The definition of '**Humanitarian Assistance**' (see 'Terminology') will further assist in understanding what the word '**needs**' refers to in an appropriate airport context

Where to Start 1 (Mandatory)

For any person(s) intending to use this guide to produce a 'fit for purpose' **airport** specific plan for the '**Provision of Humanitarian Assistance to Air Accident Victims & their Families**' - it will be necessary for such person to firstly have a complete, 100% understanding of all factors, considerations, requirements etc. involved. It is strongly recommended that the best way to do this is to cross-refer to a **separate** document (also produced and maintained by the same person who authors and 'owns' **this AEP Volume 1** [i.e. the document you are now reading])

The above separate document specifically advises **surviving**, (catastrophic) **air accident victims** (together with their '**non-flying**' family, relatives and friends) what they can expect to '**happen next**' - in the immediate, short, medium and longer terms following on from the accident itself



Whilst this separate document is targeted primarily at surviving victims and their families etc. - it will nevertheless also be extremely useful to emergency responders (particularly airlines, GHAs and **airports**) for what are hopefully obvious reasons

So please now study the recommended pages from this **separate** document. The latter can be found as follows:

Go to - www.aviationemergencyresponseplan.com/information

When the webpage opens, scroll down until you find the information article entitled:

Information Article - Guidance for Victims & their Families following a Catastrophic Aircraft Accident i.e. '**What Happens Next**'

Click on the article to open it

Pages to study are 2 - 9; 22 - 68 and 70 - 79

For **airport** responders the above pages comprise the minimum **essential** information required. However (and in order to get an insight into the much bigger picture) it might be worth reading the entire document. By doing this, **airport** staff will (amongst other things) be able to e.g. appreciate the very considerable burden put on **airlines** by humanitarian assistance and related matters - together with the often long, arduous and distressing aftermath for **surviving accident victims** + the **family, relatives & friends** of **all** victims - surviving or otherwise

Where to Start 2A (**Mandatory**)

Next job is take the required information from the 'separate' document referred to in '**Where to start.....1**' above, give it an appropriate title(s) and insert it (in the appropriate places + **adapted** as appropriate / required to the specific circumstances of the actual airport involved + as required by the guide writer) into the associated sections of the **airport** specific guide (i.e. **this** guide) for the '**Provision of Humanitarian Assistance to Air Accident Victims & their Families**'

Whilst doing this it will also be necessary to document (cross-refer to) the appropriate & associated (international, national, regional and [where so required] local) legislation, regulation, best practice, policy etc. - which applies to the actual **airport** involved. At the very least there will always be the associated international (ICAO) requirements to account for, in one way or another (e.g. appropriate parts [& derivative documents as appropriate] of ICAO Annexes 6, 9, 11, 12, 13, 14 (including Airport Services Manual - Part 7), 17 and 19; ICAO Docs 9973 & 9998 etc.)



By competently documenting the above information (in the appropriate position and in the appropriate manner) in this **airport** humanitarian assistance guide, subsequent readers / users of same should be able to more easily acquire all of the necessary background material needed to better understand 'why it is needed', 'how it is to be applied', 'when and in what circumstances', 'who is involved and why', 'what are the required resources / facilities' etc.

Thus it is vital for the guide writer to get this part of the document as fully comprehensive, accurate and clear as possible

Where to Start 2B (Optional)

Where felt appropriate and desirable, the layout of the guide can be managed so that it very loosely follows in part (but generally set against an **airport only** context) the **sequence** of what has been written in ICAO Doc 9973 (First Edition - 2013 [see link page 176]). If this is required (and at this point in the production of the 'guide') you will be cross-relating **so far** to Chapters 1 - 5 of Doc 9973

Next (Background Material)

What will have been provided in the **real airport** guide prepared so far as per above (as based on this appendix Y guidance material starting page 178) is, in the main, background and informational material (the bones of the guide). Now the 'meat' needs to be put on said bones

Thus we have arrived at the part of the guide where it is now necessary to describe in detail how it (the guide) is actually to be put into effect i.e. by turning the written word / theory / info etc. documented so far into reality. This might best be done by addressing any / all of the following (not necessarily in the order shown):

- **Further research of subject matter - as required** (e.g. types of airport related crisis for which the plan might be activated; types and degree of airport resourced assistance to be provided; which particular airport agencies will actually 'apply / deliver' the assistance; what [non-airport provided] assistance will be required e.g. because the airport is unable to provide same itself; which mutual emergency aid support agreements need to be prepared and signed etc.)
- **Planning** (including liaison & co-operation with other parties involved e.g. appropriate government agencies [including emergency services etc.]; appropriate aircraft operators [e.g. via the local 'airline operators' committee] and / or their local representatives [GHAs etc.]; other airports in the same country [to enhance standardisation and mutual support]; appropriate victim / family groups etc.)
- **Design & development**
- **Resourcing** (budget; external expertise; manpower; facilities; equipment etc.)
- **Documenting**
- **Implementing**
- **Training** (initial and recurrent)
- **Exercising** (initial and recurrent)
- **Maintaining** (the plan)



- Reviewing (the plan)
- Anything else necessary

All of the above equates very approximately to Chapter 6 of ICAO Doc 9973 (2013)

For the purposes of ‘putting the meat on the bones’ - it is now strongly suggested that the above be accomplished in two related parts:

The first part (**Part 1**) relates to what needs to be addressed / done / accomplished etc.

The second part (**Part 2**) relates to the production and use of the associated checklists designed to act as an ‘aide memoire’ (during actual emergency / crisis response operations) for addressing the response requirements stipulated in *Part 1*

For the sake of clarity and brevity, only the catastrophic aircraft accident is considered below and (as a reminder) for the **on**-airport situation only. Furthermore, only the briefest outline information, details etc. are provided herein

It will be for the *airport* person preparing the guide ‘in reality’ to take what has been covered in the above paragraph and expand, adapt and document accordingly - for the particular purposes of the specific airport for which the guide is being produced

Part 1 (Mandatory)

What needs to be done / addressed? (If not *already* accomplished to a ‘fully fit for purpose’ level)

- Obtain **buy-in, approval and support** for the project from the airport’s top manager
- Appoint an appropriate person to the role of ‘**Humanitarian Assistance Manager**’ (co-ordinator / specialist / officer etc.) - **XYZ International Airport**

Note - whilst this should ideally be a dedicated role, circumstances at most airports will realistically dictate that it be accomplished instead by e.g. assignment as a secondary duty or embodied as an additional role to an appropriate person’s existing job description - typically the ‘AEP Manager XYZ International Airport’ or the ‘Chief Fire & Rescue Officer XYZ International Airport’ etc.

- Airport’s ‘top manager’ to appoint an appropriate person from his / her **senior management team** to become the airport’s ‘**champion**’ for all things related to *airport* humanitarian assistance operations

Note - main roles will include top level support, troubleshooting etc. for the Humanitarian Assistance Manager; facilitating provision of associated budget, resources etc.; regular briefings to the top manager & senior management team; liaising as required with off-airport senior level counterpart(s) etc. Practically speaking, it is likely that the top manager’s choice as ‘champion’ for the **overall AEP** - will also logically be the same person who takes on the ‘Humanitarian Assistance’ component accountabilities



- Establish a 'fit for purpose' alerting and activation system for the airport - if not already in place

Note - it is strongly recommended that an appropriate, commercial (third party) **automated** 'alerting & activation' system is procured for this purpose. Such systems are capable of alerting and activating large numbers of persons in extremely quick timescales - and are relatively inexpensive to retain and operate

Such automated systems also have other useful functions which can further enhance response to an emergency itself - and can also be usefully deployed during some **normal** business activities

Manual alerting should (today) be considered as fit only - as a backup to an automated system

An example of one of the better automated systems can be found at:

<http://www.f24.com/en/>

- Establish a 'fit for purpose' airport immediate care team - ICT

Note - an **airport** ICT is similar in many (but not all) ways to its **airline** equivalent team - the latter being known herein as the (name of airline) '**Humanitarian Assistance Team (HAT)**'

A useful document describing in brief the roles & responsibilities of a typical airline HAT can be found by following the link below. It is suggested that the material found there might **also** be useful in part for any **airport** Immediate Care Team project:

<http://www.aviationemergencyresponseplan.com/information/>

When the above webpage opens, scroll down until you find the article you need i.e. entitled:

Information Article - **The Humanitarian Assistance Team (HAT)**

Click on the article to open and read it

- Establish a 'fit for purpose' system which will permit rapid deployment, erection and manning of appropriate 'mobile' facilities to / near to the accident location - the latter being used to provide adequate 'shelter' (+ safety, security and privacy) for accident victims until such time as the latter can be moved to more appropriate 'quarters' on airport.

Note - such mobile facilities typically comprise tents (inflatable and / or otherwise); airport buses (adapted [e.g. seats removed] and / or otherwise) etc. The reader is reminded that we are considering only 'humanitarian assistance' here - thus the primary context relates to shelter (from the elements) together with personal safety, security and privacy

In a different context (but not pertinent, however, to this appendix Y specifically) such mobile facilities will probably need to be 'shared' with immediate life-saving and medical treatments operations at / near to the accident site. Where there is a conflict, medical related operations will typically always take priority of course



In an 'ideal world', good planning and logistics should ensure that no such conflict occurs i.e. sufficient tents, buses (with e.g. seats removed / stretchers fitted for the medical context) and supporting personnel should be available to cover both contexts simultaneously. As we do not live in an ideal world, however, careful consideration should be given by the 'planners' as to how all of the above is to be accomplished (if at all), resourced, managed / prioritised, etc.

From the humanitarian assistance context only, manning resources related to such mobile facilities are likely to be provided by AFS (e.g. erection / inflation of tents), the XIA Immediate Care Team, drivers / operators, selected volunteers etc.

Many of the better (from an emergency response planning viewpoint) airports around the world go a step further by providing 'desirable' services with regard to tent-type mobile quarters e.g. mobile heating and cooling units

- Establish a 'fit for purpose' process for reliably and rapidly identifying, segregating and 'containing' MGFR waiting at **airport landside** (or who subsequently arrive at the airport in the short term) for the 'accident' flight

Note - there are several ways to accomplish this e.g. put out regular airport messages (via PA; FIDS; electronic / physical message boards; loudhailer / megaphone; website; social media etc.) asking that all such persons (potentially being associated MGFR) waiting for the 'accident' flight (this would be worded much more diplomatically and clearly in reality) - should report to the appropriate (landside) **airport information desk(s)** located in the appropriate airport terminal(s)

On arrival of reporting MGFR at said information desk(s), (trained, exercised and briefed) **staff** will ask a series of questions in order to verify that such person(s) really do have some form of genuine and appropriate relationship with a person(s) believed to have been on board the accident / emergency / crisis flight. If the answers indicate that the MGFR might feasibly be 'involved' in some way - they are typically then 'invited' to use the services of (i.e. go to / be escorted to) the airport's FRRC - particularly with regard to further verifying such potential involvement; receiving associated information as it becomes available; receiving appropriate welfare services etc.

Where use of an airport information desk is not possible (e.g. there are none; they are located airside etc.) there are other ways and means of achieving what is required e.g. MGFR might be requested to report to the appropriate airline and / or ground handling agent desk(s) instead (even though this might mean them needing to move from the arrivals terminal to the appropriate departures terminal)

Alternatively, suitably identifiable 'staff' etc. (e.g. from airport; airline; GHA; security etc.) might 'mingle' with the potential MGFR in the arrivals area - said staff e.g. holding up signboards and using loudhailers / megaphones / shouts etc. - to try to identify and then 'process' (move to the FRRC) those MGFR who might potentially be involved

Personnel / staff (responders) involved in all of the above process are typically provided from airport, airline, GHA, police, security, faith, voluntary etc. sources. All must have been trained and exercised appropriately beforehand. It is essential that all such personnel have rapid and reliable access to the latest passenger and crew lists from the accident flight - as same will be essential in the 'linking' procedure between accident victim and associated MGFR (and also 'eliminating' other MGFR who are not so involved)



- Identify, establish, equip etc. 'fit for purpose' and **separate** facilities which will be used at 'time of crisis' as:

- An **airport, airside** located CRC (L)
- An **airport, airside** located SRC (L)
- An **airport, landside** located * FRRC
- An **airport, landside** located * RA (A)

* Note 1 - where so required, these two facilities may be located at a very close-by (**off**-airport) facility - typically a suitable hotel or hotels. If so, provision of associated transport (by the airport) will be an important, additional consideration

Note 2 - the term 'fit for purpose' as used above includes ensuring that the facilities chosen are of adequate size for the maximum numbers of persons expected to use them; are acceptable with respect to safety, security and privacy; have adequate access to a sufficient number of acceptable washrooms / toilets; have appropriate heating / cooling etc. systems in place; do not have windows overlooking the airport's runway area(s) [this is a desirable rather than essential requirement]; have adequate seating arrangements; are capable of being easily 'divided / partitioned' in some way - in order to separate those present who have been processed from those who have not [this is a desirable rather than essential requirement]; have appropriate briefing facilities (physical & electronic) etc. This latter list is **not** exhaustive

Note 3 - once said facilities have been established, they must then be provided with everything required in order for them to function effectively, efficiently and expediently - over and above what has been described in 'note 2' above e.g. provision of food & beverage (including children's and infant's requirements); replacement (but basic) clothing / foot-ware (including children's and infant's requirements); access to 'personal health' type products (especially for women and infants); appropriate paperwork / forms used for processing; identification tags / bracelets / similar etc. - used to differentiate the 'processed' from the 'unprocessed'; communications e.g. access to telephones, internet, TV etc.

Note 4 - appropriate (adequately trained & exercised, readily available & replaceable, in required numbers etc.) manpower resources are required to set-up, manage and run all aspects of what is referred to in Notes 1 to 3 above (on a 2 x 12 hour shift basis for as long as is necessary [anticipated as being for no more than 24 -48 hours in extremis] for an airport). Manpower will typically come from airport resources (e.g. the ICT); police / customs / immigration / port health etc. staff; airline and GHA staff; medical / health (including mental health) personnel; religious / faith and voluntary groups (including NGOs) etc.

An **important** consideration here is that many of the above will need to immediately go **airside** at the airport in order to conduct their crisis related duties - and a significant number will **not** already have the required **airside** passes / permits. Coming up with an appropriate process for how such airside passes can be rapidly, reliably and safely issued (particularly from a security viewpoint) at time of major crisis is not 'rocket science' and is relatively easily prepared and managed (by the airport - in conjunction with e.g. police / security and immigration etc.) - as is how such personnel actually get to / travel to where they need to go (CRC [L] & SRC [L]) without delay, in order to undertake such airside duties



- Establish a 'fit for purpose' process for immediate to short-term 'matching and reuniting' of *airport* located victims (typically the *uninjured*) with their associated MGFR
- Establish a 'fit for purpose' emergency call / contact / information centre for the *airport* which will augment / replace the equivalent 'normal business' telephone contact centre

Note 1 - the *airport* emergency call centre serves to:

- Take 'public' calls related to the crisis itself
- Take 'public' calls related to disrupted airport operations caused by the crisis
- Take 'normal business' take calls as per usual

It is needed due to the expected, very significant increase in the number of calls coming into the airport 'switchboard' following a major, airport related crisis - which would typically be way beyond the capabilities of the 'normal business' telephone system to deal with

If such an emergency call centre is not established by the crisis airport, the latter will be failing to comply with part of its 'humanitarian assistance' liabilities with respect to the provision / exchange etc. of essential crisis related information to / with those having some degree of 'involvement'

Note 2 - How much bigger (than its 'normal airport ops' equivalent) should the emergency call centre be? A precise answer is impossible. As a guide, 10 times bigger is a starting point - e.g. if the 'normal business' telephone system for the airport requires 2 operators and supporting telecommunications technology - the major crisis situation calls for 20 operators and a commensurate increase in telecommunications capabilities. It is likely that even this will not be enough to adequately cope with call loads

However, it is clearly acknowledged that such an increase will be beyond the capabilities & resources of most airports - but at least the reader now understands the principle and the problem. Accordingly, and practically speaking, airports should *plan* to increase their call centre capabilities at time of crisis - insofar as resources and capabilities permit. BUT - this should not be used as an excuse to do nothing!

Note 3 - How long might it be necessary to run the airport's emergency call centre? Again, a precise answer is not possible. However, it is likely to be fairly short-term with regards to the crisis itself, for a number of valid reasons. By 'short-term' we might be talking of perhaps 24 to 48 Hours. However, it might be necessary to extend this due business continuity / disruption related requirements (rather [now] than the crisis itself)

Some of the 'valid reasons' referred to immediately above include:

- When *uninjured* accident victims eventually leave the airport, they typically (but not always) become (very generally speaking and for the purposes here of the provision of 'humanitarian assistance') the accident airline's responsibility. Like the accident airport, the accident airline should set up and operate its own emergency call centre (BUT, like airports, many do not have such capability) - thus permitting the accident airport to reasonably quickly reduce (and eventually cease) its own emergency call centre operations



- As soon as the accident airline is able to bring its own emergency call centre 'on line' - the accident airport's emergency call centre can start to redirect **crisis related** callers (i.e. calling the airport) to the airline - using whatever capabilities might be available to achieve this e.g. many call centres use a long established technology known as 'IVR'. Using this would permit crisis related calls to the airport to be automatically intercepted and diverted to the airline

Note 4 - We have already looked further above at automated '**alerting & activation**' systems. Some of the latter include the capability to activate a certain number (say 20 to 30) of their telephone lines (with a dedicated telephone number) and put them at the disposal of the customer (in our case - an airport). Thus the 'technology' needed to expand an airport's normal business call / contact / info centre into an 'emergency call centre' is made available by simply procuring the appropriate alerting and activation system

Its simplest **use** might be to divert (using IVR) crisis related callers (calling the airport) to the accident airline. However, this should not be done in the shorter term for reasons already gone into above i.e. for the latter the airport needs to handle such calls themselves and, if 20 extra / dedicated telephone lines are now available, the airport should do everything possible to put 20 of its own (appropriately trained and exercised) staff on the end of those lines, for as long as is necessary (e.g. if 12 hour shifts are anticipated a total of 40 such staff will be required in total for 24H ops). The best way to accomplish this might be by use of trained and exercised volunteers from all parts of the airport (and even from outside the airport if so required!)

IMPORTANT NOTE - Whenever several different organisations (e.g. airport, airline, government, representatives of any of the latter 3 etc.) are using information (in whatever manner and format) related to aircraft accident victims and / or the latters' family, relatives and friends (amongst others) - it is vitally important that everything of relevance is shared, co-ordinated and made consistent (amongst all such providers) during such use - as appropriate

IMPORTANT NOTE - Whenever information of a personal nature (personal data) is collected and / or used and / or stored and / or shared etc. - some form of associated 'data protection' legislation etc. may apply - particularly in the more developed countries. From an emergency response viewpoint this can potentially cause significant problems in the task of adequately providing humanitarian assistance to aircraft accident victims and their associated FR

The subject can be complex and is also beyond the scope of this AEP Guideline (of which this appendix Y is a part). For more information please follow below link:

<http://www.aviationemergencyresponseplan.com/information/>

When the webpage opens, scroll down until you find the info article entitled:

Information Article - Data Protection Aspects of Airline Emergency Response Ops

Click on the article to open and read it



- Establish a 'fit for purpose' **dark site** (as an integral part of the **airport's** main website) **which can be used** (as a communications tool) **at time of major crisis**. Take note also of 'important notes' on previous page
- Establish a 'fit for purpose' **social media** capability **which can be used** (as a further **airport** communications tool) **at time of major crisis**. Take note also of 'important notes' on the previous page

Note - unless the **airport** already has a **very** capable / sophisticated social media capability (both technical and human) only use social media as a method of **distributing** crisis related information i.e. do **not** enter into two way (or more) 'conversations' via social media

- **Make maximum use** (with regards to a major crisis response situation at the **airport** - particularly regarding the provision of crisis related information) **of any of the following** (which might be in place in the public facing parts of the airport):
 - **Flight Information Display System (FIDS)**
 - **Electronic Message Boards**
 - **'Physical' Message Boards** (e.g. to write on; on which to attach paper notices etc.)
 - **Public Address (PA) System**
 - **Personnel / Staff / Responders etc. using Megaphones / Loudhailers / Shouting etc.**
- **Ensure that appropriate *** authorities / agencies at the **airport** **make it as easy as possible** (facilitate) **for others at / arriving at the airport to do what is required of them with regards to the humanitarian assistance aspects of a major crisis response at the airport**

* For example - airport police; airport security; customs; immigration; port health; airport operator; ground servicing equipment (GSE) and transport providers; appropriate airport tenants and franchisees (particularly catering type services) etc.

Activities / issues which might feasibly benefit from such facilitation include (list is not exhaustive):

- **Evacuation, securing, setting up and equipping of **airside** reception centres** (including catering requirements)
- **Manning of **airside** reception centres** (especially by those not already having airside passes for the required areas i.e. a reliable, practised process is required in order to achieve this)
- **Transportation of uninjured victims from accident site to **airside** reception centres**
- **Processing of uninjured victims**
- **Welfare of uninjured survivors** (including provision of information)
- **Evacuation, securing, setting up and equipping of **landside** reception centres** (including catering requirements)
- **Manning of **landside** reception centres**
- **Gathering & 'selecting' associated (involved) MGFR and getting them to the FRRC**
- **Processing of MGFR**
- **Welfare of MGFR** (including provision of information)
- **Airport re-uniting process - Matching**
- **Eventual release of uninjured victims from airside reception centres** (Immigration / Customs / Baggage / Security / Safety etc.)



- Airport re-uniting process - Physical Re-uniting
 - Facilitating onward travel of uninjured victims where so required
 - Release from the airport + handover (re humanitarian type matters) to accident airline / whoever (for those not undertaking onward travel [at least, in the shorter term])
- Provide some form of appropriate & easily recognised identification for humanitarian assistance related crisis responders at the airport (e.g. the airport's 'Immediate Care Team'; the accident airline's 'Humanitarian Assistance Team' etc. *Note - we are **not** referring to required ID cards here [which must also be displayed of course, when appropriate]*)

One way to achieve same might be by the wearing of an appropriately coloured and marked (in writing) tabard / vest.....and / or armband etc. Some suggestions for titles to use might include e.g. 'XIA IMMEDIATE CARE TEAM' (or, simply, 'XIA ICT'); 'ABCX AIRWAYS HUMANITARIAN ASSISTANCE TEAM' (or, simply, 'ABCX Airways HAT') etc.

Note - see pages 31 and 32 of this AEP Guideline Volume 1 re use of 'identifying colours' for emergency responders, their vehicles etc. Try to pick an appropriate colour for humanitarian assistance responders which does not clash with any of the latter e.g. black tabards / armbands with white lettering

- Establish a 'humanitarian assistance' cell within the airport's emergency operations centre (EOC). For smaller / simpler airports this EOC cell might be manned by just one person per e.g. each 12 hour shift. It is suggested that for large / busy / complex airports *at least* two to three persons might be needed e.g. airport rep + accident airline rep + the most appropriate off-airport rep(s) etc.

Until the EOC becomes fully active (can take several hours or considerably longer in certain circumstances) it will be necessary for the accident airport's *normal ops command and control centre / equivalent facility* to oversee execution of the airport emergency plan - including humanitarian assistance accountabilities

An appropriate procedure is required for this together with the associated checklists. All potential staff involved must be trained (initial & recurrent) and exercised (ongoing) in such humanitarian assistance accountabilities

- Ensure that each *airline* (air carriers / aircraft operators etc.) operating regularly to / from / at the airport prepares an *airline specific* plan for providing humanitarian assistance to aircraft accident victims and their families, in the event that a major accident involves any of such airlines.....in circumstances where the airport is also very closely involved

In reality this is probably best accomplished initially at *country / government* level in which the airport is situated i.e. *all* airlines (foreign or otherwise) operating to an airport or airports in country XXX would be required to prepare and submit their *airline specific* humanitarian assistance plans for such *country* to a designated government agency in XXX - typically a 'civil aviation authority' (or equivalent), an 'air accident investigation agency' (or equivalent) etc.



In such circumstances it should be for the particular countries / governments etc. to provide overview guidance / requirements to such airlines on what is expected of them *in general terms only*, with regard to the provision of humanitarian assistance planning etc. in said countries - *leaving the airlines to prepare the actual plans themselves* (in general accordance with the provided guidance / requirements of course)

Completed plans would then need to be 'filed' with the appropriate government agency of the country concerned and retained (and updated as required) for the entire period during which an airline operates to / from / in that country. If this is not done, pre-defined 'sanctions' could be imposed on any non-complying airline - the most obvious one being the barring of the offending airline's operation in the specific country until (if) the completed plan gets filed

Using their completed and filed 'country' plans for guidance, the next step is for *airlines* to then conduct further work with the *airports* that they operate to / from / at in the particular country of concern, in order to *expand the filed plan* (which, at this point, might be regarded as being relatively simple and also generic to the concerned country) *to make it fully fit for purpose at any particular airport*

The United States is an example of a country where the first part of the above (need to file a 'Humanitarian Assistance Plan for Air Accident Victims & their Families' with a government agency) has been in place for many years. (No filed plan = [generally] no permission to conduct defined flight operations [typically {but not exclusively} passenger airline operations] within or over the USA and its Territories)

Note that the US government agency concerned does not actually check filed plans in detail to ensure that they comply with what is stipulated. However, they can and will take serious action against any airline having an accident on / over US territory - where it proves obvious in the aftermath that the appropriate element(s) of the accident airline's humanitarian assistance plan, as filed, was / were not fit for purpose

To see a simplified example of the USA's requirements here follow the instructions below:

Go to - <http://www.aviationemergencyresponseplan.com/guideline-template/>

When the webpage opens, scroll about half-way down until you see the title:

'Airline - Catastrophic Aircraft Accident - Emergency Response Plan - ERP'

Look a little further in the list following underneath that title until you find the document entitled:

'CRPM Part 1 (ERP) / Volume 2 - Command & Control Operations'

Click on the document to open and read it

Pages to study are 157 - 161 (Appendix C)



- **Comprehensively debrief the humanitarian assistance aspects** of any major crisis response operation involving the airport (once the crisis is terminated)

An initial (hot) debriefing should be conducted within 24-36 hours of crisis termination - followed by a fully comprehensive (warm) debriefing within 7 days. All 'lead' agencies in the humanitarian assistance response should be adequately represented at both debriefings. This is mandatory for all involved on-airport based departments, business units, agencies, franchisees etc. - and highly desirable for off-airport equivalents

The debriefings shall be chaired by an appropriate EOC Commander who had been actively and significantly involved in the associated crisis response operation. The appointment of said chairperson shall be made by the airport's top manager

Comprehensive minutes of the debriefings shall be taken and allocation of corrective actions made. Recommendations and observations shall also be recorded

The chairperson shall appoint an appropriately constituted team to ensure that adequate follow-up and closure is addressed re corrective actions, recommendations and observations

The chairperson shall oversee the production of a report reflecting the conclusions of all of the above. The completed report shall be presented to the airport's top manager for review and airport operator 'sign-off' - and then distributed internally as required (Note - it is expected that appropriate internal recipients will re-distribute accordingly e.g. if the accident airline is not based at XIA / in XXX then that airline's representative at XIA / in XAA is expected to forward the report to that airline's HQ - wherever the latter might be located)

The report shall also be submitted to appropriate off-airport agencies e.g. Department of Transport; Civil Aviation Authority; Air Accident Investigation Agency; Civil Defence (or equivalent) etc.

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Part 2 (Mandatory)

*Providing Associated **Checklists** for the Airport's Humanitarian Assistance Response*

How to prepare and produce checklists associated with an **airport's humanitarian assistance response** is beyond the scope of this Appendix Y. However, it is nevertheless **essential** that the airport **does** produce same and then **trains** and **exercises** with them on a recurrent basis. They must also be routinely **reviewed, maintained** and **updated** etc.

The vast majority of the appropriate **general** material to consider in the formulation of the **content** of such checklists will be found in this **AEP Volume 1 Guideline**. It will be for the airport's humanitarian assistance guide writer to 'translate' this material into what is specifically required for the actual airport concerned



The humanitarian assistance guide writer will **also** need to refer to matters **specific** (as opposed to 'general') **to the airport concerned** and ensure that same is included in the checklists where so required

The guide writer is referred to (separate document in this series) **AEP Guideline Volume 2** in order to get some idea of how checklists might be best put together and 'populated' with the appropriate material. You can find **Volume 2** at:

<http://www.aviationemergencyresponseplan.com/airport-emergency-plan-aep/>

Conclusion (Optional)

The guide writer can provide a conclusion here - if so desired

Note of Interest re this App Y: It might be possible for surviving victims of a specific air accident + associated FR (of **all** victims of that accident) to be periodically briefed and updated by those 'officials' carrying out the associated **air accident investigation** process. Such 'officials' will also decide if visits (e.g. to the accident location [if accessible]) by surviving victims and associated FR might be permitted and, if so, under what circumstances. See more details in boxed info provided immediately below (which also provides a list of various 'family associations' formed following some of the more recent air accidents - with regard to which such families were adversely impacted in one or other manner). The info provided is targeted at EU countries - but will be broadly applicable elsewhere:

Click on the below link

<http://www.aviationemergencyresponseplan.com/information/>

When the associated webpage opens look down the list of information articles until you find the one entitled:

* **Information Article** - Air Accident Investigation Process - **Briefing Victims & their Families etc.**

Click on this article to open and read it