



Preparation Guideline

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

CRISIS / EMERGENCY / INCIDENT RESPONSE - **CHECKLISTS**

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



Relevant to:

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

In general - the production, maintenance and exercising of an **AEP** are international (ICAO) and national regulatory etc. requirements - for civil, licensed (certificated) aerodromes

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

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

www.aviationemergencyresponseplan.com (Parent Website)





Please read the 'orientation' notes below before proceeding further

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

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

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

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

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

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

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

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

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

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

Also read **Note 9B** (a little further below) **now** - before returning here

Note 3 - All of our AEP guidelines are based on a **fictitious** but 'representative' commercial airport:

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

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

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

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





Note 4 - Terms, abbreviations & concepts used in this document are mainly **generic** i.e. not specific to any particular airport, airline, GHA, external (**off-airport**) agency etc. Whilst many such terms etc. are the same / similar to those in actual use at many airports etc. - the 'generic' use & nature of same herein should always be remembered and accounted for accordingly - e.g. when producing 'real' AEPs as based on **this** AEP guideline / template series

With the exception (in some areas) of Air Traffic Services - 'standardisation' around the world does **NOT** (2023) yet exist (to any significant degree) for **airport emergency response operations**

Consequently, this can and does lead to (unacceptable) confusion amongst airport users - particularly the aircraft operator (e.g. airlines) flying to **hundreds** of different airport - all typically having different AEP layouts, terminologies etc. (ICAO Airport Services Manual Part 7 [AIRPORT EMERGENCY PLANNING] has yet to come up with a satisfactory solution to this [latter] major problem)

In order to alleviate the latter problem, adoption by **all** commercial airports worldwide of the terms, abbreviations and concepts contained in **this** AEP preparation / guideline series (one of which is the document you are reading now), would considerably assist in achieving such standardisation

Note 5 - 'Controlled Document' type information has (in general) been omitted herein for the sake of brevity and clarity. However, those using this guideline to produce or update an AEP should **ensure** that **their** versions **do** comply with generally accepted / required 'controlled document' procedures e.g. list of effective pages + effective dates; documented revision procedure etc.

Note 6 - It is important that **Aircraft Operators**, **Ground Handling** (GHA) companies etc. - are aware of the concepts and information contained in a 'fit for purpose', typical AEP - so as to better understand the required integrations of their own emergency response plans (particularly Aircraft Operator & GHA **Station / Destination Airport** emergency response plans) with those of the airport AEPs that they operate to / at

Such Aircraft Operator & GHA Station / Destination Airport emergency response plans **MUST** be based on the AEP for the specific airport concerned (if such AEP exists and / or is 'fit for purpose' [in the first place] of course.....???) [Many are not!!!]

Note 7 - There are typically two types of **strategic** (top level / overall) command and control models used in airport emergency planning and response ops (**security related emergencies excepted**). The first involves the **airport operator** itself assuming such strategic authority for **ON-AIRPORT** accidents / incidents

The second involves an **OFF-AIRPORT** entity / agency (typically - [but not always] the off-airport **Police** or off-airport **Fire and Rescue Service**) assuming such **on-airport** strategic command & control - with the airport operator itself typically assuming **subordinate / supporting** (but nevertheless important) roles. Each model has advantages and disadvantages

This AEP guideline document (the one you are reading now) is based on the **first** model mentioned above





Note 8 - Whilst experience and logic has been used to order / sequence **individual** checklists **items** within the AEP checklists themselves (as documented later herein) - this is advisory only. This order / sequence should be changed to suit local and / or operational circumstances - if so required. Additional items may be added and existing items deleted, as required by the potential user

Note 9A - See 'important notes' 1 and 2 / page 267 now (and then return here)

Note 9B - See 'reminders' page 732 - now - with particular regard to the fact that **AEP Volume 2A** exists herein only **notionally** i.e. **it does NOT exist in reality**.....(and then return here)

Note 10A

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Note 11 - This document will inevitably contain errors, omissions, oversights etc. of all types (including no longer functional links). Users identifying same are requested to notify (info@aviation-erp.com) the original author accordingly

Note 12 - This AEP Volume 2B document necessarily contains **all** checklists (by functional responder) in just this one **single** document

However, **individual** airport departments / business units will no doubt wish to **extract** and use (i.e. as separate documents) **only** the checklist set(s) applicable to themselves

A significant amount of internal cross referencing has been used in this **single** Volume 2B guideline document

Accordingly, great care must be taken (by practical users) (if / when extracting and using a specific checklist set[s] as described above) - so that page numbering, cross referencing etc. - still continues to make the same (correct) sense / intent in **extracted** version(s) - as it does in **this** 'original' Volume 2B version (i.e. the document you are reading right now)

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End of Orientation Notes





DOCUMENT LAYOUT & USE

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

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

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

Reminder - For ease of use / clarity, this guideline AEP has been split into **three separate** volumes:

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

- Fuel Spills
- Dangerous Goods Crisis
- Public Health Crisis

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

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

Practical (suggested) use of the XIA AEP will, therefore, require **all potential users** to become **fully familiar** with all of the information contained in **Volume 1** as part of the overall pre-preparation for crisis response at or in the area of XIA i.e. **before** any crisis occurs

It is suggested that the latter requirement be achieved by a process of self-study, training and testing (exercising) - both on an initial and recurrent time basis

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

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





IMPORTANT NOTE - 'Delegated Responsibilities' for AEP **Volume 2** Checklists

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

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

Accordingly, **IF** separate (additional) checklists **were** to be produced (for each of such different persons [responders] as per last para above) and included in AEP Volumes 2A and 2B - the resulting documents would be even (much) larger than they now are! Conversely, the very real need to expand them is driven by the need for clarity, effectiveness and efficiency in their use - which **cannot** be ignored

It has thus been decided (by the author) **not** to expand these guideline checklists further (at least, not as an inclusive part of **this** AEP guideline). An alternative solution is provided - starting just below. (This latter is based on the reasonable assumption that responsibility for **each particular checklist** documented in AEP Volumes 2A and 2B (other than external [off-airport / surrounding community] owned checklists) will be **delegated** to appropriate (airport based) checklist **sponsors / departments / users** etc):

For example

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

This means that whilst the XYZ Airports Company **always** retains ultimate 'ownership' of the **entire** AEP (all volumes [including checklists]), it is effectively **delegating** responsibility for **certain** checklists - to other **airport** based parties / agencies

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

- All AEP Volume 2A & 2B checklists which relate to '**on-airport**' responders may be regarded as **MASTER** template' checklists - i.e. the primary repository (parent document) for such master template checklists being AEP Volumes 2A and 2B respectively
- Designated & delegated '**on-airport**' sponsors (users) of such **master** template checklists (as described a little further above) are then responsible **themselves** for expanding them further (but only **if considered necessary**), in order to achieve exactly what is required from such expansion e.g. in terms of improved effectiveness, efficiency, clarity etc. - whilst simultaneously maintaining the general intent of what the '**parent**' (original) master template checklist was designed to achieve
- The '**final**' versions of such '**sponsored** checklists (expanded or not) should be documented in **separate AEP 'sub-plans'** - as pertinent to / maintained by **each** such checklist sponsor / user





- Where a checklist does **not** require expansion, it will be based on the corresponding (parent) master template. However, it must still be additionally included in the appropriate **sub-plan** - e.g. for the purposes of context, clarity, standardisation, continuity, cross-reference etc.
- Where a particular checklist **has** been expanded, it will obviously differ (in wording and scope) from that of its corresponding (parent) master template. However, it must still be prepared / written etc. in such a way, as to still achieve the overall intent of the 'master' version. **Expanded** checklists should appear in **sub-plans only**
- All AEP sub-plans (**plus** any subsequent **sub-plan** revisions etc.) shall be approved by the XYZ Airports Company before 'coming into force'
- Revisions to **master** template checklists (as managed / produced by XYZ Airports Company and documented in the AEP Volumes 2A and **2B master** documents) **must** (in turn) **be reflected in all** associated AEP sub-plans - where appropriate / applicable
- All AEP **sub-plans** shall be subject to regular internal and external audit

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

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

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

Where appropriate, the above concept might also be 'tactfully recommended' for airport related emergency response checklists - but now as used by **external** (off-airport / surrounding community) agencies - where the latter are actual and / or potential responders regarding this AEP / XIA airport

Some **on-airport** AEP checklists sponsors / users as described above have **additional** checklists to complete which are **totally independent** of XIA AEP requirements - and thus **not included** herein

The most obvious such sponsor / user is the (accident airline's) **aircraft operator** rep at **XIA** - including directly employed ([accident] airline) staff (if any) + any local representative(s) - i.e. typically an appropriate (contracted and XIA based) GHA(s)

Examples include specific checklists for the **accident airline's** 'Crash Site Team'; its XIA based EOC rep; how it conducts the 'passenger manifest verification' process; how it proposes to deal with the local media; dealing with Command and Control etc. type directives etc. which originate e.g. at airline HQ location - but which **also** impact on XIA

IT IS IMPORTANT THAT APPROPRIATE XIA AIRPORT STAFF CLEARLY UNDERSTAND ALL OF THE ABOVE - AND ACCOUNT FOR IT ACCORDINGLY - AS REQUIRED HEREIN





XYZ International Airport (XIA)

Airport Emergency Plan

VOLUME 2B

CHECKLISTS (by **type** of responder)

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

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

* *i.e. it does NOT exist*

The objective of airport emergency planning is to anticipate the effects that an associated emergency / crisis etc. might have on life, property, airport ops / reputation etc. etc. Then to prepare appropriate courses of action (plans; resources etc.) designed to minimise / mitigate such effects, particularly with respect to the saving of life; prevention and / or mitigation of injury; limitation of damage; continuity of operations; maintenance of brand / image / reputation etc.

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

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

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

(For interest only, the equivalent of AEP Volume **1** is known as 'Emergency **ORDERS**')

For more info on latter (i.e. *as it applies in UK*), follow the link below - and then review Chapter 9, paragraphs 9.32 to 9.38 (PDF document page 410-411 / actual document page 412-413)

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





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

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Acronyms / Abbreviations

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





XIA AEP

VOLUME 2B / Sections 1 and 2

Note to User / Reader

Sections **1** and **2** of this Guideline AEP Volume **2B** document (i.e. latter is document you are reading right now) are 'notional' i.e. do NOT actually exist

Cross-reference to them has been included herein - simply to ensure that the Section numbering (in *this* Volume **2B** of the XIA AEP) corresponds with its **equivalent** Volume **1** Section numbering i.e. so that Sections 3 and 4 of this Volume 2B logically **correspond** to Sections 3 and 4 of said Volume **1**

*This has been done to achieve a degree of **co-ordinated consistency** between Volume 1 and this Volume 2B's section numbering systems*

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





XIA AEP

VOLUME 2B / Section 3

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

For use with regards to **Aircraft Related** Accidents / Incidents / Contingencies etc.

INTRODUCTION



This 'Section 3' of XIA AEP Volume 2B provides relatively simple reminders as to **airport** related crisis response operations (i.e. 'what to do') - typically produced in **checklist** format, as per the below layout (i.e. re **each** type of **aircraft related** accident / incident / contingency etc. considered herein):

1. The **title** of the **type** of crisis concerned e.g. '**aircraft accident - on-airport**'
2. The **title / name** of each specific **responding agency** involved e.g. '**airport medical centre**'
3. How said responding agencies are **alerted and activated** (and who they might alert and activate in turn - as appropriate)
4. **General** roles, responsibilities / accountabilities & duties of said responding agencies (i.e. general response descriptions)
5. **Specific** roles, responsibilities & duties of said responding agencies (i.e. associated checklists)

Reminder - Section 4 of this Volume 2B also typically follows the same format as **this** Section 3

However, note well that Section 4 is concerned with **non-aircraft related** (airport relevant) accidents and incidents etc. Section 4 'notionally' starts on page **656**

Important Update (implemented in 2019) **re Section 4**

See (now) information provided on page **659** - and then return here





Security Related Crises - Some Background Information (1)

Checklists for **BOMB WARNING** and similar - **AIRCRAFT** related

General - Bomb Warning checklists (as shown later in *this AEP Volume 2B* - starting page 65) cover associated **threats made against an** (involved / potentially involved) **aircraft** - typically in-flight and / or on the ground at **XIA**

For in-flight situations, there must be a relevance / connection to **XIA** e.g. the latter might be a departure / arrival / transit airport (or otherwise involved in some way) for the involved flight

Typically, a threat has been assumed here to cover a bomb (warning) of some type. However, the associated checklists and related information are adaptable (as required) for similar threats to aircraft - such as those posed by e.g. chemical / biological agents, radio-active / nuclear material etc.

Related Documentation - The **XXX National Aviation Security** and **XIA Airport Aviation Security** Programmes (fictional documents) are the primary sources re the provision of direction etc. to the appropriate **XXX** agencies, potentially involved with aviation related security incidents within **XXX**, **XXX** airspace and / or elsewhere where **XXX** has some form of associated and significant 'interest'

For security reasons, it will be necessary for appropriate readers of this *AEP Volume 2B* to consult the above sources separately from this AEP (typically on a 'need to know' basis) - for higher level guidance, information etc. - together with other relevant and limited distribution documents, as might be produced locally by e.g. XYZ Airports Company. The aforesaid shall be accomplished in close co-ordination with other, relevant parties (e.g. Airport and General [off-airport] Police; appropriate anti-terrorist organisations; the military etc.)

Accordingly, XYZ Airports Company senior management shall ensure that copies of all such restricted distribution reference material referred to above are made available (but on a strictly 'need to know' and secure basis) for those **XIA** and other, relevant personnel deemed as 'needing to know'

Apart from the aforementioned personnel, no other **XIA** etc. personnel can access said reference material - and said senior management shall ensure that associated and appropriate document / information security procedures are put in place and managed accordingly

Care should also be exercised by said senior management in deciding (based on the 'need to know' concept) which personnel are permitted to have access to said restricted distribution material. Expert, external advice re the latter should be taken and followed, as required

Related security procedures which **have** been documented herein are deemed permissible for such reproduction without restriction - but the relevant reader(s) is (are) reminded to consult the other (restricted access) reference material mentioned just above (if so permitted and on a strict 'need to know' basis) if more in depth guidance, information etc. is required - with good reason of course





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

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

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

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

Consequently, when 'assessing' said threat, using appropriate procedures - XYZ Airports Company ('airport operator') will typically be part of the associated 'assessment team' (together with security services, the **aircraft** operator etc.) - and should further expect to play a significant **response** role, under the overall direction of the (typically off-airport) agency, having ultimate command and control authority of the security incident

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

This situation typically involves flights which have already departed XIA and are not expected (permitted etc.) to return - and flights originally expected to arrive at XIA but which will no longer do so, due the security situation e.g. diverted elsewhere etc.

Whilst the involved aircraft is in flight, it is anticipated that the **aircraft operator** and / or the latter's **designated rep** and / or an 'overriding authority' etc. will be primarily responsible for threat and risk assessment + subsequent countermeasures proposed. The latter will then typically (but not always) be channelled for suggested action (where appropriate, acceptable and feasible etc.) - to the aircraft commander involved - who shall (typically - but not always) have the 'final say' in all such matters

Whilst involved security / military services are also expected to have major input / involvement - the (XIA) **airport** operator's response will typically target the welfare of any family, relatives and friends (of those thought to be on board the incident flight) who might have gathered at / are already at / are expected to arrive at XIA. This task should be co-ordinated with the relevant aircraft operator(s) and other appropriate parties, as required





Objectives

The objectives of the 'bomb warning' checklists provided later in this Section 3 of *AEP Volume 2B* (+ *other* appropriate [restricted access / distribution] procedures *not* included herein) - are aimed at:

- A rapid and appropriate response
- Conducting of effective and efficient Command, Control, Co-ordination and Communication ops - as appropriate / required
- Early assessment of threats and risks involved (regularly re-assessed as required)
- Safety of aircraft, all persons on board and other similar considerations e.g. safety of other persons / property etc. as appropriate
- Containment of incident
- Implementation of appropriate countermeasures
- Successful resolution of incident
- Detection and apprehension of person(s) responsible for incident
- Minimising disruption / speedy return to normal operations etc.

Key Roles - Security and Military Services

As required, see again 'Command & Control of Security Type Incidents' paragraphs on *previous* page

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

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

The *aircraft* operator (*and / or* local rep e.g. at XIA) is also expected to provide relevant / appropriate technical expertise, logistical support and information (supported by the relevant *airport* operator(s) and others as appropriate) re the crisis - and as appropriate to actual circumstances 'on the day'

For example, contribute to threat assessment process; provide (arrange to provide) manpower (specialist and / or otherwise); provide (arrange to provide) list of all persons on board incident aircraft + list of dangerous goods on board + estimates of fuel on board + details of appropriate aircraft seating and doors / escape hatch plans / details of aircraft fuselage 'cut here' locations + details of associated ground servicing equipment and associated services, catering, refuelling etc. facilities + arranging of associated medical and psychosocial support etc.





In conjunction with **XIA airport** operator, **GHA** and others - the **aircraft** operator should also provide suitable welfare facilities for any family, relatives and friends (FR) (of persons known / suspected to be on board the incident flight) who might already be at and / or who are eventually expected to gather, at **XIA**. In the event of the **aircraft** operator not being able to meet all / some of the above key objectives (for whatever reason) - the **airport** operator **and / or** the **aircraft** operator's local representative (e.g. **GHA**) - should be prepared to meet them on behalf of said **aircraft** operator, in circumstances where it is reasonably and safely possible so to do

Key Roles - **Airport** Operator (XYZ Airports Company) (see 'Typical Bomb Threat Situation' paras, documented further above [page 15])

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

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

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

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





Ask the bomb threat caller:

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

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

- ✚ Immediately alert **airport Police**, **airport ops**, associated **aircraft operator** and / or **GHA** etc. (if not already done)
- ✚ Finish completing Sections 1 and 3 of the Bomb Threat Report Form (starts page 21) and forward to all appropriate parties without delay

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

- ❖ Avoid touching the paper / envelope etc. further - to the greatest degree possible (and / or use gloves if possible)
- ❖ Retain any envelope / packaging etc.
- ❖ Immediately alert **airport Police**, **airport ops**, associated **aircraft operator** and / or **GHA** etc. (if not already done)
- ❖ Complete Sections 2 and 3 of the Bomb Threat Report Form (starts page 21) and forward to all appropriate parties without delay
- ❖ Arrange for Police / Security etc. to take possession of document, envelope, packaging etc.

Bomb Threat Assessment Group - Detailed procedures for the Bomb Threat Assessment Group are contained in separate 'restricted distribution' documentation - as already referred to further above. However (and for info purposes only), bomb threats are typically assessed as being **RED**, **AMBER** or **GREEN** - with **RED** denoting the highest level of risk, and thus requiring the strongest / quickest etc. of the countermeasure actions available

Countermeasures - For an indication of some **typical** countermeasures to consider re the various risks potentially involved, see Appendix V (page 168) to (our separate document - AEP Volume 1)

Specific (actual) countermeasures which might potentially be used 'on the day' (e.g. during a security incident at XIA etc.) are contained in separate 'restricted distribution' documentation, the concept of which has already been referred to further above





Isolated Aircraft Parking Positions (IAPP)

DEFINITION - An **IAPP** is typically an on airport location(s) to which a bomb threat aircraft (or similar) can be re-located - for reasons of safety, security, control / management etc

The **IAPP(s)** at **XIA** are located at (Locations etc. to be completed and inserted here
by XYZ Airports Company)

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

Should the EOC be activated, the **airport** operator shall direct / invite suitable **airport**, **airline**, **GHA** etc. and **off-airport** agencies to attend / participate, as appropriate to actual circumstances prevailing on the day

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

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

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

Public Relations (Crisis Communications)

Any press or media enquiries re security incidents (unless of a minor nature) ***MUST*** be passed on **immediately** (as appropriate to actual circumstances 'on the day') **to the organisation having ultimate responsibility for related Command and Control Ops**

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





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

Stand down of such incidents shall (typically) be jointly agreed between all major parties involved

For **RED** security incidents, a full post incident report (with findings; recommendations etc.) shall be produced by the relevant / appropriate agencies etc. - and submitted to e.g. the relevant Security and Military etc. Authorities, XIA **Airport** Authority, XXX 'Departments of Transport', XXX 'Civil Aviation Authority', **Aircraft Operator** involved etc. - as appropriate

Security Related Checklists in this Section 3

The **security related** checklists shown later / throughout this Sub-section **3** of this AEP Volume 2B - are predicated on the highest level security state (for bomb threat; hijack etc.) being in force - typically shown herein as something like:

RED Security Alert / RED Threat Assessment

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

IMPORTANT

At all stages of a security incident response where 'security type hazards' and similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response 'on the day' - typically (but not always) in accordance with pre-existing, approved procedures





THREAT REPORT FORM - Aircraft Operator / Airport Operator / Ground Handling Agent etc

PRINT FOLLOWING FORM (including this page) and place it under / near to your (workplace) desktop telephone etc. Also (instead?) carry a separate (hard copy) of the form with you (when at work) if you do not normally have use of a desktop telephone e.g. if you routinely use a mobile / cell phone for work purposes

- When taking a **telephoned** threat call remain calm, courteous, listen and do not unduly interrupt the threat caller
- **Follow your organisation's SOP** (as already pre-trained & pre-exercised for) re the threat call - e.g. attract the attention of someone nearby (as appropriate) by use of a **pre-arranged** signal etc. - and (without alerting person making the threat) **get that same** (now alerted) person to immediately contact / alert the most appropriate emergency services etc. - again as per SOP
- Complete the organisation's 'Threat Report Form' (template starts next page) without delay
- Contact the following and brief them on the associated situation:

- **Company's 24H Operations Control Centre or equivalent** (insert contacts here xxx xxxx)
- **Head of Company Security / designated alternate person** (insert contacts here xxx xxxx)
- **TBA e.g. Police** (if not already done as per above) (insert contacts here xxx xxxx)
- **Airline's top manager** (insert contacts here xxx xxxx)
- **Others - as required** (insert contacts here xxx xxxx)

- Without delay forward / send / deliver **completed** threat report form **copies** to agencies / persons listed above. Recipients will then be responsible for further (onward) transmission of same + appropriate action - as required

Note - All contact info used should ideally include (as available, relevant and at sender's discretion) landline / mobile (cell) phone numbers; email; SMS text; SITA address; social media data etc.

Note - Assumption has been made that **threat will be passed via telephone call**. If a **written** threat - see second box (Section 2) a little further below. If threat is **spoken 'face to face'** - complete as much as possible of the Section 1 form below ASAP - from memory

Note - Assumption has been made that **threat will be related to a bomb**. If this is not so, adapt the form's completion accordingly

Note - Make following (form - starts next page) questions 'open' rather than 'leading' e.g. ask 'Where exactly is the bomb located?' instead of 'Is the bomb located in the Passenger Terminal?'

If threat is telephoned - complete Section 1 below

If threat is written (i.e. any written format [including electronic]) - **complete Section 2 below**



SECTION 1 - Telephoned Threat

Additionally **record** call if possible. (Has call been additionally recorded)? Yes / No

Your Company Name:	Date:	Time threat received:
Threat Message (exact words if possible):		
(Use extra sheets of paper if necessary, label accordingly and attach securely to this form)		

Call made from:	Mobile (cell) phone	Landline phone	External Call
	Internal Call	Payphone	Not known
	Other (specify)		

Date / time of Call?

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

WHAT (location / facility / aircraft / person[s] etc.) is the stated / implicit etc. target of the bomb threat?

Aircraft	Terminal	Airline Premises	Catering Unit	Fuel Farm	Cargo Area
Other: <i>(Provide details here. If an airline flight is involved, also complete associated boxes just below):</i>					
Airline:		Flight Number:	Flight Route - from / to / date:		
Further Details:					
Did the caller / person seem familiar with the stated threat target e.g. by his / her description of the bomb location? Yes/ No					

WHEN / HOW is bomb expected to explode / detonate?

If moved	After take off	In-Flight	At Altitude	If 'opened'
Date:	Time:	Day:	Other:	
Further Details:				



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

Details:

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

Organisation's name:

Individual's name:

Where are you now?

Other:

Further Details:

Ask Caller **WHY** he / she etc. is 'doing this'?

Details:

CALLER / CALL CHARACTERISTICS (Applicable to telephoned threat)

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

Other (describe):

Speech: Fast Slow Clear Distorted Stutter Slurred
 Nasal

Other (describe):

Language(s) Spoken and / or Accent:

Language 1:

Language 2 etc:





<i>Command of spoken language 1:</i>	Excellent	Good	Fair	Poor
<i>Command of spoken language 2:</i>	Excellent	Good	Fair	Poor
<i>etc.</i>				

<i>Caller's Gender:</i> MALE / FEMALE	<i>Caller's Age:</i> Child / Teen / Young Adult / Middle Aged / Old / UNKNOWN
---------------------------------------	---

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

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

When as much as possible of the above has been completed, fill out / sign box found on page 26





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

<i>Your Company Name:</i>	<i>Date:</i>	<i>Time threat received:</i>
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Initial Actions to be taken on Receipt of a **Written** Bomb / Similar Threat

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

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

NOTE:

If the **non**-telephoned threat comes in any other format (e.g. via email; via social media etc.) **record** a summary of the appropriate details in the box above and ensure that (electronic **and** hard copy) copies of the message are saved / made / bookmarked etc. - and passed on / forwarded (without delay) to appropriate authorities / recipients - as shown on page 21 of this information article





DETAILS of PERSON COMPLETING THIS FORM:

Name:	Position / Title:
Your full contact details (including mobile (cell), office and home / residence telephone numbers):	Local Date / Time form completed:
Threat Report form copies passed to: 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. etc. At (local date / time)	
Signature (with date & time) of person completing form:	





Security Related Crisis - Some Background Information (2)

Checklists for **UNLAWFUL INTERFERENCE** and similar - **AIRCRAFT** related

General - **UNLAWFUL INTERFERENCE** checklists (as per *this AEP Volume 2B - starting page 74*) cover suggested roles / responsibilities etc. for relevant parties involved - when dealing with incidents of unlawful interference **to aircraft** - predominately 'hijacking' (but also includes other, related unlawful acts - e.g. 'hostage taker'; 'sabotage'; 'active shooter' [aviation related] etc.)

For in-flight situations, there **must** be some relevance / connection to XIA e.g. the latter might be a departure / arrival / transit airport (or otherwise involved in some other way) for the flight of concern

Those checklists + **this** background info (you are reading latter right now) should be used in conjunction with the appropriate / associated 'restricted access' documentation - issued by or on behalf of the **XXX** Government (see also info [page 28] under title '**Related Documentation**')
←

There are 2 likely **hijack scenarios** for which contingency plans should be prepared herein:

1. **Hijack of an Aircraft** (operating in **XXX** airspace) **En-Route** to a Destination **other than XIA**

Such incidents are expected to primarily involve **XXX** Air Traffic Services (ATS), which might include ATS located at **XIA**. Obviously, other **XXX** based organisations will also be involved (e.g. Government, Security Services, Armed Forces etc.) whilst / if the hijacked aircraft remains within **XXX** airspace. Much greater '**XXX** attention' will be directed to such an incident if the hijacked aircraft belongs and / or is chartered to an **XXX** based carrier airline or equivalent - and / or if there is otherwise some other **XXX** related significance involved

Accordingly, the interest of **XIA** specifically (in the above scenario) is expected to be **relatively** low key - apart (as mentioned) from possible **XIA** ATS involvement **and / or** if the hijacked aircraft is **XIA** home-based. However, where said aircraft **had** departed **XIA** prior to hijack occurrence (but is not expected to return to **XIA**) - the (**XIA**) airport should be prepared to provide appropriate humanitarian and welfare services to any, associated family, relatives and friends (FR) present (at **XIA**) and / or who might eventually travel to / arrive there

2. **Aircraft Hijacked on the Ground at XIA OR expected to Land at XIA**

Operationally, such an incident will typically involve ATS, Police / Security, **Aircraft Operator**, **Airport Operator** (XYZ Airports Company), **Ground Handling Operator** etc. - in addition to **XXX** Government organisations already indicated under the last heading above - particularly those from associated security services, the military /paramilitary etc.

In this particular scenario, the **XXX** Police and / or security / military services are expected to undertake **absolute** (ultimate) **command, control, co-ordination and communication (C4)** of such a security situation





Related Documentation - The **XXX National Aviation Security** and **XIA Airport Aviation Security** Programmes (fictional documents) are the primary reference sources re the provision of direction etc. to the appropriate **XXX** agencies, potentially involved with aviation related security incidents within **XXX**, within **XXX** airspace and / or elsewhere where **XXX** has some form of associated and significant 'interest'

For security reasons, it will be necessary for appropriate readers of this **AEP Volume 2B** to consult the above sources separately from this AEP (typically on a 'need to know' basis) for higher level guidance, information etc. - together with other relevant and limited distribution documents, as might be produced locally by e.g. XYZ Airports Company. The aforesaid shall be accomplished in close co-ordination with other, relevant parties (e.g. Airport and General [off-airport] Police; appropriate anti-terrorist organisations; the military etc.)

Accordingly XYZ Airports Company senior management shall ensure that copies of all such restricted distribution reference material referred to above are made easily available (but on a strictly 'need to know' and secure basis) for those XIA and other, relevant personnel deemed as 'needing to know'

Apart from the aforementioned personnel, no other XIA etc. persons are permitted to access said reference material - and said senior management shall ensure that associated and appropriate document / information security procedures are put in place and managed accordingly

Care should also be exercised by said senior management in deciding (based on the 'need to know' concept) which personnel are permitted to have access to said restricted distribution material. Expert, external advice re the latter should be taken and followed, as required

Related security procedures which **have** been included herein are deemed permissible for reproduction without restriction - but the relevant reader(s) is (are) reminded to consult the other (restricted access) reference material mentioned just above (if so permitted and on a strict 'need to know' basis) if more in depth guidance, information etc. is required (with good reason of course)

Command & Control of Security Type Incidents - Specialist **XXX** Off-airport Police / Security and / or Military / Paramilitary Services can be expected to play the major roles in all **XXX** specific, serious (aircraft related) security incidents, **including responsibility for strategic** (ultimate / overall)

Command & Control - together with tactical / operational Command & Control in appropriate circumstances. This includes threat assessment, negotiations and countermeasures to be used - time and circumstances etc. permitting

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





Objectives - The objectives of the 'unlawful interference' checklists contained herein (and **other** [restricted distribution] procedures **not** so included - as appropriate) aim at providing for:

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

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

See again '**Command & Control of Security Type Incidents**' paragraphs on previous page as required

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

Key Roles - **Aircraft Operator** and / or latter's **Local Representative(s)** - The **aircraft** operators (and / or local representative where appropriate e.g. a **GHA**) shall comply with the 'objectives' shown a little further above, particularly those relevant to safety, insofar as it is within the capacity / capability and authority of the operator etc. to do so

In particular, it is typically **only** the relevant aircraft commander and crew who might be able to conduct **initial** countermeasures (including negotiation) e.g. whilst the incident aircraft remains in flight

The **aircraft** operator (supported by the **airport** operator and [the aircraft operator's] local representative [e.g. **GHA**] - as appropriate) is also expected to facilitate provision of crisis response technical expertise and logistical support, if appropriate to actual circumstances 'on the day' e.g. contribute to threat assessment process; provide (or arrange to provide) manpower - specialist or otherwise; provide (or arrange to provide) aircraft tugs, tow-bars, boarding steps, ground power, portable heating / cooling; portable lighting; food and beverage; toilet emptying; litter removal; medical / health support etc.

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





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

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

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

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

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

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





Within this **absolute** C4 responsibility come **other** forms of '**subordinate**' C4 - such as that which might be applied by e.g. the Aircraft Commander / Aircraft Operator, Air Traffic Services, Airport Operator, Local Police etc. Many (if not most) of the **major** decisions for action taken by such organisations (**but** see next 2 paras below) should typically be cleared / approved by the absolute C4 authority, before implementation

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

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

Communications / Negotiations

Initial (external) communications with the hijacker(s) (possibly / probably via one or other of the hijacked aircraft's pilots) are expected to be via the first responsible 'official' to be in contact with the aircraft after the hijack has occurred. In most circumstances this person is expected to be an Air Traffic Services Officer / equivalent person

As early as is practicable, external communication with the hijacked aircraft (other than ATC etc. type comms) will be transferred to a person trained so to do in such circumstances e.g. a hostage negotiator or equivalent

Isolated Aircraft Parking Positions (IAPP)

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

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

Activation of the XIA EOC & MICC for Security Related Incidents

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

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

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





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

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

Public Relations (Crisis Communications)

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

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

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

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

Incident Stand Down

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

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

For hijack security incidents, a full post-incident report shall be produced by the relevant authorities and distributed as required. 'Lessons learned' and 'feedback' etc. should form a significant part of said report





'General Responsibilities' & 'Actions'

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

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

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

IMPORTANT

At all stages of a security incident response where 'security type hazards' and similar exist / potentially exist - a suitable **risk assessment** should be conducted (e.g. by the individual person(s) responding; by responding organisations etc.) - and the result(s) used to guide the actual response required 'on the day' - typically (but not always) in accordance with pre-existing, approved procedures





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

Contents (by Responder **Type** sub-sections [i.e. Responder Types 3A to 3V as shown below])

▪ 3A/ Air Traffic Services	36
▪ 3B/ Airport Fire and Rescue Service	83
▪ 3C/ <i>Off-airport</i> / Civil Defence Fire and Rescue Services	120
▪ 3D/ Airport Police and / or equivalent Security Force	140
▪ 3E/ <i>Off-airport</i> Police and / or equivalent Paramilitary / Security Force	175
▪ 3F/ Airport Medical Centre	200
▪ 3G/ <i>Off-airport</i> Medical (Health), Ambulance, Stretcher Services etc.	238
▪ 3H/ Airport Operator's - <i>Normal</i> (day to day) Operations Control Centre	266
▪ 3J/ Aircraft Operator and / or Aircraft Operator's Representative	331
▪ 3K/ Nominated /Appropriate Ground Handling Agent(s)	376
▪ 3L/ Airport Engineering Services (Mechanical/Structural/Electrical/Electronic)	417
▪ 3M/ Line Maintenance Services (Aircraft Engineering)	441
▪ 3N/ <i>Into-plane Refuelling Operator</i>	465
▪ 3P/ Airport Operator's - Emergency Operations Centre	487
▪ 3Q/ Airport Operator's - Mobile Incident Command Centre	530
▪ 3R/ Airport Operator - Crisis Communications (Corporate Comms / PR)	559
▪ 3S/ Airport Operator's - ICT (IT) Department / Business Unit	592
▪ 3T/ Airport Customs Agency	595
▪ 3V/ Airport Immigration Agency	623





Types of Emergency / Incident Response (included in **each** sub-section of Section 3 [see previous page])

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

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

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

Exception

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

Reminder:

See again information provided on pages **7 & 8** of **this** document - and apply it (delegation context) (but only if feasible) to the checklists which follow herein

Reminder:

Non-Aircraft Related Accidents / Incidents

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





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



Aircraft Accident / Incident Related Checklists

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

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

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

Reminder - See again Note **7** [page **3**] of **this AEP Volume 2B** guideline document)

Reminder - See again info provided on pages **7** & **8** of **this AEP Volume 2B** guideline document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow

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

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

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





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Sub-section 3A

Aircraft Accident - On Airport

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

Alerted By: Various Inputs

Alerts Whom: See further below

General Responsibilities:

- Initiate alerting and activation process for **Aircraft Accident - On Airport**
- Maintain log of events
- Advise all appropriate aircraft of situation
- Maintain safe air traffic and ground (airside) vehicle operations
- Obtain and relay essential information required by initial, on-airport responders e.g. number of persons on board; fuel on board; dangerous goods on board etc.
- **Initial** (very short-term) **co-ordination** of all appropriate (*on-airport*) mobile emergency response agencies
- Provide ATS input re selection of most appropriate staging area(s); RVP(s); crash gate(s) etc.
- Consult / decide on & oversee any manoeuvring area and / or apron closures - as appropriate
- Consult / decide on & oversee withdrawal of any navigation aids from service - as appropriate
- Initiate appropriate NOTAM action where necessary (e.g. due - airport closure; navigations aids not in use; AFS reduced category; temporary obstruction(s); temporary restricted airspace etc.)
- Impound & safeguard relevant ATS voice, radar, weather etc. recordings / data
- Provide ATS rep to any activated XIA EOC (as required)
- Anything else as appropriate to actual circumstances 'on the day'
- When appropriate, take action for expeditious return to normal operations
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

General actions required: See next 2 checklists following on below:





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

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





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

Action		☑?
1	<p>Immediately inform (or arrange to inform [delegate / share this task insofar as is possible]):</p> <ul style="list-style-type: none"> All relevant aircraft - as required by actual circumstances 'on the day' XIA Normal Operations Control Centre (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>) Parent ATS Area/En-route Control Centre (ACC) (<i>Insert details here of how to find etc.</i>) RCC / SAR Authorities (<i>Insert details here of how to find....etc.</i>) Other Airports involved / 'needing to know' (<i>Insert details here of how to find.....etc.</i>) *Duty Airport / ATC Engineering Staff & similar (<i>Insert details here of how to find....etc.</i>) *CAA and Air Accident Investigation Authority (<i>Insert details here of how to find....etc.</i>) *Top managers - XYZ Airports Company (<i>Insert details here of how to find.....etc.</i>) *Top 3 managers - XIA Air Traffic Services (<i>Insert details here of how to find....etc.</i>) *Duty Meteorological Forecaster for XIA (<i>Insert details here of how to find....etc.</i>) *Anyone else - as required by actual circumstances 'on the day' <p>* (Time permitting - otherwise address these matters ASAP)</p>	
2	Ensure overall safety of any ongoing ATS operations for which you are responsible	
3	Maintain 'overall / big picture' log of events (for XIA ATC in general)	
4	Provide ATS input re selection of appropriate staging area(s); RVP(s); crash gate(s); on-airport routes to / from accident site; helicopter (medevac) site(s) etc.	
5	Direct ATC Tower to pass on (the results of checklist item 4 above) to all on-airport mobile responders + (via AFS watch-room duty officer / whoever) all other on-airport and potential off-airport responders (as per SOP / any mutual emergency aid agreements in force or otherwise at own discretion etc. for latter)	
6	Close any part of the XIA Movements Area and Apron - as required by actual circumstances 'on the day'. (Appropriate NOTAM action to be taken as required)	
7	Withdraw from service any navigation aids which might have contributed to accident (Note - such navigation aids shall not be restored to service until the appropriate technical section has confirmed their serviceability & appropriate permission has been obtained from the Air Accident Investigator(s) / whoever. Appropriate NOTAM action to be taken as required)	
8	Impound & safeguard relevant ATS voice, radar, weather etc. recordings / data	
9	Provide a suitable ATS rep to XIA EOC when it activates - if so required	
10	Conduct other actions as directed / required by actual circumstances 'on the day'	
11	When appropriate, take necessary action to reinstate normal airport operation	
12	Provide involved staff with appropriate, emotional support / debriefing etc. as required	
13	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		





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Aircraft Accident - Off-airport / On Land

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

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate alerting and activation process for **Aircraft Accident Off-airport / On Land**
- Maintain log of events
- Advise all appropriate aircraft of situation
- Maintain safe air traffic operations
- Maintain safe airside (ground) vehicle operations
- Participate in making a **very rapid** decision re what airport resources (if any) can be deployed off-airport. Assist in communicating decision to those that 'need to know'
- Obtain and relay essential information required by initial, on-airport responders e.g. number of persons on board; fuel on board; dangerous goods on board etc. (Where any doubt exists as to whether or not appropriate **external [off-airport]** responding agencies will **also** receive such essential information in a timely manner - take appropriate action with whoever [e.g. AFS Watch-room; Airport Operator; Airport Police; FCP; MICC; direct contact with off-airport agencies concerned etc.] - to **ensure** rapid and ongoing provision / update of same is established / maintained)
- Ensure defined airspace around / above accident location is kept clear - except for emergency response aircraft / helicopters
- **Initial** (very short-term) **co-ordination** of all appropriate (on-airport) mobile emergency response agencies whilst they remain **on-airport** (Until such time as a more appropriate **airport** agency (e.g. temporary EOC; full EOC) is ready and able to assume such responsibility)
- Provide ATS input to selection of most appropriate staging area(s); RVP(s); crash gate(s) etc.
- Consult / decide on & oversee withdrawal of any navigation aids from service - as appropriate
- Initiate appropriate NOTAM action where necessary (e.g. due airport closure; navigations aids not in use; AFS reduced crash category; obstructions; restricted airspace around / above accident site - etc.)
- Impound & safeguard relevant ATS voice, radar, weather etc. recordings / data
- Provide ATS rep to any activated XIA EOC (as required)
- Anything else as appropriate to actual circumstances 'on the day'
- When appropriate, take action for expeditious return to normal operations
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

See '**Important Note**' (starts page **146**) **before reading further** (and then return here)

General Actions: See next two checklists following below:





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

	Action	☑ ?
1	Declare Aircraft Accident ' Off-airport / On Land ' & activate Crash Alarm	
2	Maintain own (Control Tower) log of events	
3a	Pass 'crash message' to AFS watch-room duty officer (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
3b	Include following information in 'crash message', as available / known (do not let unavailability of such information delay transmission of what information you do have): <ul style="list-style-type: none"> ▪ Accident location (use OFF-airport gridded crash map if appropriate) ▪ Aircraft Type ▪ Nature of Emergency ▪ Total Number of Persons on Board (at time of accident [if known]) ▪ Estimated Fuel Type and Amount on Board (at time of accident [if known]) ▪ V. brief summary of any Dangerous Goods on Board (at time of accident [if known]) 	
3c	Repeat 'crash message' (as required) to AFS and other mobile responders (e.g. airport medical centre; airport police; aircraft operator / representative etc.) on designated frequency / frequencies etc. (until certain that all have received the required information)	
3d	When available, relay details of staging area(s); RVP(s); crash gates etc. (chosen for potential off-airport deployment) to AFS and (as required) other airport based mobile responders. (Also provide details of any off-airport escort to be provided - as appropriate)	
3e	As per 3d. above, relay order / permission to deploy off-airport if / when so directed	
4	Verbally notify ATC Supervisor / Watch Manager (<i>Insert details here of how to find.....etc.</i>)	
5	Continue to maintain safe Control Tower (aerodrome control) type ops - as appropriate	
6	Provide initial (very short-term) co-ordination of all appropriate (on-airport) mobile (XIA based) emergency response agencies whilst they remain on-airport (Note 1: Until such time as a more appropriate [on-airport] agency [e.g. temporary EOC; full EOC] can take over. Note 2: Ref. is being made here to operational co-ordination - not traffic co-ordination)	
7	Obtain below additional details ASAP and pass on to AFS / others (e.g. via AFS watch-room duty officer; by broadcasting on the designated frequency / frequencies etc.) <ul style="list-style-type: none"> ▪ Any information not initially obtained /passed as per checklist item 3b above ▪ Aircraft Operator and Flight Number ▪ Further details of nature / situation of Emergency - as required ▪ Update on dangerous goods carried (if any) - plus type, location etc. ▪ Any other appropriate information 	
8	Concurrently carry out ATC Supervisor / Watch Manager checklist (see next page) - should this latter person be unavailable - for whatever reason	
9	Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day'	
End of Checklist		





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

Action		☑ ?
1	Consult immediately with appropriate (XIA airport) senior management as to decision to deploy (or not) AFS (+ other selected on-airport services as required) to off-airport accident location. (Immediately convey any decision made to AFS watch-room. Also direct ATC Control Tower to broadcast same on the appropriate frequency / frequencies [Note - remainder of this checklist assumes that off-airport deployment is so authorised and takes place])	
2	Maintain 'overall / big picture' log of events (for XIA ATC in general)	
3	Ensure overall safety of any ongoing ATS operations for which you are responsible	
4	Immediately inform (or arrange to inform [delegate / share this task insofar as is possible]): <ul style="list-style-type: none"> All relevant aircraft - as required by actual circumstances 'on the day' XIA Normal Operations Control Centre (Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx) Parent ATS Area/En-route Control Centre (ACC) (Insert details here of how to find etc.) RCC / SAR Authorities (Insert details here of how to find....etc.) Other Airports involved / 'needing to know' (Insert details here of how to find.....etc.) *Duty Airport / ATC Engineering Staff & similar (Insert details here of how to find....etc.) *CAA and Air Accident Investigation Authority (Insert details here of how to find....etc.) *Top managers - XYZ Airports Company (Insert details here of how to find.....etc.) *Top 3 managers - XIA Air Traffic Services (Insert details here of how to find....etc.) *Duty Meteorological Forecaster for XIA (Insert details here of how to find....etc.) *Anyone else - as required by actual circumstances 'on the day' <p>*(Time permitting - otherwise address these matters ASAP)</p>	
5	Provide ATS input re selection of appropriate airport staging area(s); RVP(s); crash gate(s) etc. to be used for off-airport deployment of XIA emergency response resources	
6	As per 5. above, advise ATC Tower of the chosen staging area(s); RVP(s) etc. to be used	
7	Oversee establishment of required clear airspace area around / above accident location (Also take associated NOTAM action)	
8	Withdraw from service any navigation aids which might have contributed to accident (Note - such navigation aids shall not be restored to service until the appropriate technical section has confirmed their serviceability & appropriate permission has been obtained from the Air Accident Investigator(s) / whoever. Appropriate NOTAM action shall be taken)	
9	Impound & safeguard relevant ATS voice, radar, weather etc. recordings / data	
10	Provide a suitable ATS rep to XIA EOC when it activates - if so required	
11	Conduct any other actions as directed / required by actual circumstances 'on the day'	
12	When appropriate, take necessary action to reinstate normal airport operations	
13	Provide involved staff with appropriate, emotional support / debriefing etc. as required	
14	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated ‘**on the day**’ by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water

XIA - Air Traffic Services [ATS]

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate alerting and activation process for **Aircraft Accident - Off-airport / On or Over Water**
- Maintain log of events
- Advise all appropriate aircraft of situation
- Maintain safe air traffic operations
- Maintain safe airside (ground) vehicle operations
- Participate in making a **very rapid** decision re what airport resources (if any) can be deployed off-airport. Assist in communicating decision to those that 'need to know'
- Obtain and relay / distribute essential information re the accident flight e.g. number of persons on board; fuel on board; dangerous goods on board; details of flotation aids, life-rafts & location aids carried etc. (Where any doubt exists as to whether or not appropriate **external [off-airport]** responding agencies will **also** receive such essential information in a timely manner - take appropriate action with whoever [e.g. AFS Watch-room; Airport Operator; Airport Police; FCP; MICC; direct contact with off-airport agencies concerned etc.] - to **ensure** rapid and ongoing provision / update of same is established / maintained)
- Ensure defined airspace around / above accident location is kept clear - except for emergency response aircraft / helicopters
- **Initial** (very short-term) **co-ordination** of all appropriate (on-airport) mobile emergency response agencies whilst they remain **on-airport** (Until such time as a more appropriate **airport** agency (e.g. temporary EOC; full EOC) is ready and able to assume such responsibility)
- Provide input to selection of most appropriate staging area(s); RVP(s); crash gate(s) etc.
- Consult / decide on & oversee withdrawal of any navigation aids from service - as appropriate
- Initiate appropriate NOTAM action where necessary (e.g. due airport closure; navigations aids not in use; AFS reduced crash category; restricted airspace around / above accident site - etc.)
- Impound & safeguard relevant ATS voice, radar, weather etc. recordings / data
- Provide ATS rep to any activated XIA EOC (as required)
- Anything else as appropriate to actual circumstances 'on the day'
- When appropriate, take action for expeditious return to normal operations
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

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

See '**Important Note**' (starting page 153) before reading further

General Actions: See next two checklists below





Aircraft Accident - Off-airport / on or over Water

XIA Air Traffic Services - ATC Control Tower

	Action	☑ ?
1	Declare Aircraft Accident ' Off-airport / On or Over Water ' and activate Crash Alarm	
2	Maintain own (Control Tower) log of events	
3a	Pass 'crash message' to AFS watch-room duty officer (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
3b	Include following information in 'crash message', as available / known (do not let unavailability of such information delay transmission of what information you do have): <ul style="list-style-type: none"> Accident location (use OFF-airport gridded crash map if appropriate) Aircraft Type Nature of Emergency Total Number of Persons on Board (at time of accident [if known]) Estimated Fuel Type and Amount on Board (at time of accident [if known]) V. brief summary of any Dangerous Goods on Board (at time of accident [if known]) Details of flotation and location aids carried e.g. what type; how many etc. (if known) 	
3c	Repeat 'crash message' (as required) to AFS and other airport based mobile responders (e.g. airport medical centre; airport police; airside ops; aircraft operator / rep [GHA] etc.) on designated frequency / frequencies etc. (until certain that all have received the required information)	
3d	When available, relay details of staging area(s); RVP(s); crash gates etc. (chosen for potential off-airport deployment) to AFS and (as required) other airport based mobile responders. (Also provide details of any off-airport escort to be provided - as appropriate)	
3e	As per 3d. above, relay order / permission to deploy off-airport if / when so directed	
4	Verbally notify ATC Supervisor / Watch Manager (<i>Insert details here of how to find.....etc.</i>)	
5	Continue to maintain safe Control Tower (aerodrome control) ops	
6	Provide initial (very short-term) co-ordination of all appropriate (on-airport) mobile (XIA based) emergency response agencies whilst they remain on-airport (Note 1: Until such time as a more appropriate [on-airport] agency [e.g. temporary EOC; full EOC] can take over. Note 2: Ref. is being made here to operational co-ordination - not traffic co-ordination)	
7	Obtain below additional details ASAP and pass on to AFS / others (e.g. via AFS watch-room duty officer; by broadcasting on the designated frequency / frequencies etc.) <ul style="list-style-type: none"> Any information not initially obtained /passed as per checklist item 3b above Aircraft Operator and Flight Number Further details of nature / situation of Emergency - as required Update on dangerous goods carried (if any) - plus type, location etc. Any other appropriate information 	
8	Concurrently (temporarily) carry out ATC Supervisor / Watch Manager checklist (see next page) - should this latter person be unavailable (for whatever reason)	
9	Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day'	
End of Checklist		





Aircraft Accident - Off-airport / On or Over Water

XIA - ATS / ATC Supervisor / Watch Manager

Action		☑ ?
1	Consult immediately with appropriate (XIA airport) senior management as to decision to deploy (or not) AFS (+ other selected on-airport services as required) to designated off-airport location (Immediately convey decision to AFS watch-room. Also direct ATC Control Tower to broadcast same on the appropriate frequency / frequencies [Note - remainder of this checklist assumes that off-airport deployment is so authorised and takes place])	
2	Maintain 'overall / big picture' log of events (for XIA ATC in general)	
3	Ensure overall safety of any ongoing ATS ops for which you are responsible	
4	Immediately inform (or arrange to inform [delegate / share this task insofar as is possible]): <ul style="list-style-type: none"> All relevant aircraft - as required by actual circumstances 'on the day' XIA Normal Operations Control Centre (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>) Parent ATS Area/En-route Control Centre (ACC) (<i>Insert details here of how to find etc.</i>) RCC / SAR Authorities (<i>Insert details here of how to find....etc.</i>) Coastguard / Navy / Harbourmaster(s) etc. (<i>Insert details here of how to find.....etc.</i>) Other Airports involved / 'needing to know' (<i>Insert details here of how to find.....etc.</i>) *Duty Airport / ATC Engineering Staff & similar (<i>Insert details here of how to find....etc.</i>) *CAA and Air Accident Investigation Authority (<i>Insert details here of how to find....etc.</i>) *Top managers - XYZ Airports Company (<i>Insert details here of how to find.....etc.</i>) *Top 3 managers - XIA Air Traffic Services (<i>Insert details here of how to find....etc.</i>) *Duty Meteorological Forecaster for XIA (<i>Insert details here of how to find....etc.</i>) *Anyone else - as required by actual circumstances 'on the day' <p>* (Time permitting - otherwise address these matters ASAP)</p>	
5	Provide ATS input re selection of appropriate airport staging area(s); RVP(s); crash gate(s) etc. to be used for off-airport deployment of XIA emergency response resources	
6	As per 5. above, advise ATC Tower of chosen staging area(s); RVP(s) etc. to be used	
7.1	Ascertain which 'Off-loading / Landing Points' or equivalent, designated off -airport location(s) are to be deployed to	
7.2	Ensure ATC Tower passes on info (as per 7.1 above) to all on-airport mobile responders	
7.3	Ensure AFS watch-room / whoever passes on info (as per 7.1 above) to appropriate off -airport responders (even though they might already be aware of same)	
8	Oversee establishment of required clear airspace area around / above accident location (Also take associated NOTAM action)	
9	Withdraw from service any navigation aids which might have contributed to accident Note - such navigation aids shall not be restored to service until the appropriate technical section has confirmed their serviceability & appropriate permission has been obtained from the Air Accident Investigator(s) / whoever. Appropriate NOTAM action shall be taken	
10	Impound & safeguard relevant ATS voice, radar, weather etc. recordings / data	
11	Provide a suitable ATS rep to XIA EOC when it activates - if so required	
12	Conduct any other actions as directed / required by actual circumstances 'on the day'	
13	When appropriate, take necessary action to reinstate normal airport operations	
14	Provide involved staff with appropriate, emotional support / debriefing etc. - as required	
15	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		





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FULL EMERGENCY

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

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate alerting & activation process for **Full Emergency**
- Maintain log of events
- Advise all appropriate aircraft of situation
- Maintain safe air traffic and ground (airside) vehicle operations
- Obtain and relay essential information required by initial, on-airport responders e.g. number of persons on board; fuel on board; dangerous goods on board etc.
- **Initial** (very short-term) **co-ordination** of all appropriate (on-airport) **mobile** emergency response agencies
- Provide ATS input to selection of most appropriate (**potential**) staging area(s); RVP(s); crash gate(s) etc. - as per actual circumstances 'on the day'
- Consult / decide on & oversee withdrawal of any navigation aids from service - as appropriate
- Initiate appropriate NOTAM action where necessary (e.g. due - airport closure; navigations aids not in use; AFS reduced category; temporary obstruction(s); temporary restricted airspace etc.)
- When appropriate, take action for expeditious return to normal operations
- Anything else as appropriate to actual circumstances 'on the day'

General Actions: See next two checklists





FULL EMERGENCY

XIA - Air Traffic Services / **ATC Control Tower**

Action		☑ ?
1	Declare Aircraft Full Emergency and activate Crash Alarm	
2	Maintain own (Control Tower) log of events	
3a	Pass 'Full Emergency' message to AFS watch-room duty officer (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
3b	Include following information, as available: <ul style="list-style-type: none"> Expected time of arrival of emergency aircraft (as appropriate) Aircraft Type Nature of Emergency Total Number of Persons on Board (by crew and by passengers if possible) Estimated Fuel Type & Amount on Board (at time of emergency declaration) 	
3c	Repeat 'Full Emergency' message to AFS and other mobile responders (e.g. airport medical centre; airport police; aircraft operator / representative etc.) on designated frequency / frequencies etc. - until certain that all have received the required information	
3d	When / if available, relay details of (<i>potential</i>) staging area(s); RVP(s); crash gates etc. (to be used if so required) to AFS & other airport based mobile responders	
4	Verbally advise ATC Supervisor / Watch Manager (<i>Insert details here of how to find.....etc.</i>)	
5	Continue to maintain safe Control Tower (aerodrome control) type ops	
6	Provide initial (very short-term) co-ordination of all appropriate (on-airport) mobile emergency response agencies (Note 1: Until 'Full Emergency' situation terminates or escalates. Note 2: Ref. is being made here to operational co-ordination - not traffic co-ordination)	
7	Obtain below additional details ASAP and pass on to AFS / others (e.g. via AFS watch-room duty officer; by broadcasting on the designated frequency / frequencies etc.) <ul style="list-style-type: none"> Any information not initially obtained /passed as per checklist item 3b above Aircraft Operator Name and Flight Number Further details of nature / situation of Emergency - as required Updates on dangerous goods carried (if any) - plus type, location etc. Anything else as appropriate 	
8	Concurrently carry out ATC Supervisor / Watch Manager checklist (see next page) - should this latter person and deputy be temporarily unavailable - for whatever reason	
9	Conduct any other actions as directed / required (at your discretion for latter) by actual circumstances 'on the day'	
10	Should Full Emergency become an Aircraft Accident or Local Standby or Aircraft Ground Incident - follow the appropriate checklist located elsewhere in this sub-section 3A	
End of Checklist		





FULL EMERGENCY

XIA - Air Traffic Services / ATC Supervisor / Watch Manager

Action		☑ ?
1a	Consider (as appropriate to actual circumstances 'on the day') the possibility of an 'off-airport' aircraft accident scenario (developing from the 'full emergency') - and make some rapid, initial consultations / decisions re this possibility e.g. would AFS deploy off-airport; if so, how many / what type of AFS appliances could be deployed; which other airport agencies might also be deployed; which off-airport agencies should be pre-notified etc?	
1b	<p>Immediately inform (or arrange to inform [delegate / share this task insofar as is possible]):</p> <ul style="list-style-type: none"> All relevant aircraft - as required by actual circumstances 'on the day' XIA Normal Operations Control Centre (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>) Parent ATS Area/En-route Control Centre (ACC) (<i>Insert details here of how to find etc.</i>) RCC / SAR Authorities (<i>Insert details here of how to find....etc.</i>) Other Airports involved / 'needing to know' (<i>Insert details here of how to find.....etc.</i>) *Duty Airport / ATC Engineering Staff & similar (<i>Insert details here of how to find....etc.</i>) *CAA and Air Accident Investigation Authority (<i>Insert details here of how to find....etc.</i>) *Top managers - XYZ Airports Company (<i>Insert details here of how to find.....etc.</i>) *Top 3 managers - XIA Air Traffic Services (<i>Insert details here of how to find....etc.</i>) *Duty Meteorological Forecaster for XIA (<i>Insert details here of how to find....etc.</i>) *Anyone else - as required by actual circumstances 'on the day' <p>* (Time permitting - otherwise address these matters ASAP)</p>	
2	Ensure the continuing safety of XIA ATS ops (in general)	
3	Together with AFS, XYZ Airports Company Ops, Airport Police etc. - provide input re (precautionary) pre-selection of appropriate staging areas, crash gates and RVP(s) - which might be relevant to this particular emergency. Advise Control Tower of the results	
5	Double check that all ATS crisis response activities/information are / is being logged	
6	Impound & safeguard appropriate ATS voice, radar, weather etc. recordings / data	
7	Provide an ATS rep to XIA EOC if it activates as a 'precaution'	
8	Conduct any other actions as directed / required by actual circumstances 'on the day'	
9	When full emergency terminated, decide on appropriate actions to take (if any) re e.g. withdrawal of suspect navigation aids; closure of any part of the XIA Manoeuvring Area and Apron etc. (Take appropriate NOTAM action if necessary)	
10	Should Full Emergency become an Aircraft Accident or Local Standby or Aircraft Ground Incident - follow the appropriate checklist located elsewhere in this sub-section 3A	
11	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		





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LOCAL STANDBY - Aircraft In-flight

XIA - Air Traffic Services

Alerted By: Various Inputs

Alerts Whom: See checklists which follow further below

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

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

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

General Responsibilities:

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

General Actions: See next two pages





LOCAL STANDBY - Aircraft In-flight

XIA - Air Traffic Services / ATC Control Tower

Action		☑ ?
1	Declare LOCAL STANDBY - aircraft in-flight	
2	Maintain own (Control Tower) log of events	
3	Pass 'Local Standby' message to AFS watch-room duty officer <i>(Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx)</i>	
4	Repeat 'Local Standby' message to AFS and other mobile responders (e.g. airport medical centre; airport police etc.) on designated frequency / frequencies etc. - until certain all have received the required info	
5	Verbally advise ATC Supervisor / Watch Manager <i>(Insert details here of how to find.....etc.)</i>	
6	Continue to maintain safe Control Tower (aerodrome control) type ATS ops	
7	Provide initial (very short-term) co-ordination of all appropriate (on-airport) mobile emergency response agencies . (Note 1: Until 'Local Standby' situation terminates or escalates. Note 2: Ref. is made here to operational co-ordination - not traffic co-ordination)	
8	Concurrently carry out ATC Supervisor / Watch Manager checklist (see next page) - should this latter person & deputy be temporarily unavailable - for whatever reason	
9	Conduct any other actions as directed/required by actual circumstances 'on the day'	
10	If aircraft lands safely - stand-down to normal ops readiness & notify other associated parties of same	
11	Should Local Standby - Aircraft In-flight become an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate checklist located elsewhere in this sub-section 3A	
End of Checklist		





LOCAL STANDBY - Aircraft In-flight

XIA - Air Traffic Services / ATC Supervisor / Watch Manager

Action		☑ ?
1	Inform: <ul style="list-style-type: none">All other aircraft as deemed necessaryXIA Normal Operations Control CentreThe appropriate XIA ATS Senior Manager(s)	
2	Ensure safe ATS operations (in general) continue	
3	Ensure all ATS activities associated with the occurrence are being logged	
4	Conduct any other actions as directed/required by actual circumstances 'on the day'	
5	When 'local standby' aircraft lands safely - check that ATC Tower Controller has initiated stand-down to normal ops readiness & notified other parties accordingly	
6	Decide on any further actions to take (if any) re e.g. withdrawal of suspect navigation aids; closure of any part of the XIA Manoeuvring Area and Apron etc. (Take appropriate NOTAM action if necessary)	
7	Should Local Standby - Aircraft In-flight become an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate checklist located elsewhere in <u>this</u> sub-section 3A	
End of Checklist		





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Aircraft - Ground Incident

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

The following occurrences are typical examples of the above:

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

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

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

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

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

IMPORTANT: An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **NOT** typically lead to death, serious injury (in its common sense interpretation i.e. **not** as per the ICAO definition), **serious damage to an aircraft** (or to anything else of similar severity) etc.





Aircraft Ground Incident

XIA - Air Traffic Services

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate alerting & activation for **Aircraft Ground Incident**
- Maintain log of events
- Advise all appropriate aircraft of situation
- Maintain safe air traffic and airside vehicle operations
- Where appropriate, obtain and relay essential information required by initial, on-airport responders e.g. number of persons on board; fuel on board; dangerous goods on board etc.
- **Initial** (very short-term) **co-ordination** of all appropriate (*on-airport*) **mobile** emergency response agencies
- Upgrading / standing-down incident - in conjunction with AFS
- Consult / decide on & oversee any manoeuvring area and / or apron closures - as appropriate
- If required - initiate appropriate NOTAM action (e.g. due full or part airport closure; AFS reduced crash category etc.)
- Anything else as appropriate to actual circumstances 'on the day'
- When appropriate, take action for expeditious return to normal operations
- Ensure ATS staff have access to appropriate 'emotional support' resources - as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

General Actions: See next two checklists





Aircraft Ground Incident

XIA - Air Traffic Services / ATC Control Tower

Action		☑ ?
1	Declare Aircraft Ground Incident . Pass associated 'alerting message' and incident location to AFS watch-room duty officer (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>) [Use on-airport gridded crash map for incident location ref]	
2	Maintain own (Control Tower) log of events	
3a	Include following information in alerting message, as available / appropriate: 1.) Aircraft Type; 2.) Nature of incident / problem; 3.) Total Number of Persons on Board (at time of incident [if known]); 4.) Estimated Fuel Type & Amount on Board (at time of incident [if known]) 5.) Very brief summary of Dangerous Goods on board (at time of incident [if known])	
3b	Repeat 'alerting message' (as required) to AFS and other mobile responders (e.g. airport medical centre; airport police; aircraft operator / representative etc.) on designated frequency / frequencies etc. (until certain that all have received the required information)	
3c	When available, relay details of selected staging area(s); RVP(s); crash gates etc. (to be used / potentially used) to AFS & other airport based mobile responders	
4	Verbally advise ATC Supervisor/Watch Manager (<i>Insert details here of how to find.....etc.</i>)	
5	Continue to maintain safe Control Tower (aerodrome control) ops	
6	Provide initial (very short-term) co-ordination of all appropriate (on-airport) mobile emergency response agencies (Note 1: Until such time as a more appropriate [on-airport] agency [e.g. FCP; MICC; temporary EOC; full EOC] can take over. Note 2: Ref. is being made here to operational co-ordination - not traffic co-ordination)	
7	Obtain below additional details ASAP and pass on to AFS / others (e.g. via AFS watch-room duty officer; by broadcasting on the designated frequency / frequencies etc.) a). Any information not initially obtained / passed as per checklist item 3a above; b). Aircraft Operator Name and Flight Number; c). Further details of nature / situation of Emergency - as required; d). Updates on dangerous goods carried (if any) - plus type, location etc; e). Any other appropriate information	
8	Concurrently carry out ATC Supervisor / Watch Manager checklist (see next page) - (should this latter person and deputy be temporarily unavailable - for whatever reason)	
9	Conduct any other actions as directed / required by actual circumstances 'on the day'	
10	Should Aircraft Ground Incident become an Aircraft Accident - follow the appropriate checklist found elsewhere in this sub-section 3A	
11	When incident is terminated, stand-down AFS etc. to normal readiness (Note - Upgrade / Stand-down of Aircraft Ground Incident to always be done in conjunction with AFS)	
End of Checklist		





Aircraft Ground Incident

XIA - Air Traffic Services / ATC Supervisor / Watch Manager

Action		☑ ?
1	<p>Immediately inform (or arrange to inform [delegate / share this task insofar as is possible]):</p> <ul style="list-style-type: none"> All relevant aircraft - as required by actual circumstances 'on the day' XIA Normal Operations Control Centre (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>) Parent ATS Area Control Centre (ACC) (<i>Insert details here of how to find etc.</i>) *Duty Airport / ATC Engineering Staff & similar (<i>Insert details here of how to find etc.</i>) *CAA and Air Accident Investigation Authority (<i>Insert details here of how to find etc.</i>) *Top 3 managers - XYZ Airports Company (<i>Insert details here of how to find etc.</i>) *Top 3 managers - XIA Air Traffic Services (<i>Insert details here of how to find etc.</i>) *Duty Meteorological Forecaster for XIA (<i>Insert details here of how to find etc.</i>) *Anyone else - as required by actual circumstances 'on the day' <p>* (Time permitting - otherwise address these matters ASAP)</p>	
2	Ensure the continuing safety of XIA ATS ops (in general)	
3	Together with AFS, XYZ Airports Company Ops, Airport Police etc. - provide input re (<i>precautionary</i>) pre-selection of appropriate staging areas, crash gates and RVP(s) - which might be relevant to this specific emergency. Advise Control Tower of results	
4	Double check that all ATS crisis response activities / information is being logged	
5	Impound & safeguard appropriate ATS voice, radar, weather etc. recordings / data - as required	
6	Provide an ATS rep to XIA EOC if it activates as a 'precaution'	
7	Conduct any other actions as directed / required by actual circumstances 'on the day'	
8	Should Aircraft Ground Incident become an Aircraft Accident - follow the appropriate checklist found elsewhere in this sub-section 3A	
9	When incident terminated, decide on appropriate actions to take (if any) re e.g. closure of any part of the XIA Manoeuvring Area and Apron etc. (Take appropriate NOTAM action if necessary)	
10	Ensure ATS staff receive appropriate, emotional support - if so required / requested	
11	Prepare for/participate in associated 'wash-up/debriefing/lessons learned' meetings	
End of Checklist		





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Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made Air Traffic Services

IMPORTANT

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3A checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. ***If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences***





IMPORTANT

Note 1

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

Note 2

For a **major** security alert involving aircraft operations, specialist security services etc. **only** should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft; 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Note 3

It is anticipated that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead off-airport police / security / intelligence / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is also typically required in order to represent the interests of the **Airport Operator** and to facilitate / support the **appropriate authority**

Reminder - To review the wider issues of aircraft related 'bomb warning' - see pages 14 - 26





Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made Air Traffic Services

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Safety and Control of Air Traffic
- Maintain log of events
- Invoke **Full Emergency** or **Local Standby** or **Aircraft Ground Incident** procedure, as appropriate to actual circumstances 'on the day'
- Initiate XIA ATS internal alerting & activation plan for '**Bomb Threat - Aircraft Related**'
- **Initial** co-ordination of mobile **on-airport** emergency response agencies
- Establish / maintain communications with Aircraft Commander of incident aircraft as directed; as appropriate to actual circumstances 'on the day' etc.
- Provide appropriate advice, assistance & facilities etc. (e.g. use of ATS facilities - including radio) to security services charged with management of incident
- Maintain airside vehicle management (as dictated by security situation) - providing priority to traffic operating in support of the incident
- Implement appropriate action for re-routing of aircraft (on the ground and / or in the air) and vehicle (manoeuvring area / apron[s]) movements - as applicable
- Ensure XIA Isolated Aircraft Parking Position (IAPP) is prepared & available for use
- Close any part of the manoeuvring area & apron(s) etc. (including any 'work in progress' tasks) at risk from security threat
- Runway blocking procedure and / or withdrawal of runway lights, nav aids etc. - as directed
- Provide ATS rep to XIA EOC (when and as required)
- Impound / secure appropriate radio, radar recordings and met (weather) info
- In the event that security incident becomes an **Aircraft Accident** - follow the appropriate (equivalent) checklist located elsewhere in this sub-part 3A
- When 'Incident Stand Down' declared - oversee return to 'normal ops' as soon as possible
- Initiate appropriate NOTAM action accordingly - re any appropriate items above
- Ensure involved ATS staff have access to appropriate 'emotional and welfare support'
- Participate in associated 'wash-up / debriefing / lessons learned' meetings

General Actions: See next **two** checklists

- It is assumed that incident aircraft is close to (XIA) or on the ground at XIA
- It is assumed that ATS/ATC is taking direction / advice from appropriate (specialist / expert) security agencies regarding any related security specific requirements
- Due to security threat it may be necessary to consider evacuation of ATS facilities. Where this is directed / required - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the safety of air traffic operations. Where such 'plans / facilities' do not exist - all and any appropriate measures should be considered 'on the day' in an attempt to ensure such safety of air traffic operations and involved persons





Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made

XIA - Air Traffic Services - Control Tower

Note - *it is important that much of this checklist be actioned without delay*. Accordingly (and if possible), delegate / share actions for checklist items below - where possible

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





Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made

XIA - Air Traffic Services - Control Tower - continued

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





Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made

XIA - Air Traffic Services - Duty Supervisor / Watch Manager

Note - *it is important that much of this checklist be actioned without delay*. Accordingly (and if possible), delegate / share actions for checklist items below - where possible

	Action	☑ ?
1	Maintain overall safety & control of air traffic for which you are responsible	
2	Ensure all (overall) ATS activities associated with incident are logged in writing	
3	Unless specifically directed otherwise by the security authorities etc. in overall charge of the incident, keep all air & ground traffic well clear of the incident aircraft - with possible exception of security and / or rescue etc. related flight operations	
4	Depending on alert state declared - use your equivalent Full Emergency OR Local Standby OR Aircraft Ground Incident checklist (found elsewhere in this sub-section 3A) to CONCURRENTLY supplement / provide further guidance to this Bomb Threat checklist	
5	Where an 'unlawful interference' act is taking place in conjunction with (additional to) the 'bomb threat' incident - use your equivalent ' Unlawful Interference ' checklist (found elsewhere in this sub-section 3A) to CONCURRENTLY supplement / provide further guidance to this Bomb Threat checklist	
6	<p>Inform (or arrange to inform):</p> <ul style="list-style-type: none"> All (other) relevant aircraft (if appropriate to actual 'security' circumstances on the day) XIA Normal Operations Control Centre (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>) Parent ATS Area / En-route Control Centre (if appropriate) (<i>Insert details here of how to find.....etc.</i>) Other Airports involved / 'needing to know' (if appropriate) (<i>Insert details here of how to find.....etc.</i>) Duty Airport / ATC Engineering & similar (<i>Insert details here of how to find.....etc.</i>) CAA & Air Accident Investigation Authority (<i>Insert details here of how to find.....etc.</i>) Top 3 managers - XYZ Airports Company (<i>Insert details here of how to find.....etc.</i>) Top 3 managers - XIA Air Traffic Services (<i>Insert details here of how to find.....etc.</i>) Anyone else - as required by circumstances 'on the day' 	
7	Provide appropriate (ATS related) advice, assistance & facilities (e.g. use of ATS radios) to external security etc. type services charged with management of incident	





Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made

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

8	Ensure XIA Isolated Aircraft Parking Position (IAPP) is prepared / available for use (+ [when / as appropriate] consult with 'security' services in-charge as to whether or not the incident aircraft should be moved to the IAPP. Keep Control Tower updated accordingly)	
9	<ul style="list-style-type: none"> * Close any part of XIA Manoeuvring Area / Apron at risk from the security threat * Similarly, suspend any 'work in progress' which is at risk * Initiate any associated NOTAM action as appropriate 	
10	When so directed by an appropriate authority - arrange for appropriate invocation of 'runway blocking' procedure (insert here details of where associated SOP can be found)	
11	<p>When so directed by an appropriate authority - arrange for appropriate action to be taken to withdraw aerodrome lighting and navigation aids from service (insert here details of where associated SOP can be found)</p> <p>Note: 1. For this checklist item 11 and item 10 just above - ensure safety of all air & ground traffic before invoking (this may exceptionally NOT include the incident aircraft where so directed by an 'appropriate' authority.) Note 2. Similarly, take appropriate NOTAM action</p>	
12	Provide an ATS representative to XIA EOC - if activated and if so required	
13	Should security incident become the equivalent of an Aircraft Accident - (e.g. a bomb explodes on board; the aircraft crashes etc.) concurrently follow your appropriate, equivalent checklist(s) located elsewhere in this sub-section 3A (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident)	
14	When appropriate, impound and secure all appropriate ATS radio (relevant frequencies) and radar picture recordings. Do likewise for appropriate weather reports	
15	Use any / all of the above for guidance re lower security alert declarations (i.e. lower than RED or equivalent) - related to 'bomb-warning' type incidents etc.	
16	When security incident terminated, recover any parts of the XIA Manoeuvring Area etc. which might have been closed and initiate appropriate NOTAM action	
17	Take all and any actions required for expeditious return to normal operations	
18	Provide involved staff with appropriate, emotional support / debriefing etc. as required	
19	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		





Notes:

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

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

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

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





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UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

Air Traffic Services

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar acts of unlawful interference e.g. sabotage; hostage taking; active shooter etc.) type situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack etc. actually occurring **AT** XIA, it is expected that the required actions will **ALL** be considered and **MOST** carried out - as appropriate

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

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

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated Bomb Warning

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **AND** 'Unlawful Interference' checklists **CONCURRENTLY** - in addition to any other checklists required (e.g. **LOCAL STANDBY** or **FULL EMERGENCY** or **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

IMPORTANT

See 'Important' Notes 1 to 3 on page **66**. They similarly apply here

Reminder - To review the wider issues of aircraft related 'unlawful interference' - see pages **27** - **33**

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





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

Alerted By: Various Inputs

Alerts Whom: See below

General Responsibilities:

- Safety and Control of Air Traffic
- Maintain log of events
- Invoke **Full Emergency** OR **Local Standby** OR **Aircraft Ground Incident** procedure, as appropriate to actual circumstances 'on the day'
- Initiate XIA ATS internal alerting & activation plan re '**Unlawful Interference - Aircraft Related**'
- **Initial** co-ordination of mobile **on-airport** emergency response agencies
- Establish / maintain communications with aircraft commander of incident aircraft as directed; as appropriate to actual circumstances 'on the day' etc.
- Provide appropriate advice, assistance & facilities etc. (e.g. use of ATS facilities - including radio) to security services charged with management of incident
- Maintain airside vehicle management (as dictated by security situation) - providing priority to traffic operating in support of the incident
- Implement appropriate action for re-routing of aircraft (on the ground and / or in the air) and vehicle (manoeuvring area / apron[s]) movements - as applicable
- Ensure XIA Isolated Aircraft Parking Position (IAPP) is prepared & available for use
- Close any part of the manoeuvring area & apron(s) etc. (including any 'work in progress' tasks) which might be at risk from security threat
- Runway blocking procedure and / or withdrawal of runway lights, nav aids etc. - as directed
- Provide ATS rep to XIA EOC (when and as required)
- Impound / secure appropriate radio, radar recordings and met (weather) info
- In the event that the security incident becomes an **Aircraft Accident** - follow the appropriate (equivalent) procedure located elsewhere in this sub-section [3A](#)
- When 'Incident Stand Down' declared - oversee return to 'normal ops' as soon as possible
- Initiate appropriate NOTAM action accordingly - re any appropriate items above
- Ensure involved ATS staff have access to appropriate 'emotional and welfare support'
- Participate in associated 'wash-up / debriefing / lessons learned' meetings

General Actions: See next [two](#) checklists:

- It is assumed that incident aircraft is close to (XIA) or on the ground at XIA
- It is assumed that ATC is taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements
- Due to security threat it may be necessary to consider evacuation of ATS facilities. Where this is directed / required - 'fall-back / business continuity' plans & facilities shall be invoked to maintain the safety of air traffic operations. Where such 'plans / facilities' do not exist - all and any appropriate measures should be considered 'on the day' in an attempt to ensure such safety of air traffic operations and involved persons





UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

Air Traffic Services

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

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





UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

Air Traffic Services

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

12	Establish and / or maintain communications with Aircraft Commander of incident aircraft as directed OR as appropriate to actual circumstances 'on the day'	
13	Brief 'security personnel' on situation when (if) they arrive at the ATC Control Tower	
14	Provide priority to airside vehicular traffic deploying in support of the security alert	
15	If / when incident aircraft is on the ground, take suitable action for it to be positioned on the XIA Isolated Aircraft Parking Position (IAPP) without delay (<u>unless</u> directed otherwise e.g. by ATS Supervisor / Watch Manager)	
16	Obtain following information if available (probably from aircraft operator and / or local representative (<i>insert contact information here xxxxxxxx</i>) - and be prepared to distribute immediately to appropriate parties if incident circumstances so require: <ul style="list-style-type: none"> Incident Aircraft Type More information on Nature of Occurrence Total Number of Persons on Board (By crew & by Passengers if possible) Estimated Type & Amount of Fuel on Board (Update this info as required) Initial details of any Dangerous Goods on board Anything else as appropriate e.g. flight number; flight route; crew list; PAX list etc. 	
17	Concurrently carry out ATC Supervisor / Watch Manager checklist (see next page) - should this latter person and deputy be unavailable - for whatever reason	
18	Should Security Incident become the equivalent of an Aircraft Accident - (e.g. the aircraft crashes; mass murders commence etc.) concurrently follow your appropriate (equivalent) checklist located elsewhere in this sub-section 3A (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident)	
19	Use all of above for guidance re lower grade 'Unlawful Interference' & similar incidents	
End of Checklist		





UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Air Traffic Services / continued

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

	Action	☑ ?
1	Maintain overall safety & control of air traffic for which you are responsible	
2	Ensure all (overall) ATS activities associated with incident are logged in writing	
3	Unless specifically directed otherwise by the security authorities etc. in overall charge of the incident, keep all air & ground traffic well clear of the incident aircraft - with possible exception of security and / or rescue etc. related flight operations	
4	Depending on alert state declared - use your equivalent Full Emergency OR Local Standby OR Aircraft Ground Incident checklist (found elsewhere in this sub-section 3A) to CONCURRENTLY supplement / provide further guidance to this 'Unlawful Interference' checklist	
5	Where a 'bomb threat' act is taking place in conjunction with (additional to) the 'Unlawful Interference' incident - use your own (equivalent) BOMB THREAT checklist (found elsewhere in this sub-section 3A) to CONCURRENTLY supplement / provide further guidance to this 'Unlawful Interference' checklist	
6	Inform (or arrange to inform): <ul style="list-style-type: none"> All (other) relevant aircraft (if appropriate to actual 'security' circumstances on the day) XIA Normal Operations Control Centre (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>) Parent ATS Area / En-route Control Centre (if appropriate) (<i>Insert details here of how to find.....etc.</i>) Other Airports involved / 'needing to know' (if appropriate) (<i>Insert details here of how to find.....etc.</i>) Duty Airport / ATC Engineering & similar (<i>Insert details here of how to find.....etc.</i>) CAA & Air Accident Investigation Authority (<i>Insert details here of how to find.....etc.</i>) Top 3 managers - XYZ Airports Company (<i>Insert details here of how to find.....etc.</i>) Top 3 managers - XIA Air Traffic Services (<i>Insert details here of how to find.....etc.</i>) Anyone else - as required by circumstances 'on the day' 	
7	Provide appropriate (ATS related) advice, assistance & facilities (e.g. use of ATS radios) to external security etc. type services charged with management of incident	
8	As appropriate and in conjunction with the Aircraft Operator (or local representative) and XYZ Airports Company (Airport Operator) etc. arrange for attendance at the Control Tower of local 'specialists' who might be able to assist ATC and / or the Security Services (or who might otherwise have a vested interest in the incident) e.g. <ul style="list-style-type: none"> Aircraft operator senior representative Experienced pilot current on the aircraft type involved Aircraft engineer familiar with the aircraft type Airport police / security representative Airport engineer (electronic, structural etc.) representatives etc. 	





UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Air Traffic Services / continued

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

9	Ensure XIA Isolated Aircraft Parking Position (IAPP) is prepared / available for use (+ [when / as appropriate] consult with 'security' services in-charge as to whether or not the incident aircraft should be moved to the IAPP. Keep Control Tower updated accordingly)	
10	<ul style="list-style-type: none"> * Close any part of XIA Manoeuvring Area / Apron at risk from the security threat * Similarly, suspend any 'work in progress' which is at risk * Initiate any associated NOTAM action as appropriate 	
11	When so directed by an appropriate authority - arrange for appropriate invocation of 'runway blocking' procedure (insert here details of where associated SOP can be found)	
12	<p>When so directed by an appropriate authority - arrange for appropriate action to be taken to withdraw aerodrome lighting and navigation aids from service (insert here details of where associated SOP can be found)</p> <p>Note: 1. For this checklist item 12 and item 11 just above - ensure safety of all air & ground traffic before invoking (this may exceptionally NOT include the incident aircraft where so directed by an 'appropriate' authority.) Note 2. Similarly, take appropriate NOTAM action</p>	
13	Provide an ATS representative to XIA EOC - if activated and if so required	
14	Should the 'Unlawful Interference' incident become the equivalent of an Aircraft Accident - (e.g. the aircraft crashes; mass murders commence etc.) concurrently follow your appropriate, (equivalent) checklist located elsewhere in this sub-section 3A (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident)	
15	When appropriate, impound and secure all appropriate ATS radio (relevant frequencies) and radar picture recordings. Do likewise for appropriate weather reports	
16	Use any / all of the above for guidance re lower security alert declarations (i.e. lower than RED or equivalent) - related to 'unlawful interference' type incidents etc.	
17	When security incident terminated, recover any parts of the XIA Manoeuvring Area etc. which might have been closed and initiate appropriate NOTAM action	
18	Take all and any actions required for expeditious return to normal operations	
19	Provide involved staff with appropriate, emotional support / debriefing etc. as required	
20	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		





Supplement

UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Air Traffic Services - Specific Situation # 1

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

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

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





UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Air Traffic Services - Specific Situation # 2

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

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

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





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AEP Volume 2B / Sub-section 3B

Airport Fire & Rescue Service (AFS)



Aircraft Accident / Incident Related Checklists

IMPORTANT - Until such time as the **XIA Emergency Operations Centre** (EOC) can itself assume C4 responsibilities for the crisis - the airport's '**normal** (business) operations control centre' will typically assume temporary C4, on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Reminder - See again 'Note 7' (page 3) of *this* document

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

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

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

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





Sub-section 3B

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

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

Alerts Whom: See next page:

General Responsibilities:

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

Note: It may be that the **airport** operator is able to provide 'temporary' shelter for triage and immediate medical care operations, at or close to the on-airport accident site. Such shelter typically takes the form of inflatable / other suitable tents - sometimes with power, lighting and temperature control (via generators & other appropriate equipment)

At its most ambitious, enough tents are procured by some airports (and colour coded accordingly) for the different levels of triage required (again by standard triage colour code) and subsequent / associated immediate medical treatment requirements

At many airports having such a facility, **it is AFS which typically deploys and sets up such tents** (or equivalent) - assisted by e.g. AMC staff; Airport Police/Security personnel; XYZ airports staff; Airline/GHA staff etc.





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

Note - Assumption is made herein that XIA has both inflatable tents + normal & modified (seats removed) airport type buses at its disposal (as described above) - for emergency response ops, **both** on & off-airport

Notifications to be made by AFS Watch-room:

The AFS **watch-room** person in charge (PIC), on initial alerting & activation for an '**aircraft accident - on airport**', shall acknowledge the ATC crash message etc. + immediately notify brief SOP details to:

ATS - if not already aware (insert or cross refer to contact details here xxxxxxxx)

AFS Main-station Response Team(s) - if not already aware (insert or cross refer to contact details here xxxxxxxx)

AFS Sub-station(s) (if any) - if not already aware (including any **off**-airport sub-stations where appropriate) (insert or cross refer to contact details here xxxxxxxx)

AMC (insert or cross refer to contact details here xxxxxxxx)

Airport Police / Security (insert or cross refer to contact details here xxxxxxxx)

XYZ Airports Company(XIA) - **NORMAL Operations Control Centre** (insert or cross refer to contact details here xxxxxxxx)

Aircraft Operator / Local Representative (including Ground Handling Agent[s] - GHA) (insert or cross refer to contact details here xxxxxxxx)

Civil Defence / Off-airport Fire Fighting & Rescue etc. services (insert or cross refer to contact details here xxxxxxxx)

Senior Fire Officer - XIA (insert or cross refer to contact details here xxxxxxxx)

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

Others 'to be decided / as directed' - then listed here (insert or cross refer to contact details here xxxxxxxx)

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





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

	Action	☑ ?
1	Deploy to accident location (as per SOP or as directed or [<i>exceptionally</i>] as self-initiated)	
2	Commence fire-fighting and rescue operations (as per actual circumstances 'on the day')	
3	(Deploying AFS Team Leader to -) Obtain more detailed information as available - ref accident circumstances + details of POB, DG (if any) & estimated fuel on board (<i>Insert appropriate ATS & AFS Watch-room contact info [+ any other contacts required] here xxxxxxxx</i>)	
4	(AFS Watch-room person in charge [PIC] to -) Maintain overall AFS log of events (but also see checklist item 15 further below)	
5	(Deployed AFS Team Leader to -) * Identify / mark-out, establish, sign-post & operate a ' Forward Command Post (FCP)' (Based on his / her own AFS appliance / vehicle) * 1). Do this in conjunction with Airport Police + anyone else present, as appropriate. 2). Clearly identify / mark / signpost FCP [e.g. using appropriate markings, pennants, beacons, signs etc.]	
6	(Deployed AFS Team Leader to -) Assume role of temporary 'On-scene Commander' (Wear associated & appropriate identifying apparel / clothing / safety equipment etc.)	
7	Establish and maintain appropriate SOP communications - as per 'Radio Communications Plan'found at appendix P to (<i>separate</i>) document - AEP Volume 1	
8	* Oversee operational direction of all other on-site emergency / support agencies * On-scene Commander (operating from MICC) will eventually take-over such operational command & control of crisis - upon his / her arrival on-site	
9a	(In conjunction with ATS + Airport Police + AMC + EOC [or XYZ Airports Company ' Normal Ops Control Centre' [until EOC activates] + whoever) * Confirm / decide on most appropriate staging area(s); RVP(s); crash gate(s); accident site access / exit routes; helicopter (Medevac) landing / take-off site(s) etc. - to be used for this particular emergency * Direct AFS Watch-room / whoever to co-ordinate immediate forwarding of the resulting decisions to appropriate on and off-airport emergency response / support agencies. Note: Delegate this complete task to AFS Watch-room if necessary (e.g. due your workload)	
9b	(In conjunction with Airport Police + AMC + EOC [or XYZ Airports Company ' Normal Ops Control Centre' until EOC activates] + whoever) * Decide on type & amount of off-airport emergency support resources required * 1). Especially resources related to fire & rescue ops; medical / health; ambulance (ground & air); stretcher / stretcher bearer; body bags; medical supplies replenishment etc. 2). Direct AFS Watch-room / whoever to co-ordinate immediate forwarding of such requirements to appropriate off-airport emergency response / support agencies. Note: Delegate this complete task to AFS Watch-room if necessary (e.g. due your workload)	
10	(Fire and Rescue operations permitting) * Identify, mark out, establish & sign-post ' Collection (x 3 i.e. one each for the injured, uninjured and the dead), Triage and Immediate Medical Care ' areas * 1). Do this in conjunction with Airport Police / anyone else present as appropriate. Delegate this entire task to Airport Police / whoever if fire & rescue ops do not permit AFS involvement 2). Airport Police are responsible for setting up the accident site inner and outer cordons + choosing & marking / lighting the most appropriate access / exit routes to / from a). Accident site itself b). Inner & Outer Cordons c). FCP / MICC d). Collection, Triage & Immediate Medical Care Areas..... etc.	





Aircraft Accident - On Airport - AFS actions / continued

	Action	☑ ?
11	(Fire and Rescue operations permitting) * Commence collection, triage and immediate first aid operations until relieved by an appropriate agency / agencies * In conjunction with AMC; Airport Police; (Volunteer) Uninjured / slightly injured PAX and crew (esp. those with appropriate medical / first-aid experience); OFF -airport medical staff as they become available on-site; anyone else as appropriate etc.	
12a	(In conjunction with on-site Airport Police; Aircraft Operator and / or Representative; whoever) Reconcile (try to match) the number of victims believed to be / have been on board the accident aircraft - with any available PAX and crew lists available (latter lists typically provided by aircraft crew OR 'Aircraft Operator' OR latter's local representative [e.g. GHA] OR XIA EOC [temporary or full EOC] etc.) Note - delay this task until such lists are available	
12b	(Where 'discrepancies' arise from the '12a' checklist item above) * Resolve discrepancies as required * e.g. if it is indicated that some victims remain unaccounted for, take appropriate action accordingly e.g. search the aircraft / surrounding areas again etc. Note - expect all such lists to be updated / amended several times during the on-site and subsequent response	
13	Oversee replenishment of essential AFS resources (water; foam; manpower etc.)	
14	Monitor AFS 'fire & rescue' category and keep AFS Watch-room, ATS & EOC updated	
15	Oversee completion of an <i>on-site</i> AFS log of events - insofar as is practically possible (i.e. in addition to AFS Watch-room log)	
16	As required (and only in the absence of the MICC / On-scene Commander) appoint an appropriate AFS representative to attend the EOC	
17	Brief and hand over on-site <i>operational Command & Control</i> of response to designated <i>On-scene Commander</i>, upon his / her arrival on-site (usually arrives in the MICC) IMPORTANT: This particular checklist item is to be actioned when MICC arrives on-site i.e. do not wait until you get to this checklist item 17 to take the appropriate action	
18	Ensure AFS liaison person appointed to MICC as appropriate (i.e. upon latter's arrival)	
19	Determine when Fire & Rescue ops are complete and advise (and / or arrange for such advising e.g. via AFS Watch-room; via EOC etc.) all appropriate agencies accordingly	
20	Manage AFS stand-down; replenishment of resources; maintaining / regaining appropriate crash category; debriefing / lessons learned; staff welfare etc.	
21	Provide involved staff with appropriate, emotional support / debriefing etc. as required	
22	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

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





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Aircraft Accident - Off-airport / On Land

XIA - Airport Fire & Rescue Service (AFS)

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

Alerts Whom: See next page:

General Responsibilities:

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

Reminder: See again 'Note' (starting) at bottom of page **84** - **NOW**





Notifications to be made by AFS Watch-room:

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

IMPORTANT: Double check that ATS has already notified the appropriate RCC / SAR agency (as required) + also the top 3 managers from XYZ Airport Company

ATS - if not already aware (insert or cross refer to contact details here xxxxxxxx)

AFS Main-station Response Team(s) - if not already aware (insert or cross refer to contact details here xxxxxxxx)

AFS Sub-station(s) (if any) - if not already aware (including any **off**-airport sub-stations where appropriate) (insert or cross refer to contact details here xxxxxxxx)

AMC (insert or cross refer to contact details here xxxxxxxx)

Airport Police / Security (insert or cross refer to contact details here xxxxxxxx)

XYZ Airports Company - **NORMAL Operations Control Centre** (insert or cross refer to contact details here xxxxxxxx)

Aircraft Operator / Local Representative (including Ground Handling Agent[s] - GHA) (insert or cross refer to contact details here xxxxxxxx)

Civil Defence / Off-airport Fire Fighting & Rescue etc. services (insert or cross refer to contact details here xxxxxxxx)

Senior Fire Officer - XIA (insert or cross refer to contact details here xxxxxxxx)

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

Others 'to be decided / as directed' - then listed here (insert or cross refer to contact details here xxxxxxxx)

See '**Important Note**' (starting page 146) before reading further

AFS Specific Actions Required: See checklist starting on next page





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

	Action	☑ ?
1	Establish immediate contact with ATC to obtain more detailed accident information. (Ensure dangerous goods details, POB & estimated fuel on board are obtained / provided ASAP)	
2	ALL AFS appliances etc. to hold on-airport at immediate readiness	
3	AFS watch-room person in charge (PIC) to maintain written log of overall events	
4	(In conjunction with ATS + Airport Police + AMC + EOC [or XYZ Airports Company 'Normal Ops Control Centre' until EOC activates] + whoever) Confirm / decide on most appropriate airport staging area(s); RVP(s); crash gate(s); access route(s) to off-airport accident site etc. - to be used for this particular emergency (Note: Delegate this complete task to AFS Watch-room if necessary [e.g. due your workload])	
5	When so cleared by an appropriate airport authority - designated AFS appliances etc. deploy to off-airport accident location via most appropriate airport exit point(s) (Note - ensure that off-airport gridded crash maps are available and used - where / as appropriate)	
6	On arrival at accident location, AFS Team Leader to identify the person in charge (having local on-site jurisdiction / primacy) and follow his / her directions as to fire-fighting, rescue and initial triage / medical procedures (Manpower permitting for latter) (Note 1: - Assume role of ' Operational Commander / Airport Operator '. Note 2: - IF AFS is first fire & rescue team to arrive on-site - or otherwise as required , AFS Team Leader shall assume temporary operational command of all on-site operations - until such time as (if) the appropriate, relieving off-airport 'authority' can take over. Whilst acting thus, he / she shall wear the associated & appropriate identifying apparel / clothing / safety equipment etc. and ensure that his / her 'command' vehicle (FCP) is marked accordingly or otherwise readily identifiable as such)	
7	Commence fire-fighting and rescue operations (if not already done)	
8	If Dangerous Goods involved , immediately advise details (if / as available) to the emergency service having on-site local primacy (as appropriate) + any other fire & rescue services present. Provide updates as appropriate. (Also provide details of 'fuel on board' & POB if known - and update frequently as required)	
9	Establish and maintain appropriate SOP communications - as per 'Radio Communications Plan'found at appendix P to (separate) document - AEP Volume 1	
10	Identify & establish an XIA 'Forward Command Post (FCP)' (Based on AFS Team Leader's own appliance / vehicle. Note 1: - Ensure that the agreed upon method[s] of clearly identifying the FCP as such are implemented [e.g. local signposts, markers, pennants, beacons, signage etc.]. Note 2: - Where required, manage the situation so as to avoid confusion / conflict with what is written in checklist No 6 a little further above)	
11	In conjunction with all appropriate parties / whoever - * Decide on type & amount of additional airport provided emergency support resources are required at accident site / wherever. (Subject to availability of same and the requirement to maintain airport's crash category etc.) * 1). Particularly resources related to fire & rescue ops; medical / health; ambulances [ground & air]; stretcher / stretcher bearer; body bags; medical supplies replenishment; set-up and operation of airport based facilities such as the CRC(A); SRC (A); FRRC; RA (A) etc. 2). Direct AFS Watch-room / whoever to co-ordinate immediate forwarding of such requirements to the appropriate airport agency i.e. temporary or full EOC. Note: Delegate this complete task to AFS Watch-room if necessary (e.g. due your workload)	
12	Liaise / co-ordinate with other emergency support agencies on site - as required	





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

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

IMPORTANT - If AFS receive an aircraft accident etc. notification **other than via ATC**, they shall commence response as per above - whilst ensuring that ATC is advised of the situation **immediately**. **Under no circumstances** is deployment off-airport permitted without the appropriate clearance from higher authority at XIA e.g. ATS; XYZ Airports Company etc.





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated '**on the day**' by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water

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

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

Alerts Whom: See below

General Responsibilities:

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

Reminder: See again 'Note' (starting) at bottom of page **84** - **NOW**





Notifications to be made by AFS Watch-room:

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

IMPORTANT: Double check that ATS has already notified the appropriate RCC / SAR agency + also the Local Coastguard, Harbour / Port Authority, Military (Navy / Marines) etc. + also the top 3 managers from XYZ Airport Company - as required

ATS if not already aware (insert or cross refer to contact details here xxxxxxxx) **IMPORTANT:** Double check that ATS has notified the appropriate RCC / SAR agency + also the Local Coastguard, Harbour / Port Authority, Military (Navy / Marines) etc. + also the top 3 managers from XYZ Airport Company - as required

AFS Main-station Response Team(s) - if not already aware (insert or cross refer to contact details here xxxxxxxx)

AFS Sub-station(s) (if any) - if not already aware (including any **marine OFF-airport** sub-stations where appropriate) (insert or cross refer to contact details here xxxxxxxx)

AMC (insert or cross refer to contact details here xxxxxxxx)

Airport Police / Security (insert or cross refer to contact details here xxxxxxxx)

XYZ Airports Company - **Normal Operations Control Centre** (insert or cross refer to contact details here xxxxxxxx)

Aircraft Operator / Local Representative (including Ground Handling Agent[s] - GHA) (insert or cross refer to contact details here xxxxxxxx)

Civil Defence / Off-airport Fire Fighting & Rescue etc. services (insert or cross refer to contact details here xxxxxxxx)

Senior Fire Officer - XIA (insert or cross refer to contact details here xxxxxxxx)

XYZ Airports Company - **Director Engineering** / Maintenance / equivalent (insert or cross refer to contact details here xxxxxxxx)

Others 'to be decided' and then also listed here (insert or cross refer to contact details here xxxxxxxx)

See '**Important Note**' (starting page 153) before reading further

AFS Specific Actions Required: See checklist starting on next page

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





Aircraft Accident - Off-airport / on or over Water

XIA - Airport Fire & Rescue Service (AFS)

Action		☑ ?
1	Establish immediate contact with ATC to obtain more detailed accident information. (Ensure dangerous goods details, number of Persons on Board (POB) & estimated fuel on board are obtained / provided ASAP)	
2	ALL AFS appliances etc. to hold on-airport at immediate readiness . Note 1: Specialist water rescue etc. equipment to be loaded on appropriate appliances as required / applicable. Note 2: - If a 'marine' AFS sub-station exists it should be directed to deploy immediately as per 5. below	
3	AFS watch-room person in charge (PIC) to maintain written log of overall events	
4	(In conjunction with ATS + Airport Police + AMC + EOC [or XYZ Airports Company 'Normal Ops Control Centre' until EOC activates] + whoever) Confirm / decide on most appropriate airport staging area(s); RVP(s); crash gate(s); access route(s) to designated off-airport location(s) etc. - to be used for this particular emergency (Note: Delegate this complete task to AFS Watch-room if necessary [e.g. due your workload])	
5	When cleared by an appropriate airport authority - designated AFS appliances etc. to deploy (via most appropriate airport exit point[s] etc.) to designated off-airport accident location(s) . (Note - ensure that off-airport gridded crash maps are available - as appropriate)	
6	On arrival (at / near accident location and/or off-loading / landing point[s] etc.) AFS Team Leader shall identify person in charge (having on-site primacy) & follow his / her directions as to fire-fighting, rescue, initial triage / medical procedures etc. (Manpower permitting for latter) Note 1: Assume temporary role of ' Operational Commander / Airport Operator '. Note 2: IF AFS is first fire & rescue team to arrive on-site - or otherwise as required , AFS Team Leader shall also assume temporary operational command of all on-site operations - until such time as the appropriate, relieving off-airport 'authority' can take over. Whilst acting thus, he / she shall wear the associated & appropriate identifying apparel / clothing / safety equipment etc. and ensure that his / her 'command' vehicle is marked accordingly or otherwise readily identifiable as such. Note 3: Be prepared for burning fuel and / or oil on water's surface	
7	Commence fire-fighting and rescue operations (if not already done)	
8	If Dangerous Goods involved , immediately advise details (if / as available) to the on-site emergency service having on-site local primacy (as appropriate) + any other fire & rescue services present . Provide updates as appropriate . (Also provide details of 'fuel on board' & POB if known - and update frequently as required / possible)	
9	Establish and maintain appropriate SOP communications - as per 'Radio Communications Plan'found at appendix P to (separate) document - AEP Volume 1	
10	Identify & establish an XIA 'Forward Command Post (FCP)' (Based on AFS Team Leader's own appliance / vehicle. Note 1: - Ensure that the agreed upon method[s] of clearly identifying the FCP as such are implemented [e.g. local signposts, markers, pennants, beacons, signage etc.]. Note 2: - Where required, manage the situation so as to avoid confusion / conflict with what is written in checklist No 6 a little further above)	
11	In conjunction with all appropriate parties / whoever - * Decide on type & amount of additional airport provided emergency support resources are required at accident site / wherever . (Subject to availability of same and the requirement to maintain airport's crash category etc.) * 1). Particularly resources related to 'over-water' fire & rescue ops; medical / health; ambulances [ground & air]; stretcher / stretcher bearer; body bags; medical supplies replenishment; set-up and operation of airport based facilities such as the CRC(A); SRC (A); FRRC; RA (A) etc. 2). Direct AFS Watch-room / whoever to co-ordinate immediate forwarding of such requirements to the appropriate airport agency i.e. temporary or full EOC. Note: Delegate this complete task to AFS Watch-room if necessary (e.g. due your workload)	





Aircraft Accident - Off-airport / on or over Water

XIA - AFS / continued

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

IMPORTANT - If AFS receive an aircraft accident etc. notification **other than via ATC**, they shall commence response as per above - whilst ensuring that ATC is advised of the situation **immediately**. **Under no circumstances** is deployment off-airport permitted without the appropriate clearance from higher authority at XIA e.g. ATS; XYZ Airports Company etc.





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

Alerted By: ATC / Various Inputs

Alerts Whom: See below

General Responsibilities:

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

Notifications to be made by AFS Watch-room:

The AFS **watch-room** person in charge (PIC), on initial alerting & activation for a **Full Emergency**, shall acknowledge the alerting message etc. + immediately notify brief SOP details to:

ATS - if not already aware (*insert or cross refer to contact details here xxxxxxxx*)

AFS Main-station Response Team(s) - if not already aware (*insert or cross refer to contact details here xxxxxxxx*)

AFS Sub-station(s) (if any) - if not already aware (including any **off**-airport sub-stations where appropriate) (*insert or cross refer to contact details here xxxxxxxx*)

AMC (*insert or cross refer to contact details here xxxxxxxx*)

Airport Police / Security (*insert or cross refer to contact details here xxxxxxxx*)

XYZ Airports Company - **NORMAL Operations Control Centre** (*insert or cross refer to contact details here xxxxxxxx*)

Aircraft Operator / Local Representative (including Ground Handling Agent[s] - GHA) (*insert or cross refer to contact details here xxxxxxxx*)

Civil Defence / Off-airport Fire Fighting & Rescue etc. services (*insert or cross refer to contact details here xxxxxxxx*)

Senior Fire Officer - XIA (*insert or cross refer to contact details here xxxxxxxx*)

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

Others 'to be decided / as directed' - as listed here (*insert or cross refer to contact details here xxxxxxxx*)





AFS Specific Actions Required: See checklist below:

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

	Action	☑ ?
1	Come to state of Immediate Readiness (Designated appliances deploy to appropriate / designated Fire & Rescue runway holding points if so directed / cleared) (Note - Consider loading 'over-water' rescue equipment in appropriate circumstances)	
2	AFS (mobile) Team Leader to establish contact with ATC and obtain more detailed information re the emergency (if not already passed [particularly dangerous goods info, estimated fuel on board and number of persons on board - POB])	
3	AFS watch-room person in charge (PIC) to maintain an overall (AFS) written log of events	
4a	AFS Watch-room PIC to quickly estimate type / amount of OFF-airport fire and rescue emergency support resources anticipated - should ' full emergency ' become an ' aircraft accident '. Pass on details immediately to 'XIA normal ops control centre '. (Note: Request latter to immediately forward these details to the appropriate off-airport emergency support agency / agencies - requesting that it / they come to a state of immediate readiness - in accordance with any Mutual Aid Emergency Support Agreements in place - or otherwise as tactically agreed to 'on the day')	
4b	AFS Watch-room PIC, 'XIA normal operations control centre ' rep, Airport Police rep and ATS Supervisor to jointly and rapidly PRE-select the most suitable airport access gates, Rendezvous Points and on-airport staging / holding areas to potentially be used by all responders as appropriate. (Note: 'XIA normal ops control centre ' will immediately pass on this info [to those needing it - both on and off-airport] if actual circumstances 'on the day' so require)	
5	Should FULL EMERGENCY become an Aircraft Accident OR Local Standby OR Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3B	
6	After (assuming) aircraft has landed safely - designated fire appliances will follow (with ATC approval & clearance from pilot) the aircraft to its final parking location . Where appropriate, AFS may communicate with the aircraft directly on the designated ' Discrete Emergency Frequency ' used for this purpose at XIA	
7	AFS to stand-down to normal readiness & arrange notification of same to associated off-airport emergency services accordingly	
End of Checklist		

IMPORTANT - Should AFS receive notification of an incident **other than via ATC**, they shall commence response as per above - and advise ATC of the situation **immediately**





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LOCAL STANDBY - Aircraft In-flight

XIA - Airport Fire & Rescue Service (AFS)

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

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

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

Alerted By: ATC / Various Inputs

Alerts Whom: See below

General Responsibilities:

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

Notifications to be made by AFS Watch-room:

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

ATS - if not already aware (insert or cross refer to contact details here xxxxxxxx)

AFS Main-station Response Team(s) - if not already aware (insert or cross refer to contact details here xxxxxxxx)





AFS Sub-station(s) (if any) - if not already aware (including any **off**-airport sub-stations where appropriate) (insert or cross refer to contact details here xxxxxxxx)

AMC (insert or cross refer to contact details here xxxxxxxx)

Airport Police / Security (insert or cross refer to contact details here xxxxxxxx)

XYZ Airports Company - **NORMAL Operations Control Centre** (insert or cross refer to contact details here xxxxxxxx)

Aircraft Operator / Local Representative (including Ground Handling Agent[s] - GHA) (insert or cross refer to contact details here xxxxxxxx)

Senior Fire Officer - XIA (insert or cross refer to contact details here xxxxxxxx)

Others 'to be decided / as directed' - as listed here (insert or cross refer to contact details here xxxxxxxx)

AFS Specific Actions Required: See checklist starting just below:

LOCAL STANDBY - Aircraft In-flight

XIA - Airport Fire & Rescue Service (AFS)

	Action	☑ ?
1	Come to state of Immediate Readiness (Designated appliances deploy to appropriate / designated Fire & Rescue runway holding points if so directed / cleared)	
2	AFS (mobile) Team Leader to establish contact with ATC and obtain more detailed information re the 'local standby' situation (if not already passed [particularly dangerous goods info, estimated fuel on board and number of persons on board - POB])	
3	AFS watch-room person in charge (PIC) to maintain an overall (AFS) written log of events	
4	After (assuming) aircraft has landed safely - designated fire appliances will follow (with ATC approval & clearance from pilot) the aircraft to its final parking location. Where appropriate, AFS may communicate with the aircraft directly on the designated 'Discrete Emergency Frequency' used for this purpose at XIA	
5	In the event that the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3B	
6	Stand-down to normal operations readiness when incident terminated	
End of Checklist		

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





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Aircraft - Ground Incident

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

The following occurrences are typical examples of the above:

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

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

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

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

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

IMPORTANT: An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **NOT** typically lead to death, serious injury (in its common sense interpretation i.e. **not** as per the ICAO definition), **serious damage to an aircraft** (or to anything else of similar severity) **etc.**





Aircraft - Ground Incident

XIA - Airport Fire & Rescue Service (AFS)

Alerted By: ATC / Various Inputs

Alerts Whom: See below

General Responsibilities:

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

Notifications to be made by AFS Watch-room:

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

ATS - if not already aware *(insert or cross refer to contact details here xxxxxxxx)*

AFS Main-station Response Team(s) - if not already aware *(insert or cross refer to contact details here xxxxxxxx)*

AFS Sub-station(s) (if any) - if not already aware (including any **off**-airport sub-stations where appropriate) *(insert or cross refer to contact details here xxxxxxxx)*

AMC *(insert or cross refer to contact details here xxxxxxxx)*

Airport Police / Security *(insert or cross refer to contact details here xxxxxxxx)*

XYZ Airports Company - **NORMAL Ops Control Centre** *(insert or cross refer to contact details here xxxxxxxx)*

Aircraft Operator / Local Representative (including Ground Handling Agent[s] - GHA) *(insert or cross refer to contact details here xxxxxxxx)*

Senior Fire Officer - XIA *(insert or cross refer to contact details here xxxxxxxx)*

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

Civil Defence / Off-airport Fire Fighting & Rescue etc. services *(insert or cross refer to contact details here xxxxxxxx)*

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

Others 'to be decided / as directed' - then listed here *(insert or cross refer to contact details here xxxxxxxx)*





AFS Specific Actions Required: See checklist below:

Aircraft - Ground Incident

XIA - Airport Fire & Rescue Service (AFS)

Action		☑ ?
1	AFS Team Leader to establish contact with ATS to obtain more detailed information if not already passed (particularly dangerous goods carried, estimated fuel on board and number of persons on board - POB)) (<i>insert or cross refer to contact details here xxxxxxxx</i>)	
2	Deploy to incident location as per any 'Aircraft Ground Incident' SOP or as otherwise directed. Note - Use logic and common sense to decide 1). What AFS resources will be deployed and 2). What particular actions to take, depending on actual incident circumstances pertaining 'on the day'	
3	AFS watch-room person in charge (PIC) maintains overall written AFS log of events	
4	Where felt necessary, review any appropriate Mutual Aid Emergency Support Agreements in place	
5	In the event that the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3B	
6	Stand-down to normal readiness when incident is terminated Note - Any Upgrading / Standing-down of the Aircraft Ground Incident shall be done in conjunction with AFS	
End of Checklist		

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





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Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made - XIA AFS

IMPORTANT

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3B checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed concurrently with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences**





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Reminder - To review the wider issues of aircraft related 'bomb threat' - see pages 14 - 26

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

XIA - Airport Fire & Rescue Service (AFS)

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

General Responsibilities:

- Respond to emergency states as declared by ATC
- Initiate own Alerting & Activation procedures as required
- Come to a state of immediate readiness
- Attend 'security threat' (with ATC permission). (ATC will, in turn, request such permission from the appropriate 'security agency' [known herein as the '**appropriate authority**'] in overall charge of security threat response ops)
- Provide all and any specialist AFS type support to the security teams responding to the incident - and as required by actual circumstances on the day
- Conduct Fire, Rescue & Triage / Emergency Medical-aid operations - as appropriate





Notifications to be made by AFS Watch-room:

The **AFS watch-room** person in charge (PIC), when alerted for a security incident as per above, shall acknowledge the alerting message and then immediately notify brief SOP details to:

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

ATS - if not already aware (*insert or cross refer to contact details here xxxxxxxx*)

AFS Main-station Response Team(s) - if not already aware (*insert or cross refer to contact details here xxxxxxxx*)

AFS Sub-station(s) (if any) - if not already aware (including any **off**-airport sub-stations where appropriate) (*insert or cross refer to contact details here xxxxxxxx*)

Airport Police / Security (*insert or cross refer to contact details here xxxxxxxx*)

Air XYZ Airports Company - NORMAL Operations Control Centre (*insert or cross refer to contact details here xxxxxxxx*) **port Police / Security** (*insert or cross refer to contact details here xxxxxxxx*)

Aircraft Operator / Local Representative (including Ground Handling Agent[s] - GHA) (*insert or cross refer to contact details here xxxxxxxx*)

AMC (*insert or cross refer to contact details here xxxxxxxx*)

Senior Fire Officer - XIA (*insert or cross refer to contact details here xxxxxxxx*)

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

Others 'to be decided / as directed' - then listed here (*insert or cross refer to contact details here xxxxxxxx*)

Depending on 'security incident' actual circumstances 'on the day' - it might also be necessary to alert (& possibly activate) the following: (but see again the 'Note' at the top of this page)

Civil Defence / Off-airport Fire Fighting & Rescue etc. services (*insert or cross refer to contact details here xxxxxxxx*)

AFS Specific Actions Required: See checklist next page:





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

XIA - Airport Fire & Rescue Service (AFS)

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

	Action	☑ ?
1	Depending on incident alert state declared - also use AFS Full Emergency OR Local Standby OR Aircraft Ground Incident checklist (found elsewhere in this sub-section 3B) to concurrently supplement / provide further guidance to this Bomb Threat checklist	
2	Should the bomb threat incident also have 'unlawful interference' (e.g. 'hi-jack') considerations, it will be necessary to additionally (and concurrently) consult the associated (separate) procedure / checklist (starts on page 117)	
3	AFS watch-room to establish contact with ATC / whoever to obtain more detailed info as required (if not already passed [e.g. dangerous goods carried; estimated fuel on board & number of persons {POB} on board]) (insert or cross refer to contact details here xxxxxxx)	
4	AFS watch-room PIC to maintain an overall written log of events throughout	
5	Request (off-airport) Fire & Rescue / Civil Defence Services assistance if appropriate. Do this via person in charge (PIC) AFS Watch-room. (insert or cross refer to contact details here xxxxxxx) (WARNING: Seek permission from the ' appropriate authority ' - before doing this, possibly via XIA Normal Ops Control Centre)	
6	Consider loading any specialist equipment required e.g. if there is any possibility of the security incident becoming an aircraft accident 'off-airport / on or over water'	
7	When directed - * deploy in support of incident, as appropriate to actual circumstances on the day Use logic, common sense etc. to decide on what particular actions to take - unless specific direction has been issued by an appropriate authority. (Note 1 - AFS shall NOT approach and / or communicate with the incident aircraft without ATC clearance. ATC shall not issue same without approval / direction from the ' appropriate authority '. Note 2 - * Deploying AFS personnel shall account accordingly for the requirements of the important notes found on page 111)	
8	Invoke runway blocking procedure if so directed by ATC	





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

XIA - Airport Fire & Rescue Service (AFS)

9	<p>Where the incident aircraft is already on the ground at XIA and moving - fire and rescue appliances should follow (with ATC approval and clearance from the 'appropriate authority') the incident aircraft (at a safe [briefed] distance depending on security situation) to its parking location</p> <p>Note 1: - where appropriate procedures exist & with permission and guidance from the 'appropriate authority' - AFS may communicate with the aircraft directly on the Discrete Emergency Frequency used for this purpose at XIA</p> <p>Note 2: - AFS shall not directly approach incident aircraft without ATC clearance. ATC is not expected to issue same without approval from the 'appropriate authority'. See also 'Note 2' to checklist item 7. further above. It also applies here in this checklist item 9.</p>	
10	<p>Should the security incident additionally become the equivalent of an Aircraft Accident (e.g. a bomb explodes on board; aircraft crashes etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3B (and / or follow the direction of the external security organisation [appropriate authority] responsible for ultimate command & control of the security incident - depending on actual circumstances prevailing 'on the day')</p>	
11	<p>When incident resolved - stand-down to normal readiness - and also advise appropriate off-airport fire & rescue agencies accordingly, if / as appropriate. (WARNING: Seek permission from the 'appropriate authority' - before doing latter, [possibly via XIA Normal Ops Control Centre])</p>	
12	<p>Provide involved staff with appropriate, emotional support / debriefing etc. as required</p>	
13	<p>Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings</p>	
<i>End of Checklist</i>		

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





UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

Airport Fire and Rescue Services (AFS) - XIA

'General Responsibilities' & 'Actions'

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

Conversely, for a hi-jack etc. where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre etc.) **airspace**, many of the required checklist actions (starting page **117**) will / may **not** be applicable - and / or might need 'adjustment'. Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances taking place 'on the day'

Unlawful Interference (Hijack etc.) - **combined with concurrent & associated Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **and** 'Unlawful Interference' checklists **CONCURRENTLY** - in addition to any other checklists required (e.g. **LOCAL STANDBY** OR **FULL EMERGENCY** OR **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Reminder - To review the wider issues of aircraft related 'unlawful interference' - see pages **27 - 33**

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





UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

XIA - Airport Fire & Rescue Service (AFS)

Alerted By: ATC

Alerts Whom: See below

General Responsibilities:

- Respond to emergency states as declared by ATC
- Initiate own Alerting and Activation procedures as required
- Come to a state of immediate readiness
- Attend 'security threat' (with ATC permission). (ATC will, in turn, request such permission from the appropriate 'security agency' [known herein as the '**appropriate authority**'] in overall charge of security threat response ops)
- Provide all and any specialist support to the security teams responding to the incident, as required by actual circumstances on the day
- Conduct Fire, Rescue & Triage / Emergency Medical aid operations, as appropriate

The **AFS watch-room** person in charge (PIC), when alerted for a security incident as per above, shall acknowledge the alerting message and then immediately notify brief SOP details to:

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

ATS - if not already aware (*insert or cross refer to contact details here xxxxxxxx*)

AFS Main-station Response Team(s) - if not already aware (*insert or cross refer to contact details here xxxxxxxx*)

AFS Sub-station(s) (if any) - if not already aware (including any **off**-airport sub-stations where appropriate) (*insert or cross refer to contact details here xxxxxxxx*)

Airport Police / Security (*insert or cross refer to contact details here xxxxxxxx*)

Air XYZ Airports Company - NORMAL Operations Control Centre (*insert or cross refer to contact details here xxxxxxxx*) **port Police / Security** (*insert or cross refer to contact details here xxxxxxxx*)

Aircraft Operator / Local Representative (including Ground Handling Agent[s] - GHA) (*insert or cross refer to contact details here xxxxxxxx*)

AMC (*insert or cross refer to contact details here xxxxxxxx*)

Senior Fire Officer - XIA (*insert or cross refer to contact details here xxxxxxxx*)

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

Others 'to be decided / as directed' - then listed here (*insert or cross refer to contact details here xxxxxxxx*)

Depending on 'security incident' actual circumstances 'on the day' - it might also be necessary to alert (& possibly activate) the following: (but see again the 'Note' a little further above)

Civil Defence / Off-airport Fire Fighting & Rescue etc. services (*insert or cross refer to contact details here xxxxxxxx*)





AFS Specific Actions Required:

UNLAWFUL INTERFERENCE - Aircraft (Typically HIACK or Similar)

XIA - Airport Fire & Rescue Service (AFS)

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

	Action	☑ ?
1	Depending on incident alert state declared by ATC - also use AFS Full Emergency OR Local Standby OR Aircraft Ground Incident checklist (found elsewhere in this sub-section 3B) to concurrently supplement / provide further guidance to this 'Unlawful Interference' checklist	
2	Where a ' bomb threat ' act is taking place (additional to) this 'unlawful interference' incident - concurrently use the BOMB THREAT checklist ([starts page 113) to supplement / provide further guidance to this 'Unlawful Interference' checklist	
3	AFS watch-room to establish contact with ATC / whoever to obtain more detailed info as required (if not already passed [e.g. dangerous goods carried; estimated fuel on board & number of persons {POB} on board]) (<i>insert or cross refer to contact details here xxxxxxx</i>)	
4	AFS watch-room PIC to maintain an overall written log of events throughout	
5	Request (off -airport) Fire & Rescue / Civil Defence Services assistance if appropriate. Do this via person in charge (PIC) AFS Watch-room. (<i>insert or cross refer to contact details here xxxxxxx</i>) (WARNING: Seek permission from the ' appropriate authority ' - before doing this, possibly via XIA Normal Ops Control Centre)	
6	Consider loading any specialist equipment required e.g. if there is any possibility of the security incident becoming an aircraft accident ' off-airport / on or over water '	
7	When directed - * deploy in support of incident, as appropriate to actual circumstances on the day Use logic, common sense etc. to decide on what particular actions to take - unless specific direction has been issued by an appropriate authority. (Note 1 - AFS shall NOT approach and / or communicate with the incident aircraft without ATC clearance. ATC shall not issue same without approval / direction from the ' appropriate authority '. Note 2 - * Deploying AFS personnel shall account accordingly for the requirements of the important notes found on page 115)	
8	Invoke runway blocking procedure if so directed by ATC	





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

XIA - Airport Fire & Rescue Service (AFS)

9	<p>Where the incident aircraft is already on the ground at XIA and moving - fire and rescue appliances should follow (with ATC approval and clearance from the 'appropriate authority') the incident aircraft (at a safe [briefed] distance depending on security situation) to its parking location</p> <p>Note 1: - where appropriate procedures exist & with permission and guidance from the 'appropriate authority' - AFS may attempt communication with the aircraft directly on the Discrete Emergency Frequency used for this purpose at XIA</p> <p>Note 2: - AFS shall not directly approach incident aircraft without ATC clearance. ATC is not expected to issue same without approval from the 'appropriate authority'. See also 'Note 2' to checklist item 7. further above. It also applies here in this checklist item 9.</p>	
10	<p>AFS to use all of the above for guidance re lower security alert declarations related to bomb threat etc.</p>	
11	<p>Should security incident additionally become the equivalent of an Aircraft Accident (e.g. the aircraft crashes; mass murders commence etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3B (and / or follow the direction of the external security organisation ('appropriate authority') responsible for ultimate command & control of the security incident - depending on actual circumstances prevailing 'on the day')</p>	
12	<p>When incident resolved - stand-down to normal readiness - and also advise appropriate off-airport fire & rescue agencies accordingly</p>	
13	<p>Provide involved staff with appropriate, emotional support / debriefing etc. as required</p>	
14	<p>Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings</p>	
<i>End of Checklist</i>		

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





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AEP Volume 2B / Sub-section 3C

Civil Defence / Off-airport Fire & Rescue Services



Aircraft Accident / Incident Related Checklists

IMPORTANT - Until such time as the **XIA Emergency Operations Centre** (EOC) can itself assume C4 responsibilities for the crisis - the airport's '**normal** (business) operations control centre' will typically assume temporary C4, on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Reminder - See again 'Note 7' (page 3) of *this* document

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

Note 2 - In *this* AEP guideline the assumption has been made that (**on-airport based**) AFS will assume delegated 'command and control' of all external (**off-airport based**) fire & rescue resources **deployed to the airport** in support of AFS

Whilst this latter is true for many airports around the world - the opposite may (fairly rarely) apply in reality i.e. **off-airport** fire and rescue resources assume control of **on-airport** fire and rescue operations (including delegated command & control of AFS) **upon arrival of the former at the incident airport**

Note 3 - Unless the dead have already been removed from the **initial** location where they were found - leave all bodies / body parts / personal effects where they are, unless such removal is considered overriding e.g. in order to preserve evidence for the eventual judicial & air accident enquiries, for humanitarian purposes etc.

If such removal *is* required, try to take photographs / make sketches of such bodies / body parts / personal effects before removal (if possible & safe to do so). Brief other appropriate responders accordingly





Aircraft Accident - On Airport Off-airport Civil Defence / Fire & Rescue Service / Sub-section 3C

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

General Responsibilities:

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

General actions required:

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

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

However, the above 'responsibilities', 'checklist' and accompanying notes (see page 120 for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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





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Aircraft Accident - Off-airport / On Land

Off-airport Civil Defence / Fire & Rescue Service

Alerted By: Various Sources

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

General Responsibilities:

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

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

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

However, the above 'general responsibilities' and accompanying notes (see page 120 for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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

See '**Important Note**' (starting page 146) before reading further





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated **‘on the day’** by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water

Off-airport Civil Defence / Fire & Rescue Service

Alerted By: Various Sources

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

General Responsibilities:

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

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

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

However, the above 'general responsibilities' and accompanying notes (see page 120 for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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

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

See '**Important Note**' (starting page) 153 before reading further





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FULL EMERGENCY

Off-airport Civil Defence / Fire & Rescue Service

Alerted By: AFS / Various Inputs

Alerts Whom: TBA

General Responsibilities:

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

General actions required: See checklist below

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

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

However, the above 'responsibilities', 'checklist' and accompanying notes (see page **120** for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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





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Aircraft Ground Incident

General

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

The following occurrences are typical examples of same:

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

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

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

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

Important Note:

An aircraft **incident** (on the ground or in the air) is not the same thing as an aircraft **accident**

Consequences of an incident do ***not*** typically lead to death, serious injury, serious damage etc. to an aircraft or anything else etc.





Aircraft Ground Incident

Off-airport Civil Defence / Fire & Rescue Service

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

General support of XIA AFS - when so requested

General Actions required:

No specific action required unless so requested by XIA AFS

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

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

However, the above 'general responsibilities and actions' + accompanying notes (see page 120 for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' *mutual aid emergency support agreements*

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





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Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Off-airport Civil Defence / Fire & Rescue Service

IMPORTANT

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3C checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed concurrently with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Reminder

It to review the wider issues of aircraft related 'bomb warning' - see this document, pages 14 - 26





Bomb Threat / Sabotage - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Off-airport Civil Defence / Fire & Rescue Service

Alerted By: AFS / Various Other Inputs

Alerts Whom: See below

General Responsibilities:

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

General actions required: See checklist below

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

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

However, the above 'general responsibilities and actions' + accompanying notes (see page 120 for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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





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

Off-airport Civil Defence / Fire & Rescue Service

'General Responsibilities' & 'Actions'

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

Conversely, for a hi-jack etc. where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre etc.) **airspace**, many of the required checklist actions (starting page 138) will / may **not** be applicable - and / or might need 'adjustment'. Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances taking place 'on the day'

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated Bomb Warning

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **and** 'Unlawful Interference' checklists concurrently - in addition to any other checklists required (e.g. **LOCAL STANDBY** OR **FULL EMERGENCY** OR **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft; 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Reminder - To review the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

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





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

Off-airport Civil Defence / Fire & Rescue Service

Alerted By: AFS / Various Inputs

Alerts Whom: See below

General Responsibilities:

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

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

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

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

However, the above 'general responsibilities and actions' + accompanying notes (see page 120 for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Fire & Rescue Service(s) - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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





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AEP Volume 2B / Sub-section 3D

Airport Police - (and / or Similar/Equivalent On-airport Security Agency[ies] etc.)



Aircraft Accident / Incident Related Checklists

IMPORTANT - Until such time as the **XIA Emergency Operations Centre** (EOC) can itself assume C4 responsibilities for the crisis - the airport's '**normal** (business) operations control centre' will typically assume temporary C4, on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Reminder - See again 'Note 7' (page 3) of *this* document

Reminder - See again info provided on pages 7 & 8 of *this AEP Volume 2B* guideline document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow

Note 1 - At XIA (i.e. **ON**-airport) the Airport Police have '**primacy**' for all the 'usual' police / security related matters i.e. **OFF**-airport police operating **ON**-airport in 'policing' type support of a major crisis are typically subordinate to the appropriate / equivalent **airport** police commander(s). Exceptions are typically related to certain **security** related incidents (See definition of '**Primacy**' [**AEP Volume 1** {*separate* document}/**Glossary**])

Note 2 - unless the dead have already been removed from the **initial** location where they were found - leave all bodies / body parts / personal effects where they are, unless such removal is considered overriding e.g. in order to preserve evidence for the eventual judicial & air accident enquiries, for humanitarian purposes etc.

If such removal *is* required, try to take photographs / make sketches of such bodies / body parts / personal effects before removing them (if possible and safe so to do so). Brief other appropriate responders accordingly





Sub-section 3D

Aircraft Accident - On Airport

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

Alerted By: AFS / other, unspecified sources

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

General Responsibilities:

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

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

General actions required: See checklist next page:





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

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





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

19	In conjunction with XYZ Airports Company safety / security staff + other appropriate responders - mark-out / signpost / light on-airport routes to / from accident site as required. Note 1: Ensure co-ordinated adequately with actions taken in checklists items 5, 9, 10, 11, 12, 15 & 16 above and 20, 21 & 23 below	
20	In conjunction with XYZ Airports Company safety / security staff + other appropriate responders - control / manage all personnel, vehicles, equipment etc. movements to ' from airport access / exit points, Rendezvous Points (RVP), staging / holding areas, accident site facilities etc. (To include provision of escorts - as required)	
21	In conjunction with XYZ Airports Company safety / security staff + other appropriate responders - issue appropriate airport access passes / permits etc. and / or identifying apparel and / or appropriate signage, marking etc. (in accordance with any [associated] standard procedures, mutual aid agreements etc. concerning this matter) to all emergency support vehicles, personnel etc. deploying to accident site (Which / who would typically have no such appropriate marking / signage / identification etc. already available This includes both off -airport and [as appropriate] on -airport responders. Arrange for return of same as associated vehicles, personnel etc. exit the airport and / or cease emergency support functions)	
22	Maintain 'crowd control' at / near accident site (and / or airport in general) - as required	
23	Liaise with OFF -airport police etc. so that most effective / expedient use of off -airport roads & on -airport crash gates, RVPs etc. is made - particularly from / to main hospitals	
24	Liaise with OFF -airport police etc. for provision of extra police manpower - as required	
25	Arrange for despatch of a suitably experienced and senior airport police liaison officer to the XIA Emergency Operations Centre - when it is activated	
26	In conjunction with XYZ Airports Company, Airport Immigration etc. - facilitate rapid clearance to XIA airport AIRSIDE of airport operator's 'Immediate Care Team' and accident airline's 'Humanitarian Assistance Team' (as might be / become available locally) - if / when they deploy to CRC (A) and SRC (A) - plus similar to the Airport LANDSIDE FRRC (i.e. in preparation for potential (airport) airside arrival of uninjured victims from accident site + any associated (airport) landside arrival of family, relatives & friends [FR]) from wherever - but typically being associated [airport located] 'meeters & greeters')	
27	Assist / facilitate involved agencies with set up & operation of the CRC (A) , SRC (A) , FRRC and RA (A) - particularly re evacuation, crowd control and general security at such locations + delivery of information, humanitarian assistance & similar services	
28	When so cleared by Accident Investigator in Charge + Forensic Doctor / Medical Examiner - and in conjunction with person in charge having overall primacy at accident site - assist in removal of the dead from accident location and any temporary body holding area(s) - to a more appropriate location e.g. mortuary(ies); chillers etc.	
29	Assist with Disaster Victim Identification & Personal Effects Recovery ops - in conjunction with the Forensic Doctor / Medical Examiner / DVI & PEs staff etc. (as required & directed)	
30	Assist in taking initial possession + recording details of victims' personal effects recovered at accident site. Also provide secure storage for same (as required & directed)	
31	Participate in any aircraft recovery / removal / salvage operation (as required & directed)	
32	Commence initial criminal investigation (as required & directed)	
33	On termination of crisis , ensure impacted airport police staff (and their families etc. as required) receive appropriate, emotional and welfare etc. support (as required / requested)	
End of Checklist		





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Aircraft Accident - Off-airport / On Land

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

Alerted By: AFS / Off-Airport Police / SAR Agency / Other, unspecified sources

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

General Responsibilities:

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

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





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / Glossary])

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

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

General actions required: See checklist next page:





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

	Action	☑ ?
1	Alert OFF -airport police / equivalent as per SOP (<i>insert contact details here xxxxxxxx</i>) (See also checklist item 1; note 1 on page 155 - same applies here)	
2	Commence written log keeping	
3	Subject to any Mutual Aid Emergency Support Agreements and / or as otherwise directed by the appropriate (airport police) senior authority - deploy as quickly as possible with nominated / available staff to accident site & report to senior off-airport person in charge (if any) having local, on-site primacy. Note 1 – Ensure sufficient airport police/security staff remain at airport to adequately cover policing etc. requirements there. Note 2 - At accident site, action this checklist as cleared / authorised by person having local, on-site primacy (or otherwise at own initiative). Note 3 - Most checklist items below will need to be carried out in conjunction with other responder types present e.g. fire & rescue services (from on & off-airport); off-airport police; medical / ambulance services (from on & off-airport) etc.	
4	In conjunction with XIA safety / security staff + other (appropriate) airport responders - ensure control is provided for all other (airport based) deploying personnel, vehicles, equipment etc. at designated airport access / exit points, RVPs, staging areas etc.	
5	Senior Airport Police Officer deployed to assume on-site role of ' Operational Commander / Airport Police ' - and shall wear appropriate identifying apparel	
6	Set up ' Operational Commander / Airport Police ' command post. Ensure appropriate (identifying) signage, markings, pennants, beacons etc. displayed. Note 1 - latter typically co-located with similar command post facilities set up by off-airport responders. Note 2 - manpower permitting, assign an airport police liaison officer to the HQ Command Post (at the accident site) of the senior off-airport person present having overall, on-site primacy (as appropriate)	
7	Establish appropriate SOP communications (as per the 'Radio Communications Plan' - see appendix P to separate document - XIA AEP Volume 1)	
8	If sufficient manpower resources available (and if so requested by the appropriate commander present - or otherwise at own initiative) - assist with passenger and crew evacuation (if necessary / possible / safe so to do [conduct 'instant' risk assessment first])	
9	Assist General (off-airport) Police / whoever - to establish and mark-out / light the Inner and Outer Cordons and set up appropriate (associated) 'hazard warning' etc. signage	
10	Assist General (off-airport) Police / whoever - to establish one way (local accident site area) entry & exit lanes to / from an appropriate point on accident site outer cordon - and mark-out / light accordingly. (Also see again checklist item 6. above in case re-location to this 'appropriate point' might now be required?)	
11	Assist General (off-airport) Police / whoever to establish locations, marking / lighting, set-up etc. of victims' collection, triage, immediate medical care & temporary body holding areas	
12	Assist with moving of victims to collection, triage, immediate medical care & temporary body holding areas (as appropriate)	
13	Assist in identifying, setting up, marking / lighting a suitable emergency medical GROUND transportation area and associated one way 'flow system' to / from same. (Ensure co-ordinated with actions taken in checklists items 6, 9, 10 and 11 above)	





Aircraft Accident - Off-airport / On Land

Airport Police etc. / continued

14	Assist in identifying, setting up, marking / lighting a suitable emergency medical <u>AIR transportation area</u> and associated one way 'on the ground flow system' to / from same . Note 1 - Ensure that this is co-ordinated adequately with the actions already taken in checklists items 6, 9, 10, 11 and 13 above. Note 2 - Take advice from XIA ATS, other ATS providers (as required) + air ambulance etc. operator(s) - as required	
15	Assist in conducting victim headcount & reconciliation task, in conjunction with XIA AFS and / or accident flight's (aircraft operator) staff (and / or latter's local representative present) and / or other appropriate responders . Note - you will need a copy of the passenger and crew lists for this task. Updated copies must be acquired / used to update the collected data	
16	Assist in maintaining 'crowd control' at / near accident site (as directed / required)	
17	Manpower permitting, assign an airport police liaison officer to XIA ' MICC / On-scene Commander ' upon local arrival (if no such officer has already deployed as part of MICC team)	
18	Assist in providing initial safeguarding of accident aircraft or wreckage / the dead (bodies and / or body parts) / baggage, cargo & mail / victims' personal effects etc.	
19	Arrange for despatch of a suitably experienced and senior airport police liaison officer to the XIA Emergency Operations Centre (at XIA) - when it is activated	
20	In conjunction with the XYZ Airports Company, Airport Immigration etc. - facilitate rapid clearance to XIA airport AIRSIDE of airport operator's Immediate Care Team and accident airline's Humanitarian Assistance Team (if available locally) if / when they are deployed to CRC (A) and SRC (A) + similar to the Airport LANDSIDE FRRC (in preparation for possible arrival of uninjured victims from accident site + any associated family, relatives & friends [FR]) from wherever - but typically being associated airport located 'meeters & greeters')	
21	Where relevant - assist all concerned agencies with the set up and operation of any Uninjured Crew Reception Centres, Uninjured Passenger Reception Centres, Meeters & Greeters (FR) Reception Centres, Re-uniting Areas etc. - particularly provision of evacuation, crowd control, general security at such locations + delivery of information, humanitarian assistance & similar services (this applies regardless of where such facilities might be established e.g. at XIA Airport; locally[i.e. off-airport] etc.)	
22	When so cleared by the Accident Investigator in Charge + the Forensic Doctor / Medical Examiner etc. - and in conjunction with the senior person in charge having overall primacy at the accident site - assist in removal of the dead from accident location and any temporary body holding area(s) - to a more appropriate location e.g. mortuary(ies)	
23	Assist with Disaster Victim Identification & Personal Effects Recovery ops - in conjunction with Forensic Doctor / Medical Examiner etc. (if appropriate and as directed)	
24	Assist in taking initial possession & recording details of victims' personal effects (if any) recovered at accident site. Provide secure storage for same (if appropriate / as directed)	
25	Participate in policing aspects of aircraft recovery / removal / salvage operations (as appropriate / directed)	
26	Assist in any (associated) criminal investigation (as appropriate / directed)	
27	On termination of crisis , ensure impacted airport police staff (and their families as required) receive appropriate, emotional & welfare support (if so required / requested)	
End of Checklist		





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated '**on the day**' by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water

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

Alerted By: AFS / Off-Airport Police / SAR Agency / Other Unspecified Sources

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

General Responsibilities:

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

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

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





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically off-airport) **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport** **only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / Glossary])

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

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

General actions required: See next page:





Aircraft Accident - Off-airport / on or over Water

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

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

Action		☑ ?
1	<p>Alert appropriate agencies as per SOP (e.g. Off-airport Police / Equivalent; Coastguard; SAR / RCC; Harbourmaster[s]; Military [esp. Navy]: Appropriate Voluntary Organisations etc.) (Insert all contact details here xxxxxxxxxxxx)</p> <p>Note: Alerting requirements for airport responders (i.e. who does what? e.g. AFS vs Airport Police vs Airport Ops Centre etc.) should have already have been planned for & de-conflicted during the XIA AEP planning & production phases - i.e. documented, shared [esp. with off-airport agencies), trained and exercised accordingly</p>	
2	Commence written log keeping	
3	<p>Subject to any Mutual Aid Emergency Support Agreements in place and / or as otherwise directed by the appropriate (airport police) senior authority - deploy with nominated / available airport police staff as quickly as possible to (as near as possible to) designated off-loading / landing point etc. location(s) / wherever - and report to senior off-airport person in charge (if any) having local, on-site primacy</p> <p>Note 1 - Ensure sufficient airport police / security staff remain at the airport (and / or are called out / activated) to adequately cover policing / security requirements there</p> <p>Note 2 - Whilst at off-loading / landing point etc. carry on with this checklist as cleared / authorised by person (if any) having local, on-site primacy (or otherwise at own initiative)</p> <p>Note 3 - Most checklist items following below will need to be carried out in conjunction with other responder types present e.g. fire & rescue services (from on & off-airport); off-airport police; medical / ambulance services (from on & off-airport); coastguard; SAR agency; Navy etc.</p>	
4	In conjunction with XIA safety and security staff + other, appropriate airport responders - ensure control is provided for all other (airport based) deploying personnel, vehicles, equipment etc. at designated airport access / exit points, RVPs, staging areas etc.	
5	Senior Airport Police Officer deployed assumes the on-site role of 'Operational Commander / Airport Police ' - and shall wear appropriate identifying apparel	
6	<p>Set up on-site 'Operational Commander / Airport Police' command post. Ensure appropriate (identifying) signage, markings, pennants, beacons etc. are displayed</p> <p>Note 1 -The latter command post will typically be co-located with similar command post facilities set up locally by off-airport responders (+ other deployed airport teams) - as required</p> <p>Note 2 - Manpower permitting, assign an airport police liaison officer to the HQ Command Post (typically at / near to off-loading / landing point etc.) of the senior off-airport person present (if any) having overall (local) on-site primacy</p>	





Aircraft Accident - Off-airport / on or over Water

Airport Police / etc. continued

7	Establish appropriate SOP communications (as per the 'Radio Communications Plan' found at appendix P to <u>separate</u> document - AEP Volume 1)	
8	If sufficient manpower resources available (and if so requested by the appropriate commander present - or otherwise at own initiative) - assist with passenger and crew evacuation (if necessary / possible / safe so to do [conduct 'instant' risk assessment first])	
9	Assist General (off-airport) Police / whoever (as required) to establish and mark / light the Off-loading / Landing Point(s) or equivalent areas + set up appropriate (associated) 'hazard warning' & other required signage	
10	Assist General (off-airport) Police / whoever - to establish one way (local accident site area) entry and exit lanes to / from an appropriate point on Off-loading / Landing Point(s) boundary or equivalent location + mark / light accordingly (Review checklist item 6. above in case re-location to this 'appropriate point' is now required?)	
11	Assist General (off-airport) Police / whoever to establish locations, marking / lighting, set-up etc. of victims' collection, triage, immediate medical care & temporary body holding areas	
12	Provide (initial) general assistance (in any required, available forms) to accident aircraft victims (injured & uninjured) as they land / are landed on-shore (under direction / advice of the Fire and Rescue / Medical Services / other appropriate Services present)	
13	Assist with moving such victims to collection, triage, immediate medical care & temporary body holding areas (as appropriate)	
14	Assist in identifying, setting up, marking / lighting a suitable emergency medical ground transport area and one way 'flow system' to / from same. (Ensure this is co-ordinated with the actions already taken in checklists items 6, 9, 10 and 11 above)	
15	Assist in identifying, setting up, marking / lighting a suitable emergency medical helicopter transportation area and one way 'on the ground flow system' to / from same. Note 1 - Ensure that this is co-ordinated adequately with the actions already taken in checklists items 6, 9, 10, 11 and 14 above. Note 2 - Take advice from XIA ATS, other ATS providers (as required) + helicopter operator(s) - as required	
16	Assist in conducting victim headcount & reconciliation task, in conjunction with XIA AFS and / or accident flight's (aircraft operator) staff (and / or latter's local representative present) and / or other appropriate responders. Note - you will need a copy of the passenger and crew lists for this task. Updated copies must be acquired / used to update the collected data	





Aircraft Accident - Off-airport / on or over Water

Airport Police / etc. continued

17	Assist in maintaining local 'crowd control' etc. (as directed / required)	
18	Manpower permitting, assign an airport police liaison officer to XIA 'MICC / On-scene Commander' upon local arrival (if no such officer has <i>already</i> deployed as <i>part</i> of MICC team)	
19	Assist in safeguarding accident aircraft or wreckage (if possible) / the dead (bodies and / or body parts) / baggage, cargo & mail / victims' personal effects etc.	
20	Arrange for despatch of a suitably experienced and senior airport police liaison officer to the XIA Emergency Operations Centre (at XIA) - when it is activated	
21	In conjunction with the XYZ Airports Company, Airport Immigration etc. - facilitate rapid clearance to XIA airport AIRSIDE of <u>airport</u> operator's Immediate Care Team and accident <u>airline's</u> Humanitarian Assistance Team (if available locally) if / when they are deployed to CRC (A) and SRC (A) + similar to the Airport LANDSIDE FRRC (in preparation for <u>possible</u> arrival of uninjured victims from accident site + any associated family, relatives & friends [FR]) from wherever - but typically being associated airport located 'meeters & greeters')	
22	Where relevant - assist all concerned agencies with the set up and operation of any Uninjured Crew Reception Centres , Uninjured Passenger Reception Centres , Meeters & Greeters (FR) Reception Centres , Re-uniting Areas etc. - particularly provision of evacuation, crowd control, general security at such locations + delivery of information, humanitarian assistance & similar services (this applies regardless of where such facilities might be established e.g. at XIA Airport; locally[i.e. off-airport] etc.)	
23	When so cleared by the Accident Investigator in Charge + the Forensic Doctor / Medical Examiner etc. - and in conjunction with the senior person in charge having overall primacy at the accident site - assist in removal of the dead from accident location and any temporary body holding area(s) - to a more appropriate location e.g. mortuary(ies)	
24	Assist with Disaster Victim Identification & Personal Effects Recovery ops - in conjunction with the Forensic Doctor / Medical Examiner etc. (if so directed)	
25	Assist in taking initial possession and recording details of victims' personal effects (if any) recovered at accident site & provide secure storage for same (if so directed)	
26	Participate in policing aspects of aircraft recovery / removal / salvage ops (as required / directed)	
27	Assist in any (associated) criminal investigation (as required / directed)	
28	On termination of crisis, ensure involved airport police staff (and their families as required) receive the appropriate, emotional & welfare support (if so required / requested)	
End of Checklist		





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

Alerted By: AFS + Other Agencies as appropriate

Alerts Whom: Airport Security, Off-airport Police + others TBA (AFS will also notify Off-airport Police)

General Responsibilities:

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

General actions required: See checklist below

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

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





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LOCAL STANDBY - Aircraft In-flight

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

Alerted By: AFS

Alerts Whom: TBA

General Responsibilities:

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

General actions required: See checklist below

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

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

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





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

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





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Aircraft - Ground Incident

General

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

The following occurrences are typical examples of the above:

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

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

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

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

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

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





Aircraft - Ground Incident

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

Alerted By: AFS

Alerts Whom TBA

General Responsibilities:

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

General actions required:

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

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





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Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made - XIA Airport Police

IMPORTANT

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3D checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences**





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Reminder

To review the wider issues of aircraft related 'bomb warning' - see this document, pages 14 - 26

Note 1 - **Airport Police / Security** will typically **NOT** handle the 'security aspects' of a bomb warning / sabotage situation alone. Almost certainly they will be working instead under the overall authority / command & control of an appropriate joint services security agency - probably provided by any / all of off-airport police, airport police, specialist security services and the military / paramilitary. The plans & procedures for guiding such response will be classified / be on a limited distribution basis - so are not included herein

Note 2 - Off-airport Police, specialist security services & military / paramilitary personnel (**uniformed or not**) involved with any XIA **ON-AIRPORT** resolution of a **security** related incident - must display the appropriate & correct identification badges, airport passes etc., at all times - unless specifically directed otherwise by the person having overall (**absolute / ultimate**) Command & Control of the security incident. In the latter circumstances, selected airport staff must be briefed accordingly

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





Bomb Threat - AIRCRAFT Related RED Security Alert / RED Threat Assessment Made

Airport Police and/or **Off-airport Police** and/or **Security Services** and/or **Military**

Alerted By: Various Inputs

Alerts Whom: TBA

General Responsibilities of the Police (**Airport Police** & General [off-airport] Police) - and / or similar, specialist Security Services (including the Military etc.) for a major security alert concerning XIA - are expected to include something like (the list is far from exhaustive):

- Threat assessment (in conjunction with other, appropriate parties - as required)
- Appoint / provide an '**Overall Commander**' for the incident. This person will typically have absolute / ultimate C4 powers. (Note: Do not confuse the latter person with the **Airport EOC's** 'overall commander' - they are different positions with very different responsibilities!)
- Provide Police / Security Services / Military etc. **Operational Commanders & Teams**
- Assist with evacuation of XIA Terminal(s) and other airport facilities - as required
- Request (as required) activation and use of XIA Emergency Operations Centre (EOC) & Mobile Incident Command Centre (MICC) - unless already activated by XYZ Airports Company
- Increase general security and vigilance at appropriate locations
- Deploy cordon(s) / security barriers / crowd control measures - as required
- Supply and deploy specialist manpower & equipment resources - as required
- Conduct aircraft search and any other countermeasures - as required
- Manage and resolve 'suspect item / bomb-threat' situation - as appropriate
- Assist with set up, security, manning & humanitarian assistance ops of / at XIA based **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** - as required
- Concurrently conduct any other Airport Police XIA checklists (as required by actual circumstances 'on the day') e.g. aircraft accident; full emergency; aircraft ground incident etc.
- Investigate criminal aspects of situation re apprehending those responsible (as required)

CRC (A) = Uninjured **Crew** Reception Centre **Airside** - i.e. **Airside** at Airport

FRRC = FR Reception Centre - Usually located **Landside** at Airport

RA (A) = Re-uniting Area - Airport - Usually located **Landside** at Airport

SRC (A) = Uninjured **Passenger** (Survivor) Reception Centre **Airside** - i.e. **Airside** at Airport

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





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UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

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

'General Responsibilities' & 'Actions'

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

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

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

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated **Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **and** 'Unlawful Interference' checklists **concurrently** - in addition to any other checklists required (e.g. **LOCAL STANDBY** OR **FULL EMERGENCY** OR **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Reminder

To review the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33





Assumption

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

Note 1 - **Airport Police / Security** will typically **NOT** handle the 'security aspects' of an unlawful interference etc. situation alone. Almost certainly they will be working instead under the overall authority / command & control of an appropriate joint services security agency - probably provided by any / all of off-airport police, airport police, specialist security services and the military / paramilitary. The plans & procedures for guiding such response will be classified / be on a limited distribution basis - so are not included herein

Note 2 - Off-airport Police, specialist security services & military / paramilitary personnel (**uniformed** or **not**) involved with any XIA **ON-AIRPORT** resolution of a **security** related incident (unlawful interference etc.) - must display the appropriate & correct identification badges, airport passes etc., at all times - unless specifically directed otherwise by the person having overall (**absolute / ultimate**) Command & Control of the security incident. In the latter circumstances, selected airport staff must be briefed accordingly

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





UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

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

Alerted By: Various Inputs

Alerts Whom: TBA

General Responsibilities of the Police (Airport Police & General [off-airport] Police) - and / or similar, specialist Security Services (including the Military etc.) for a major security alert concerning XIA - are expected to include something like (the list is far from exhaustive):

- Notify XIA ATS if there is any doubt that the latter might be unaware of the situation
- Threat assessment (in conjunction with other appropriate parties - as required)
- Appoint / provide an '**Overall Commander**' for the incident. *This person will typically have absolute / ultimate C4 powers.* (Note: Do not confuse the latter person with the Airport EOC's 'overall commander' - they are different positions with very different responsibilities!)
- Provide Police / Security Services / Military etc. **Operational Commanders & Teams**
- Assist with evacuation of XIA Terminal(s) and other airport facilities - as required
- Request (as required) activation and use of XIA Emergency Operations Centre (EOC) & Mobile Incident Command Centre (MICC) - unless already activated by XYZ Airports Company
- Increase general security and vigilance at appropriate points
- Deploy cordon(s) / security barriers / crowd control measures - as required
- Supply and deploy specialist manpower & equipment resources - as required
- Negotiation
- Countermeasures
- Resolution
- Assist with set up, security, manning & humanitarian assistance ops of / at XIA based **CRC (A)**, **SR (A)**, **FRRC** and **RA (A)** - as required
- Concurrently conduct any other Airport Police XIA checklists (as required by actual circumstances 'on the day') e.g. aircraft accident; full emergency; aircraft ground incident etc.
- Investigate criminal aspects of situation re apprehending those responsible (as required)

CRC (A) = Uninjured **Crew** Reception Centre **Airside** - i.e. **Airside** at Airport

FRRC = FR Reception Centre - Usually located **Landside** at Airport

RA (A) = Re-uniting Area - Airport - Usually located **Landside** at Airport

SR (A) = Uninjured **Passenger** (Survivor) Reception Centre **Airside** - i.e. **Airside** at Airport

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





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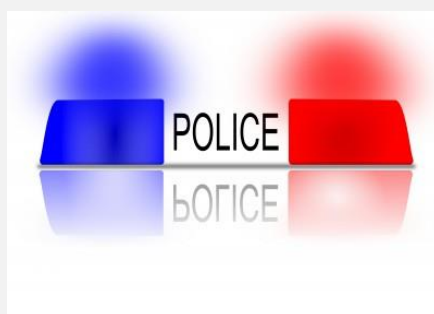
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AEP Volume 2B / Sub-section 3E

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



Aircraft Accident / Incident Related Checklists

IMPORTANT - Until such time as the **XIA Emergency Operations Centre** (EOC) can itself assume C4 responsibilities for the crisis - the airport's '**normal** (business) operations control centre' will typically assume temporary C4, on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

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

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





Aircraft Accident - On Airport

General Police - (i.e. **Off-airport** Police / Equivalent Services e.g. Paramilitary Police etc.) / Sub-section **3E**

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

Alerts Whom: TBA

General Responsibilities:

- Off-airport Road Traffic Control as associated with the accident
- Facilitate rapid access to XIA airport for those having a valid reason to go there in such circumstances
- Support **Airport** Police etc. as required as per any 'Mutual Aid Emergency Support Agreement' in force - and / or otherwise as the situation requires / as tactically agreed to 'on the day'
- Provide **off**-airport police representation at XYZ Airports Company MICC and / or EOC facilities

General actions required:

Action		☑ ?
1	Continue own alerting and activation as required	
2	Maintain a written log of events throughout	
3	Note / obtain name and location of XIA airport access / exit gates; crash gates & RVPs / staging areas expected to be used for the specific emergency response op underway	
4	<p>Immediately implement SOP and / or ad hoc plans for * traffic control measures around the airport and between the airport and appropriate hospitals, other emergency facilities (e.g. mortuaries) etc.</p> <p>* ('Clear Lane procedure' - designed to clear then dedicate at least one 'traffic' free' lane to emergency services on selected roads - particularly those leading to / from local hospitals, mortuaries etc.)</p>	
5	<p>Facilitate rapid access to XIA airport for:</p> <ul style="list-style-type: none"> ▪ Valid 'off-airport' emergency services and similar responders e.g. off-airport fire and rescue / medical / ambulance services; stretcher bearers; coroner / medical examiner; air accident investigator etc. ▪ XIA airport staff / workers etc. - reporting for crisis and / or normal duties (Providing they possess a valid Airport and / or Airline and / or equivalent form of ID) ▪ 'Off-airport' FR - provided there is reasonable cause to believe that they are genuine family etc. of potential air accident victims from the accident flight ▪ Voluntary / religious / non-government etc. organisation responders having a valid crisis response role to play - as part of any 'mutual aid emergency support agreement' or similar arrangement or otherwise thought to be 'of use' in the prevailing circumstances 	





Aircraft Accident - On Airport

General Police - (i.e. Off-airport Police etc.) - continued

6	Deploy in appropriate numbers to XIA (if so requested by XIA Airport Police or otherwise as per any 'mutual aid emergency support agreement' in place) and report to XYZ Airport Police person having overall police primacy ON -airport. Thereafter, act accordingly under his / her direction	
7	Appoint a rep to the AFS FCP and / or XIA MICC and / or XIA EOC - as appropriate	
8	Stand-down to normal operations status when so directed	
9	Manage stand-down; replenishment of resources; debriefing / lessons learned etc.	
10	Ensure staff (and their families - as required) receive appropriate, emotional support - if so required / requested	
End of Checklist		

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

However, the above 'responsibilities', 'checklist' and accompanying notes (see page 175 for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Police Service - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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

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Aircraft Accident - Off-Airport / On Land

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

Alerted By: TBA

Alerts Whom: TBA

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





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1 {separate document} / Glossary**])

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

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





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated ‘**on the day**’ by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water

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

Alerted By: TBA

Alerts Whom: TBA

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

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





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

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

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





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





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FULL EMERGENCY

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

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

Alerts Whom: TBA

General Responsibilities & Actions:

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

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

However, the above 'responsibilities', 'checklist' and accompanying notes (see page **175** for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Police Service - for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' *mutual aid emergency support agreements*

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





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Aircraft - Ground Incident

Introduction

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

The following occurrences are typical examples of same:

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

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

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

Checklists already included in other parts of this AEP Volume **2B** may also be used / adapted for guidance in how to respond to aircraft ground incidents e.g. see the 'Airport Police' **aircraft ground incident** checklist on page **165**

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





Aircraft - Ground Incident

Off-airport Police / Equivalent Service(s)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

General support of XIA Airport Police - when so requested

General Actions required:

No specific action required unless so requested by XIA Airport Police

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

See also introduction information provided on previous page





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Bomb Threat - Aircraft Related

RED Security Alert / **RED** Threat Assessment Made - Off-Airport *Police etc.*

IMPORTANT

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

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3E checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed concurrently with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (*aircraft related*)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

*** *Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences***





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Reminder

To review the wider issues of aircraft related 'bomb warning' - see this document, pages 14 - 26

Note 1 - **Off-Airport Police** will typically **NOT** handle the 'security aspects' of a bomb warning / sabotage situation alone. Almost certainly they will be working instead under the overall authority / command & control of an appropriate joint services security agency - probably provided by any / all of off-airport police, airport police, specialist security services and the military / paramilitary. The plans & procedures for guiding such response will be classified / be on a limited distribution basis - so cannot be included herein

Note 2 - Off-airport Police, specialist security services & military / paramilitary personnel (**uniformed or not**) involved with any XIA **ON-AIRPORT** resolution of a **security** related incident - must display the appropriate & correct identification badges, airport passes etc., at all times - unless specifically directed otherwise by the person having overall (**absolute / ultimate**) Command & Control of the security incident. In the latter circumstances, selected airport staff must be briefed accordingly

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





Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made

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

Alerted By: Various Inputs

Alerts Whom: TBA

General Responsibilities of the Police (General [off-airport] Police & Airport Police) - and / or similar Security Services (including the Military) for major security alert are expected to include something like (the list is far from exhaustive):

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

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

- Where appropriate - it is to be assumed that incident aircraft is close to (XIA) or on the ground at XIA
- Where appropriate - it is to be assumed that ATC, Police and others are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements

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

However, the latter 'responsibilities', 'checklist' and accompanying notes (see page 175 for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Police Service for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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





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UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

Off-Airport Police / Security and / or Airport Police and / or Security Services and / or Military

'General Responsibilities' & 'Actions'

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

Conversely, for a hi-jack etc. where the aircraft is merely transiting XXX (XIA Airport and / or XXX ATS Area Control Centre etc.) **airspace**, many of the 'general responsibilities' (see page 198) will / may **not** be applicable - and / or might need 'adjustment'

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

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated **Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' and 'Unlawful Interference' checklists **concurrently** - in addition to any other checklists required (e.g. *LOCAL STANDBY OR FULL EMERGENCY OR AIRCRAFT GROUND INCIDENT* - as required by actual circumstances prevailing 'on the day')

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Reminder

To review the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33





Assumption

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

Note 1 - **Off-Airport Police / Security** will typically **NOT** handle the 'security aspects' of an unlawful interference etc. situation alone. Almost certainly they will be working instead under the overall authority / command & control of an appropriate joint services security agency - probably provided by any / all of off-airport police, airport police, specialist security services and the military / paramilitary. The plans & procedures for guiding such response will be classified / be on a limited distribution basis - so are not included herein

Note 2 - Off-airport Police, specialist security services & military / paramilitary personnel (**uniformed** or **not**) involved with any XIA **ON-AIRPORT** resolution of a **security** related incident (unlawful interference etc.) - must display the appropriate & correct identification badges, airport passes etc., at all times - unless specifically directed otherwise by the person having overall (**absolute / ultimate**) Command & Control of the security incident. In the latter circumstances, selected airport staff must be briefed accordingly

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





UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

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

Alerted By: Various Inputs

Alerts Whom: TBA

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

- Notify XIA ATS if there is any doubt that the latter might be unaware of the incident
- Threat assessment (in conjunction with other parties as required)
- Provide a Police / Security Services / Military '**Overall Commander**' for the incident if so required by actual circumstances on the day. *This person will typically have absolute / ultimate C4 of the incident.* (Note: Do not confuse the latter with the Airport EOC's '**overall commander**' - they are different positions with very different responsibilities!)
- Provide appropriate Police / Security Services / Military etc. **Tactical & Operational Commanders + their Teams**
- Assist with any XIA Terminal and other airport facility evacuations as required
- Where required - request activation and use of XIA Emergency Operations Centre (EOC) & Mobile Incident Command Centre (MICC) - unless already activated by Airport
- Increase general security and vigilance at appropriate points
- Deploy cordon(s) / security barriers / crowd control measures - if required
- Supply and deploy specialist personnel & resources - if required
- Negotiation
- Countermeasures
- Resolution
- Assist with set up, security, manning & humanitarian assistance ops of / at XIA based CRC (A), SRC (A), FRRC and RA (A) - as required
- Concurrently conduct any other Off-Airport Police XIA checklists (as required by actual circumstances 'on the day') e.g. aircraft accident; full emergency; aircraft ground incident etc.
- Investigate criminal aspects of situation with a view to apprehending those responsible

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

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

However, the latter 'responsibilities', 'checklist' and accompanying notes (see page 175 for latter) may be provided by the XIA airport operator to the appropriate (off-airport) Police Service for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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





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AEP Volume 2B / Sub-section 3F

Airport Medical (Centre) Services [Airport Clinic etc.] - AMC



Image: Warsaw International Airport - Airport Medical Team First Responders

Aircraft Accident / Incident Related Checklists

IMPORTANT - Until such time as the **XIA Emergency Operations Centre** (EOC) can itself assume C4 responsibilities for the crisis - the airport's '**normal** (business) operations control centre' will typically assume temporary C4, on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Reminder - See again 'Note 7' (page 3) of *this* document

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

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

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





Sub-section 3F

Aircraft Accident - On Airport

Airport Medical Services (Airport Medical Centre / Clinic - AMC)

Alerted By: AFS / TBA

Alerts Whom: Local Health Authority / Authorities; Hospitals & Ground Ambulance Organisations; Air Ambulance; Volunteer Stretcher Bearers; Drug / Medical Re-suppliers etc.

General Responsibilities:

- Continue AMC alerting and activation process as required
- **Initial** medical direction, operations and support at the accident location / wherever
- Deploy pre-stocked emergency medical supplies to accident location / wherever
- Subsequent medical handover to appropriate off-airport Medical Response Team
- Minor 'medical care' of **uninjured** survivors and MGFR - including screening medical examinations as per any appropriate policy in force, as documented elsewhere in this AEP
- Replenishment of utilised drug, medical stocks etc.

Information 1

It may be that the **airport** operator can provide 'temporary shelter' for triage / immediate medical care ops at / close to accident site. Such shelter typically takes the form of inflatable tents - possibly with power, lighting and temperature control (e.g. via generators etc.). Enough inflatable tents are procured by some airports (and colour coded accordingly) for the different levels of triage to be used (using standard triage colour codes) and associated / subsequent on-site medical treatment

At the relatively few airports having such a facility, AFS typically deploys and sets up the inflatable tents (in conjunction with others present e.g. medical services responders [e.g. from AMC]; Airport Police / Security; XYZ Airports Authority [airport operator] staff; airline / GHA staff etc.)

Information 2

Airport provided buses (& similar) are a possible option for use as an accident site victim collection point and also for triage and immediate medical care operations (with seats removed for latter two types of operation). If such buses etc. are available, their deployment (on and off-airport as appropriate / permitted) and use should already be **pre-planned**, documented, trained and exercised (and re-trained / re-exercised) by / with all concerned (i.e. appropriate on and off airport agencies)

Provision of such buses is typically a shared responsibility of airport operator, accident aircraft operator and / or the appropriate Ground Handling Agent(s) - GHA

Note - Assumption has been made in this AEP guideline that XIA has both inflatable tents and modified buses (can be used off-airport if required) - for uses as described above

General actions required: See checklist next page





Aircraft Accident - On Airport

Airport Medical Services (Airport Medical Centre / Clinic - **AMC**)

	Action	☑ ?
1	<p>Initiate AMC Alerting and Activation Process</p> <p>Particularly ensure (double check with 'whoever') that the off-airport Medical Disaster Centre (or equivalent specialist hospital facility / facilities) 24H ops room etc. (typically part of the local area's major hospital system) and local Ambulance, Stretcher Provider etc. agencies are alerted</p>	
2	Maintain written log of events	
3	Recall AMC ambulances / crews / staff to AMC location (as appropriate)	
4	Designate an appropriate AMC team + gather / load required equipment etc. (including appropriate 'personal protective equipment' - PPE) into a suitable vehicle e.g. medicines / drugs, medical equipment, stretchers, body bags, maps, triage tags, documentation / checklists etc.	
5	<p>Deploy team & equipment etc. as quickly as possible to accident site. Also deploy AMC ambulances, additional medicines, drugs, stretchers etc. as / when / if available</p> <p>Route (under escort) via designated airport staging area(s) and / or RVPs, as required</p> <p>1. Leave at least one appropriately experienced AMC team member at AMC for crisis related co-ordination and communications duties 2. Request assistance with transportation / escort from XYZ Airports Company Normal Ops Control Centre / XIA EOC / whoever - if required. 3. Alert & activate off-duty AMC staff (if appropriate)</p>	
6	<p>Co-ordinate (via XYZ Airports Company NORMAL Ops Control Centre / XIA EOC / whoever) - for pre-arranged deployment of additional stretchers & stretcher bearers (in appropriate [adequate] numbers) to accident site</p> <p>Note 1: The above (including notification of associated airport access, transport and escort arrangements etc.) will need to have been pre-planned, documented, trained & exercised (probably as part of an appropriate 'mutual aid emergency support agreement' - [e.g. typically with a nearby military unit; university; commercial centre etc.]). Note 2: It is expected that such stretchers & stretcher bearers will be provided primarily by off-airport resources</p>	
7	On arrival at accident site report to '(Temporary?) On-scene Commander '	
8	Suitable AMC team member to assume post / title of temporary 'Operational Commander / Medical Services' (and wear/display appropriate, identifying apparel/markings)	
9	Set up (AMC) operational command post and ensure it is readily identifiable e.g. by use of appropriate markings, pennants, beacons, signage, lighting etc.	
10	Establish appropriate SOP communications as per the 'Radio Communications Plan' found at appendix P to separate document - AEP Volume 1 (Note - double check with On-scene Commander / whoever, that responding off-airport medical resources have been advised of appropriate airport access / exit routes; RVP(s) / crash gate(s) in use etc.)	





Aircraft Accident - On Airport - Airport Medical Services - AMC - continued

*** Checklist items 13 & 14 below should be actioned as soon as is practically and safely possible i.e. not necessarily in the checklist order shown**

11	If manpower is sufficient, nominate an AMC <i>liaison person</i> to the <i>On-scene Commander</i> - operating initially from the XIA <i>FCP</i> vehicle (Temporary On-scene Commander) and / or from the XIA <i>MICC</i> vehicle (On-scene Commander) - when it eventually arrives on-site	
12	Assist in locating, setting-up, marking / lighting & operating of Collection, Triage, Immediate Medical Care Areas & Temporary Body Holding Area + a one way ground transport 'flow system' to / from / between them + to / from ambulance loading points	
13	* Commence / Continue / Take Over <i>Triage</i> operation ASAP 1.) Wear appropriate PPE. 2.) Make use of <i>other</i> appropriately <i>TRAINED / QUALIFIED / EXPERIENCED</i> and available persons present (including <i>appropriate, uninjured accident victim [crew and passenger] volunteers</i>)	
14	* Commence / Continue / Take Over <i>Immediate Medical Care</i> ops ASAP 1.) Wear appropriate PPE. 2.) Make use of <i>other</i> appropriately <i>TRAINED / QUALIFIED / EXPERIENCED</i> and available persons present (including <i>appropriate, uninjured accident victim [crew and passenger] volunteers</i>)	
15	In conjunction with On-scene Commander, other medical staff present, AFS, Airport Police / Security etc. - identify, mark out, set up, signpost, light etc. a suitable <i>ground ambulance</i> loading point(s) + associated one way, ground transport 'flow systems' to / from this point(s)	
16	In conjunction with On-scene Commander, other medical staff present, ATS, air ambulance operator(s), AFS, Airport Police / Security etc. - identify, mark out, set up, signpost & light a suitable <i>air ambulance</i> loading point(s) + associated one way, <i>ground</i> transport 'flow systems' to / from this point(s)	
17	Provide / transmit medical information updates re situation (by any and all means possible) to off-airport Medical Disaster Centre / Main Hospital(s) etc. involved Note - do this via e.g. the FCP / MICC / Airport's <i>NORMAL</i> Ops Control Centre / Airport's EOC / AMC - or any other appropriate communications relay unit available. Continue this task until sufficient & appropriate <i>off-airport</i> specialist medical teams arrive on site - whereupon, hand over this task to them. (Insert all appropriate contact information here <i>xxxxxxx</i>)	
18	Use the triage tag and associated procedure (as described in appendix <i>F</i> of <i>[separate document] AEP Volume 1</i>) to keep track of injured victims' location and medical status - particularly any <i>moved off-airport</i> (typically to hospitals and / or mortuaries)	
19	If required (& manpower permitting) - deploy AMC rep to airport XIA EOC - when activated	





Aircraft Accident - On Airport - Airport Medical Services - AMC - continued

20	Where necessary, arrange for rapid resupply of medicines, drugs, medical equipment etc. (to accident site) - from AMC stocks / local hospitals / wherever	
21	On arrival (at on-airport accident site) of team(s) from off-airport Medical Disaster Centre (or equivalent medical facility / facilities [hospital] etc.), provide a full handover brief to team leader (including handover of retained [torn-off] triage tag corners for victims already sent to hospital(s), off-airport mortuary / mortuaries etc.) and transfer responsibility for operational (on-site) medical command and control ops to this person Advise On-scene Commander when this has been completed	
22	After clearance from the 'new' Operational Commander / Medical Services (as per checklist item 21 above), re-deploy some / all of AMC team in 'medical' support of apparently " uninjured " victims and (separately) MGFR - located at any of airport's CRC (A), SRC (A), FRRC & RA (A) facilities. (Advise FCP / MICC / Airport's NORMAL Ops Control Centre / Airport's EOC / AMC - as required / appropriate)	
23	As per checklist item 22 above - work with and direct any (accident) airline provided / similar medical teams - which might also have been deployed to these same centres for the same purpose	
24	As per checklist items 22 & 23 above - and as per any policy in force, conduct and document screening medicals (vital signs checks) on (apparently) uninjured survivors Where fire / smoke etc. was involved - check particularly for smoke inhalation trauma Note. Where such medical checks are refused by an individual - policy might dictate that said person be required to sign some form of indemnity absolving the airport, the airline etc. - of subsequent responsibility (& associated litigation) for not having performed said medical checks	
25	Manage AMC stand-down; replenishment of medical stocks / equipment; debriefing / lessons learned etc.	
26	Ensure involved AMC staff (and their families - as required) receive appropriate, emotional and welfare support - if so required / requested	
End of Checklist		

AMC	=	Airport Medical Centre / Clinic
CRC (A)	=	Uninjured Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends
FRRC	=	FR Reception Centre - Airport (Landside)
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area (Airport - usually landside)
SRC (A)	=	Uninjured Passenger Reception Centre - Airside at Airport





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Aircraft Accident - Off-airport / On Land

Airport Medical Services - (Airport Medical Centre / Clinic - **AMC**)

Alerted By: AFS / Off-airport Medical Services / Whoever

Alerts Whom: Local Health Authority / Authorities; Hospitals & Ground Ambulance Organisations; Air Ambulance; Volunteer Stretcher Bearers; Drug / Medical Re-suppliers etc.

General Responsibilities:

- Continue AMC alerting & activation process as required
- When (if) directed by an appropriate **airport manager** - deploy AMC assigned resources to off-airport accident site
- On arrival at accident site report to senior person present (if any) having overall, local primacy
- Assume role of '**Operational Commander / Airport Medical Services**'
- Set-up and operate an AMC **Operational Command Post** & establish contact with XIA
- Establish appropriate SOP communications as per the 'Radio Communications Plan'
- Initial medical direction / support / ops etc. at accident site (where appropriate / as required) - until (if) relieved by an appropriate **off-airport** medical organisation. (When [if] latter occurs - provide a full, medical handover brief to the appropriate person)
- Assign AMC rep (manpower permitting) to on-site Command Post of person having local primacy
- Assign AMC rep (manpower permitting) to on-site **XIA MICC** when (if) it arrives
- Liaise / co-ordinate (your ops) closely with any **off-airport** medical services present. (Take direction from them if appropriate)
- Participate in Triage & Immediate Medical Care operations as required / cleared / competent
- Assist in locating, setting-up, marking-out, lighting etc. + operation of **Collection, Triage** and **Immediate Medical Care** Areas + a temporary **Body Holding Area**
- Assist in locating, setting-up, marking-out, lighting etc. + operation of **ground** and **air** ambulance loading points
- Assign AMC rep (manpower permitting) to **XIA EOC** when it opens
- * Minor medical care / check-up / screening of apparently **uninjured** survivors if transported to **airport** based **CRC (A)** and / or **SRC (A)** and / or at any equivalent **off-airport** facility / facilities
- * Minor medical care of MGFR at / going to the **airport** (e.g. at the **FRRC**) and / or at any equivalent **off-airport** facility / facilities
- * Minor medical care of persons at the **airport RA (A)** and / or at any equivalent **off-airport** facility / facilities
- Replenishment of utilised drugs, medical stocks and equipment etc.
- Humanitarian, welfare and other support of AMC staff involved in the response

* Note - **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (or **equivalent services / facilities**) might need be set up and operated at locations **other** than at / on XIA Airport - **BUT the latter is still very much the preferred choice**, circumstances 'on the day' so permitting

See again 'Information Notes' 1 and 2 - page **201**. They might also apply to the 'off-airport' situation referred to here





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' **only** - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / **Glossary**])

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

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

General actions required: See next page:





Aircraft Accident - Off-airport / On Land

Airport Medical Services - (Airport Medical Centre / Clinic - AMC)

	Action	☑ ?
1	<p>Initiate AMC Alerting and Activation Process</p> <p>Particularly ensure (double check with 'whoever') that the off-airport Medical Disaster Centre (or equivalent specialist hospital facility / facilities) 24H ops room etc. (typically part of the local area's major hospital system) and local Ambulance, Stretcher Provider etc. agencies are alerted</p>	
2	Maintain written log of events	
3	Recall AMC staff / ambulances / crews etc. to AMC location (as appropriate)	
4	Designate an appropriate AMC team + gather / load everything required (including appropriate 'personal protective equipment' - PPE) into a suitable vehicle e.g. medicines / drugs, medical equipment, stretchers, body bags, maps, triage tags, documentation / checklists etc. - then <i>standby</i> for immediate deployment to off-airport accident	
5	<p>When (if) cleared by an appropriate on-airport authority (possibly using Mutual Aid Emergency Support Agreements for guidance), deploy AMC team & equipment etc. to off-airport accident site (Note: whilst still on-airport, route via designated airport staging area(s) and / or RVPs, if so required). Also deploy AMC ambulances, additional medicines, drugs, stretchers etc. as / when / if available</p> <p>1. IMPORTANT: Leave enough AMC staff and supporting resources at XIA airport to adequately cover any flight operations etc. which might continue there - and also for AMC related co-ordination and communications duties re the off-airport crisis 2. Request assistance with transportation / escort from XYZ Airports Company Normal Ops Control Centre / XIA EOC / whoever - if required. 3. Alert & activate off-duty AMC staff (if appropriate)</p>	
6	<p>Co-ordinate (via XYZ Airports Company NORMAL Ops Control Centre / XIA EOC / whoever) - for pre-arranged deployment of additional stretchers & stretcher bearers (in appropriate [adequate] numbers) to off-airport accident site</p> <p>Note 1: The above will need to have been pre-planned, documented, trained & exercised (probably as part of an appropriate 'mutual aid emergency support agreement' - [e.g. typically with a nearby military unit; university; commercial centre etc.]). Note 2: It is expected that such stretchers & stretcher bearers will be provided primarily by off-airport resources</p>	
7	On arrival at accident site, report to person having overall (local) on-site primacy (if any) and offer AMC medical aid & support services (OR otherwise act on own initiative - as required by actual circumstances 'on the day' e.g. <i>if first to arrive on-site</i>)	
8	Ensure that appropriate, identifying apparel and safety equipment (including PPE) is worn by all AMC staff present	





Aircraft Accident - Off-airport / On Land

Airport Medical Services - AMC / continued

*** Checklist items 15 below should be actioned as soon as is practically and safely possible i.e. not necessarily in the checklist order shown**

9	Set up the (AMC) operational command post & clearly identify using markings, pennants, beacons, signage, lighting etc. Senior AMC person present assumes title 'operational commander / XIA airport medical services'	
10	Establish appropriate communications as per the 'Radio Communications Plan' found at appendix P to separate document - AEP Volume 1	
11	Manpower permitting, send AMC liaison rep to attend 'command centre' of person having overall (local) on-site primacy and / or the XIA MICC upon arrival (as appropriate)	
12	If appropriate, take direction from any off -airport medical services already present	
13	Assist in locating, setting-up, marking / lighting and operating of Collection, Triage, Immediate Medical Care Areas & Temporary Body Holding Area + a one way ground transport 'flow system' to / from / between them + to / from ambulance loading points	
14	Assist in locating, setting-up, marking / lighting and operating ground and air ambulance loading points + a one way ground transport 'flow systems' to / from / between them and also to / from those facilities documented in 13 above	
15	<p>* Deliver and / or Assist with delivery of On-site Triage & Immediate Medical Care operations</p> <p>1.) Wear appropriate PPE. 2.) Make use of other appropriately TRAINED / QUALIFIED / EXPERIENCED and available persons present (including appropriate, uninjured accident victim [crew and passenger] volunteers)</p>	
16	Provide (and continue to provide) updated medical information re situation (to the XIA EOC and / or to the deployed XIA MICC and / or to XIA AMC etc.) by any means possible . (If off -airport medical services not yet on-site, request EOC and / or MICC / and or XIA AMC etc. to pass on this information in turn to appropriate hospital(s); ambulance provider(s); stretcher bearer organisation(s) etc. - until such time as they do [if] they arrive on site)	
17	Ensure that triage tag & associated procedure (as described in appendix F of separate document] AEP Volume 1) is used to keep track of victims moved away from accident site (typically to hospital[s]; mortuary / mortuaries; XIA Airport [CRC (A), SRC (A)] etc.)	
18	If required (& manpower permitting) - deploy an AMC rep to XIA EOC - when activated	
19	Where necessary, arrange for resupply of medicines, drugs, medical equipment, stretchers, body bags etc. (to accident site) - from AMC stocks / wherever (Do this in co-ordination with / under direction of off -airport agency having on-site primacy for medical ops)	





Aircraft Accident - Off-airport / On Land

Airport Medical Services - AMC / continued

20	When appropriate off-airport medical services arrive on site (if same is / was <u>not</u> already on-site when AMC team first arrived) provide a full handover brief to team leader (including handover of retained [torn-off] triage tag corners for victims already sent to hospital(s), mortuary / mortuaries etc.) and transfer responsibility for operational (on-site) medical command and control ops to this person. Advise commander having overall (local) on-site primacy when this has been completed	
21	After clearance from the 'new' Operational Commander / Medical Services (as per checklist item 20 above), re-deploy some / all of AMC team in 'medical' support of apparently " uninjured " victims and (separately) MGFR - located at or travelling to any of XIA (on airport) located CRC (A), SRC (A), FRRC & RA (A) facilities. (Advise FCP / MICC / Airport's NORMAL Ops Control Centre / Airport's EOC / AMC - as required / appropriate) IMPORTANT NOTE - CRC (A), SRC (A), FRRC and RA (A) (or equivalent services / facilities) might need be set up and operated at locations <u>other</u> than at XIA Airport (i.e. off-airport) - although the latter is always the preferred option / choice. Where off-airport equivalent facilities <u>are</u> to be used, enquiries must be made as to whether or not AMC services (at such off-airport facilities) are required / requested. (If so required / requested, seek permission from the appropriate on-airport authority so to do and, if permission granted, deploy [re-deploy] accordingly - using this checklist for further guidance on 'what to do')	
22	As per item 21 above - work with and direct any airline provided / similar medical teams - which might <u>also</u> have been deployed to these same centres for the same purpose	
23	As per checklist items 21 & 22 above - and as per any policy in force, conduct and document screening medicals (vital signs checks) on (apparently) uninjured survivors Where fire / smoke etc. was involved - check particularly for smoke inhalation trauma Note. Where such medical checks are refused by an individual - policy might dictate that said person be required to sign some form of indemnity absolving the airport, the airline etc. - of subsequent responsibility (& associated litigation) for not having performed said medical checks	
24	Manage AMC stand-down; replenishment of medical stocks; debriefing / lessons learned etc.	
25	Ensure involved AMC staff (and their families - as required) receive appropriate, emotional and welfare support - if so required / requested	
End of Checklist		

AMC	=	Airport Medical Centre / Clinic
CRC (A)	=	Uninjured Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends
FRRC	=	FR Reception Centre - Airport (Landside)
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area (Airport - usually landside)
SRC (A)	=	Uninjured Passenger Reception Centre - Airside at Airport





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated ‘**on the day**’ by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water

Airport Medical Services - (Airport Medical Centre / Clinic - AMC)

Alerted By: AFS / Off-airport Medical Services / Whoever

Alerts Whom: Health Authority, Hospital & Ambulance Agencies, Volunteer Stretcher Bearers, Medical and Drug Re-suppliers - and similar

General Responsibilities:

- Continue AMC alerting & activation process as required
- When (if) directed by an appropriate **airport** manager - deploy immediately to designated off-loading / landing point(s) (or otherwise as close as possible to over water accident location)
- On arrival report to senior person present (if any) having overall, local primacy
- Assume role of 'Operational Commander / Airport Medical Services'
- Set-up and operate an AMC Operational Command Post & establish contact with XIA
- Establish appropriate SOP communications as per the 'Radio Communications Plan'
- Initial medical direction / support / ops etc. at accident site (where appropriate / as required) - until (if) relieved by an appropriate **off-airport** medical organisation. (When [if] latter occurs - provide a full, medical handover brief to the appropriate person)
- Assign AMC rep (manpower permitting) to on-site Command Post of person having local primacy
- Assign AMC rep (manpower permitting) to on-site **XIA MICC** when (if) it arrives
- Liaise / co-ordinate (your ops) closely with any **off-airport** medical services present. (Take direction from them if appropriate)
- Participate in Triage & Immediate Medical Care operations as required / cleared / competent
- Assist in locating, setting-up, marking-out, lighting etc. + operation of **Collection, Triage** and **Immediate Medical Care** Areas + a temporary **Body Holding Area**
- Assist in locating, setting-up, marking-out, lighting etc. + operation of **ground** and **air** ambulance loading points
- Assign AMC rep (manpower permitting) to **XIA EOC** when it opens
- * Minor medical care / check-up / screening of apparently **uninjured** survivors if transported to **airport** based **CRC (A)** and / or **SRC (A)** and / or at any equivalent **off-airport** facility / facilities
- * Minor medical care of MGFR at / going to the **airport** (e.g. at the **FRRC**) and / or at any equivalent **off-airport** facility / facilities
- * Minor medical care of persons at the **airport RA (A)** and / or at any equivalent **off-airport** facility / facilities
- Replenishment of utilised drugs, medical stocks and equipment etc.
- Humanitarian, welfare and other support of AMC staff involved in the response

* Note - **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (or **equivalent** services / facilities) might need be set up and operated at locations **other** than at / on XIA Airport - **BUT the latter is still very much the preferred choice**, circumstances 'on the day' so permitting

See again 'Information Notes' 1 and 2 - page 201. They might also apply to the 'off-airport' situation referred to here

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





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically off-airport) **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' **only** - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / **Glossary**])

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

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

General actions required: See next page:





Aircraft Accident - Off-airport / on or over Water

Airport Medical Services - (Airport Medical Centre / Clinic - AMC)

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

Action		☑ ?
1	<p>Initiate AMC Alerting and Activation Process</p> <p>Particularly ensure (double check with 'whoever') that the off-airport Medical Disaster Centre (or equivalent specialist hospital facility / facilities) 24H ops room etc. (typically part of the local area's major hospital system) and local Ambulance, Stretcher Provider etc. agencies are alerted</p>	
2	Maintain written log of events throughout	
3	Recall AMC staff / ambulances / crews etc. to AMC location (as appropriate)	
4	<p>Designate an appropriate AMC team + gather / load everything required (including appropriate 'personal protective equipment' - PPE) into a suitable vehicle e.g. medicines / drugs, medical equipment, stretchers, body bags, maps, triage tags, documentation / checklists etc. - then standby for immediate deployment to off-airport accident</p>	
5	<p>When (if) cleared by an appropriate on-airport authority (possibly using Mutual Aid Emergency Support Agreements for guidance), deploy AMC team & equipment etc. to designated off-airport location (Note: whilst still on-airport, route via designated airport staging area(s) and / or RVPs, if so required). Also deploy AMC ambulances, additional medicines, drugs, stretchers etc. as / when / if available</p> <p>IMPORTANT: 1. Leave enough AMC staff and supporting resources at XIA airport to adequately cover any flight operations etc. which might continue there - and also for AMC related co-ordination and communications duties re the off-airport crisis 2. Request assistance with transportation / escort from XYZ Airports Company Normal Ops Control Centre / XIA EOC / whoever - if required. 3. Alert & activate off-duty AMC staff (if appropriate)</p>	
6	<p>Co-ordinate (via XYZ Airports Company NORMAL Ops Control Centre / XIA EOC / whoever) - for pre-arranged deployment of additional stretchers & stretcher bearers (in appropriate [adequate] numbers) to designated off-airport location</p> <p>Note 1: The above will need to have been pre-planned, documented, trained & exercised (probably as part of a 'mutual aid emergency support agreement' - [e.g. typically with a nearby military unit; university; commercial centre etc.]). Note 2: It is expected that such stretchers & stretcher bearers will be provided primarily by off-airport resources</p>	
7	On arrival at designated location, report to person having overall (local) on-site primacy (if any) and offer AMC medical aid & support services (OR otherwise act on own initiative - as required by actual circumstances 'on the day' e.g. if first to arrive on-site)	
8	Ensure that appropriate, identifying apparel and safety equipment (including PPE, lifejackets etc.) is worn by all AMC staff present	
9	Set up the (AMC) operational command post & clearly identify using markings, pennants, beacons, signage, lighting etc. Senior AMC person present assumes title 'operational commander / XIA airport medical services'	





Aircraft Accident - Off-airport / on or over Water

Airport Medical Services - AMC / continued

*** Checklist items 15 below should be actioned as soon as is practically and safely possible i.e. not necessarily in the checklist order shown**

10	Establish appropriate communications as per the 'Radio Communications Plan' found at appendix P to <u>separate</u> document - AEP <u>Volume 1</u>	
11	Manpower permitting, send AMC liaison rep to attend 'command centre' of person having overall (local) on-site primacy and / or the XIA MICC upon arrival (as appropriate)	
12	If appropriate, take direction from any <i>off</i> -airport medical services already present	
13	Assist in locating, setting-up, marking / lighting and operating of Collection, Triage, Immediate Medical Care Areas & Temporary Body Holding Area + a one way ground transport 'flow system' to / from / between them + to / from ambulance loading points	
14	Assist in locating, setting-up, marking / lighting and operating ground and air ambulance loading points + a one way ground transport 'flow systems' to / from / between them and also to / from those facilities documented in 13 above	
15	<p>* Deliver and / or Assist with delivery of On-site Triage & Immediate Medical Care operations</p> <p>1.) Wear appropriate PPE. 2.) Make use of <i>other</i> appropriately TRAINED / QUALIFIED / EXPERIENCED and available persons present (including <i>appropriate, uninjured accident victim [crew and passenger] volunteers</i>)</p>	
16	Provide (and continue to provide) updated medical information re situation (to the XIA EOC and / or to the deployed XIA MICC and / or to XIA AMC etc.) by any means possible . (If <i>off</i> -airport medical services not yet on-site, request EOC and / or MICC / and or XIA AMC etc. to pass on this information in turn to appropriate hospital(s); ambulance provider(s); stretcher bearer organisation(s) etc. - until such time as they do [if] they arrive on site)	
17	Ensure triage tag + associated procedure (as described in appendix F of <u>separate</u> document <u>AEP Volume 1</u>) is used to track victims moved away from designated off-airport location (typically to hospital[s]; mortuary / mortuaries; XIA Airport [CRC (A), SRC (A)] etc.)	
18	If required (& manpower permitting) - deploy an AMC rep to XIA EOC - when activated	
19	Where necessary, arrange for resupply of medicines, drugs, medical equipment, stretchers, body bags etc. (to designated locations) - from AMC stocks / wherever (Do this in co-ordination with/under direction of <i>off</i> -airport agency having on-site medical ops primacy)	





Aircraft Accident - Off-airport / on or over Water

Airport Medical Services - AMC / continued

20	When appropriate off-airport medical services arrive on site (if same is / was <u>not</u> already on-site when AMC team first arrived) provide a full handover brief to team leader (including handover of retained [torn-off] triage tag corners for victims already sent to hospital(s), mortuary / mortuaries etc.) and transfer responsibility for operational (on-site) medical command and control ops to this person. Advise commander having overall (local) on-site primacy when this has been completed	
21	After clearance from the 'new' Operational Commander / Medical Services (as per checklist item 20 above), re-deploy some / all of AMC team in 'medical' support of apparently " uninjured " victims and (separately) MGFR - located at or travelling to any of XIA (on-airport) located CRC (A), SRC (A), FRRC & RA (A) facilities. (Advise FCP / MICC / Airport's NORMAL Ops Control Centre / Airport's EOC / AMC of this - as required / appropriate) IMPORTANT NOTE - CRC (A), SRC (A), FRRC and RA (A) (or equivalent services / facilities) might need be set up and operated at locations <u>other</u> than at XIA Airport (i.e. off-airport) - although the latter is always the preferred option / choice. Where off-airport equivalent facilities <u>are</u> to be used, enquiries must be made as to whether or not AMC services (at such off-airport facilities) are required / requested. (If so required / requested, seek permission from the appropriate on-airport authority so to do and, if permission granted, deploy [re-deploy] accordingly - using this checklist for further guidance on 'what to do')	
22	As per item 21 above - work with and direct any airline provided / similar medical teams - which might <i>also</i> have been deployed to these same centres for the same purpose	
23	As per checklist items 21 & 22 above - and as per any policy in force, conduct and document screening medicals (vital signs checks) on (apparently) <i>uninjured survivors</i> Where fire / smoke etc. was involved - check particularly for smoke inhalation trauma Note. Where such medical checks are refused by an individual - policy might dictate that said person be required to sign some form of indemnity absolving the airport, the airline etc. - of subsequent responsibility (& associated litigation) for not having performed said medical checks	
24	Manage AMC stand-down; replenishment of medical stocks; debriefing / lessons learned etc.	
25	Ensure involved AMC staff (and their families - as required) receive appropriate, emotional and welfare support - if so required / requested	
End of Checklist		

AMC	=	Airport Medical Centre / Clinic
CRC (A)	=	Uninjured Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends
FRRC	=	FR Reception Centre - Airport (Landside)
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area (Airport - usually landside)
SRC (A)	=	Uninjured Passenger Reception Centre - Airside at Airport





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FULL EMERGENCY

Airport Medical Services - Airport Medical Centre (AMC)

Alerted By: AFS /others TBA

Alerts Whom: To *potentially* include hospitals and / or ambulance resources and / or local health authority and / or organisation(s) providing stretcher bearers & extra stretchers etc.

General Responsibilities

- Continue own Alerting and Activation Process as required
- Bring all AMC staff to a state of immediate readiness
- Immediately recall AMC ambulances & crews to AMC
- Ensure pre-stocked Drugs, Medicines, Medical Equipment, Stretchers, Body Bags, Triage Tags etc. are readied and loaded for immediate deployment
- Review any appropriate **Mutual Aid Emergency Support Agreements** in place
- Prepare to assist in establishing, manning and providing medical services at XIA based **CRC (A)**, **SRC (A)**, **FRRC** & **RA (A)** - as required by actual circumstances 'on the day'
- Respond as required by developing circumstances

General Actions Required: See checklist below

	Action	☑ ?
1	Initiate AMC Alerting and Activation Process - Particularly ensure (double check with 'whoever') that the off-airport Medical Disaster Centre (or equivalent specialist hospital facility / facilities) 24H ops room etc. (typically part of the local area's major hospital system) and local Ambulance, Stretcher Provider etc. agencies are alerted	
2	Maintain written log of events	
3	Bring on-duty staff to a state of immediate readiness + recall ambulances/crews to AMC	
4	Appoint an appropriate AMC team ready for immediate deployment. Note: If airport operations continue, take measures to ensure that a minimum degree of appropriate airport medical coverage is retained - should nominated AMC team be deployed. Also consider alerting and / or activating off-duty AMC staff (as applicable)	
5	Prepare & load ambulances etc. with pre-stocked Drugs, Medicines, Medical Equipment, Stretchers, Body Bags, Triage Tags, PPE, required documentation etc.	
6	Review any appropriate <i>Mutual Aid Emergency Support Agreements</i> in place	
7	Prepare to assist in establishing, manning and providing medical services at XIA CRC (A), SRC (A), FRRC & RA (A) - as required by actual circumstances 'on the day'	
8	In the event that the Full Emergency becomes an Aircraft Accident or Local Standby or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3F	
9	If 'full emergency' aircraft lands safely - stand-down to normal readiness & notify any already alerted off-airport agencies (hospitals, ambulance providers etc.) accordingly	
<i>End of Checklist</i>		

AMC	=	Airport Medical Centre / Clinic
CRC (A)	=	Uninjured Crew Reception Centre - Airside at Airport
FRRC	=	FR Reception Centre - Airport (Landside)
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area (Airport - usually landside)
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LOCAL STANDBY - Aircraft In-flight

Airport Medical Services - Airport Medical Centre / Clinic (AMC)

Alerted By: AFS / others TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Nominated AMC staff to be brought to a state of immediate readiness
- Nominated Airport ambulances & crews to be recalled to AMC
- Respond as required by developing circumstances 'on the day'

General Actions Required: See checklist below

Action		☑ ?
1	Alert appropriate off-airport medical related agencies as per AMC SOP (Note - it will typically [but not always] be unnecessary to alert off-airport agencies of a 'Local Standby')	
2	Maintain a written log of events throughout	
3	Bring nominated AMC staff to a state of immediate readiness	
4	Immediately recall nominated AMC ambulances and crews	
5	In the event that the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3F	
6	Stand-down to normal operations readiness when incident terminated - and also advise any associated off-airport agencies (who had been alerted by AMC) of the stand-down	
End of Checklist		

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

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





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

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





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Aircraft - Ground Incident

General

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

The following occurrences are typical examples of the above:

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

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

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

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

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

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





Aircraft - Ground Incident

Airport Medical Services - Airport Medical Centre / Clinic (AMC)

Alerted By: AFS / Other as appropriate

Alerts Whom TBA

General Responsibilities

- Continue alerting & activating process as required
- Place nominated staff at a state of immediate readiness
- Immediately recall nominated ambulances & crews to AMC
- Deploy in support of crisis as directed - or at own discretion where circumstances so dictate

General actions required:

Action		☑ ?
1	Alert appropriate off-airport (medical / health related) agencies as per AMC SOP	
2	Maintain a written log of events	
3	Place nominated AMC staff at a state of immediate readiness	
4	Recall nominated AMC ambulances & crews to AMC location	
5	Appoint an appropriate AMC team ready for immediate deployment. Note: If airport operations continue, take measures to ensure that a minimum degree of appropriate airport medical coverage is retained - should nominated AMC team be deployed. Also consider activating off-duty AMC staff (as applicable)	
6	Review any appropriate Mutual Aid Emergency Support Agreements in place	
7	Prepare to assist in establishing, manning and providing medical services at XIA CRC (A) , SRC (A) , FRRC & RA (A) - as required by actual circumstances 'on the day'	
8	Deploy to incident location if so directed and respond as required by actual circumstances 'on the day'	
9	(If deploying as per 8. above) Activate appropriate off-airport emergency medical support facilities as required	
10	In the event that the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3F	
11	Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down	
End of Checklist		

AMC	=	Airport Medical Centre / Clinic
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Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made - XIA AMC

IMPORTANT

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

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

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

As always, should the situation develop into an 'Aircraft ACCIDENT' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3F checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of 'unlawful interference (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

****** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences**





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Reminder

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning' - see this document, pages 14 - 26





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

XIA - Airport Medical Centre (AMC)

Alerted By: AFS / Whoever

Alerts Whom: Local Health Authority / Hospital(s) / Ambulance Agency / Stretcher Bearers (but only when so cleared by an appropriate, superior authority)

General Responsibilities:

- Respond to emergency states as declared by ATS / Whoever
- Initiate own Alerting and Activation procedures as required
- Come to a state of immediate readiness
- Attend incident aircraft (with appropriate permission) unless directed otherwise
- Provide all and any specialist medical support, advice etc. to the security team(s) responding to the incident, as required by actual circumstances 'on the day'
- Conduct medical operations - as appropriate

General Actions:

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

Action		☑ ?
1	Respond to emergency states as declared by ATS / whoever	
2	Alert appropriate off-airport agencies (WARNING : Seek permission from appropriate authority [e.g. Airport Police] before doing this)	
3	Maintain a written log of events	
4	Recall AMC ambulances & crews to AMC location	
5	Appoint an appropriate AMC team ready for immediate deployment. Note: If airport operations continue, take measures to ensure that a minimum degree of appropriate airport medical coverage is retained - should nominated AMC team be deployed. Also consider activating off-duty AMC staff (as applicable)	
6	Prepare & load ambulances etc. with pre-stocked Drugs, Medicines, Medical Equipment, Stretchers, Body Bags, Triage Tags, PPE, required documentation etc.	
7	Review any appropriate <i>Mutual Aid Emergency Support Agreements</i> in place	
8	Prepare to assist in establishing, manning and providing medical services at XIA CRC (A) , SRC (A) , FRRC & RA (A) - as required by actual circumstances 'on the day'	
9	If assistance from (off-airport) Medical / Health Services / Ambulance / Stretcher services is anticipated, seek permission (e.g. via Airport Police) - before taking associated action	





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

XIA - Airport Medical Centre (AMC) / continued

10	Use all above for guidance re lower (i.e. lower than 'RED') security alert declarations related to bomb threat etc.	
11	Deploy in support of incident if appropriate and so directed - using logic & common sense to decide on what particular actions to take, depending on actual circumstances on the day (unless specific direction has otherwise been received)	
12	Should the security incident (bomb threat) become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3F (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident)	
13	When incident resolved - stand-down to normal readiness - and also advise off-airport medical / ambulance agencies accordingly / as appropriate	
<i>End of Checklist</i>		

AMC	=	Airport Medical Centre / Clinic
CRC (A)	=	Uninjured Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends
FRRC	=	FR Reception Centre - Airport (Landside)
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area (Airport - usually landside)
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UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

Airport Medical Centre (AMC) - XIA

'General Responsibilities' & 'Actions'

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

Conversely, for a hi-jack etc. where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre etc.) **airspace**, many of the required checklist actions (starting page 235 will / may **not** be applicable - and / or might need 'adjustment'

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

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated **Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **and** 'Unlawful Interference' checklists **concurrently** - in addition to any other checklists required (e.g. **LOCAL STANDBY** OR **FULL EMERGENCY** OR **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft; 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted** **AND** **expected**

Reminder - To review the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

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





UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar)

Airport Medical Centre (AMC) - XIA

Alerted By: AFS / Whoever

Alerts Whom: Local Health Authority / Hospital(s) / Ambulance Agency / Stretcher Bearers (when so cleared by an appropriate, senior authority)

General Responsibilities:

- Respond to emergency states as declared by ATS / whoever
- Initiate own Alerting and Activation procedure as required
- Come to a state of immediate readiness
- Attend incident aircraft (with appropriate permission) unless directed otherwise
- Provide all and any specialist medical support / advice etc. to the security teams responding to the incident, as required by actual circumstances on the day
- Conduct medical operations - as appropriate

General Actions:

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

Action		☑ ?
1	Respond to emergency states as declared by ATS / whoever	
2	Alert appropriate off-airport agencies (WARNING: Seek permission from appropriate authority [e.g. Airport Police] before doing this)	
3	Maintain a written log of events	
4	Recall AMC ambulances & crews to AMC location	
5	Appoint an appropriate team ready for immediate deployment. Note: If airport operations continue, take measures to ensure that a minimum degree of appropriate airport medical coverage is retained - should nominated AMC team be deployed. Also consider activating off-duty AMC staff (as applicable)	
6	Prepare & load ambulances etc. with pre-stocked Drugs, Medicines, Medical Equipment, Stretchers, Body Bags, Triage Tags, PPE, required documentation etc.	
7	Review any appropriate <i>Mutual Aid Emergency Support Agreements</i> in force	
8	Prepare to assist in establishing, manning and providing medical services at XIA CRC (A) , SRC (A) , FRRC & RA (A) - as required by actual circumstances 'on the day'	





UNLAWFUL INTERFERENCE - Aircraft (Typically HIJACK or Similar) / continued

Airport Medical Centre (AMC) - XIA

9	If assistance from (off-airport) Medical / Health Services / Ambulance / Stretcher services is anticipated, seek permission (e.g. via Airport Police) - before taking associated action	
10	Deploy in support of incident if appropriate and so directed - using logic & common sense to decide on what particular actions to take, depending on actual circumstances on the day (unless specific direction has otherwise been received)	
11	Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes; mass murders commence etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3F (and / or follow the direction of the external security organisation responsible for ultimate command & control of the security incident)	
12	When incident resolved - stand-down to normal readiness - and also advise off-airport medical / ambulance agencies accordingly / as appropriate	
<i>End of Checklist</i>		

AMC	=	Airport Medical Centre / Clinic
CRC (A)	=	Uninjured Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends
FRRC	=	FR Reception Centre - Airport (Landside)
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AEP Volume 2B / Sub-section 3G

Off-airport - Medical // Health // Hospital // Ambulance // Stretcher Services etc.



Aircraft Accident // Incident Related Checklists

Note 1 - Unless the dead have already been removed from the **initial** location where 'expiry of life' occurred - leave all bodies / body parts where they are - unless such removal is considered overriding in order to preserve evidence for the eventual judicial and air accident enquiries. If such removal **is** required, try to take photographs / make sketches of such bodies / body parts - **before** removing them (if possible and safe so to do). The same applies to any personal effects found close to bodies. Brief all other appropriate staff accordingly

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

(Also see again Note 7 [page 3] of **this AEP Volume 2B** guideline document)

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





Sub-section 3G

Information 1

It may be that the **airport** operator can provide 'temporary shelter' for triage / immediate medical care ops at / close to accident site. Such shelter typically takes the form of inflatable tents - possibly with power, lighting and temperature control (e.g. via generators etc.)

Enough inflatable tents are procured by some airports (and colour coded accordingly) for the different levels of triage to be used (using standard triage colour codes) and associated / subsequent on-site medical treatment

At the relatively few airports having such a facility, AFS typically deploys and sets up the inflatable tents (in conjunction with others present e.g. medical services responders [e.g. from AMC]; Airport Police / Security; XYZ Airports Authority [airport operator] staff; airline / GHA staff etc.)

Information 2

Airport provided buses (& similar) are a possible option for use as an accident site victim collection point and also for triage and immediate medical care operations (with seats removed for latter two types of operation)

If such buses etc. **are** available, their deployment (on and off-airport as appropriate / permitted) and use should already be **PRE**-planned, documented, trained and exercised (and re-trained / re-exercised) by / with all concerned (i.e. appropriate on **and** off airport agencies)

Provision of such buses is typically a shared responsibility e.g. of airport operator, accident aircraft operator and / or the appropriate Ground Handling Agent(s) - GHA

Note - The assumption has been made throughout **this** AEP guideline document that XIA has both inflatable tents and modified buses (as described above) at its disposal - for emergency response operations - on **and** off-airport

IMPORTANT

It is vital that the **Off-Airport - Medical / Health / Ambulance / Stretcher Bearer** etc. Services checklists which follow are 'managed' (where required) so that medical related actions, responses, treatments etc. **already completed** by e.g. **Airport Medical Centre** personnel (and also by any other airport based responders trained to respond in a medical context e.g. selected **Airport Fire & Rescue Services** staff) are adequately accounted for i.e. typically **not repeated** unless deemed necessary

Both involved 'Operational Commanders / Medical Services' (one from the airport and the other from off-airport) are responsible for ensuring that this requirement is managed by all concerned

All of the above should be pre-agreed, documented, trained for, exercised etc. as part of the appropriate '**Mutual Aid Emergency Support Agreement**' required





Aircraft Accident - On Airport

Off-Airport - Medical / Health / Hospital / Ambulance / Stretcher Bearer etc. Services

Alerted By: XIA Airport Medical Centre / Whoever
Alerts Whom: TBA by Off-Airport Responder

General Responsibilities:

- Initiate own alerting and activation process as required
- Immediately deploy appropriate medical, ambulance, stretcher (with bearers) etc. resources to XIA in support of crisis
- Assume operational command & control of medical operations upon arrival at accident site
- Undertake / continue triage, immediate medical care and medical transportation operations
- Co-ordinate provision & control (including **re-supply**) of all off-airport medical resources e.g. hospitals, ambulance agencies, medicines / drugs / equipment / stretchers & stretcher bearers / body bags / triage tags etc.
- Co-ordinate & manage initial tracking / documentation of accident victim disposal (i.e. **location** [e.g. accident site; hospital; mortuary; airport; hotel; other; not known etc.] and **status** [injured; uninjured; dead; missing; not known etc.] Use '**Triage Tag**' system [if available] to facilitate this)
- Provide off-airport medical representation to XYZ Airports Company MICC and EOC facilities
- Maintain log of events throughout

General actions required: See checklist page 241. (All actions should be guided by any 'Mutual Aid Emergency Support Agreements' in force - as applicable)





Aircraft Accident - On Airport - Off-Airport Medical, Ambulance, Stretcher Bearer Services etc.

Action		☑ ?
1	Initiate / continue own Alerting and Activation Procedure	
2	Ensure written log of events maintained (by all concerned) throughout	
3	If not already advised, obtain locations of (designated for this particular emergency response) 1. XIA airport access / exit gates, crash gate(s), rendezvous point(s) and staging area(s) expected to be used. 2. Medical helicopter arrival/departure procedures etc. - and arrange to pass on all such information to all other responding (off -airport) medical support agencies - including hospitals, ambulance agencies, stretcher providers and stretcher bearers (see checklist item 6 further below NOW), mortuaries etc.	
4	Deploy immediately to on -airport accident location (via airport access info provided as per checklist item 3 above) with initial medical support team, associated medical equipment, drugs / medications, other medical supplies, body bags, triage tags etc. - via the fastest method available, including deployment by helicopter(s) as required / available	
5	Ensure that remainder of medical team(s) / ambulances etc. from all other appropriate off -airport medical support agencies are also deploying (and know where to go & how to get there) - together with associated medical equipment, drugs / medications, other medical supplies, body bags, triage tags, stretchers and stretcher bearers etc.	
6	In conjunction with XIA Airport Medical Centre (as appropriate) - otherwise at own responsibility / discretion - ensure pre-planned procedure activated to generate 1. Sufficient <i>stretcher bearers</i> and 2. Sufficient <i>stretchers</i> - and to transport all without delay to XIA (ensuring that all concerned know where to go & how to get there) Note - XIA airport operator may have set up an appropriate Mutual Aid Emergency Support Agreement for provision of the above (e.g. typically with manpower from e.g. a nearby military unit; university; commercial centre / operation etc.). If not, adequate provision of stretchers and bearers becomes an off-airport medical / health / civil defence services responsibility - which must have been pre-planned for, documented, trained & exercised (+ re-trained / re-exercised) by all concerned	
7	Upon arrival at on-airport accident location nominate (self-nominate where appropriate) a suitable off -airport medical manager to undertake the role of ' Operational Commander / Medical Services ' at / near to the accident site (i.e. to take over from the Airport Medical Centre [AMC] person who had temporarily assumed this role). The 'new' Operational Commander / Medical Services shall wear appropriate, identifying apparel Note - latter will typically be most senior and / or experienced off -airport medical person on site	
8	The person so nominated (as per checklist item 7 above) shall take a hand-over brief from the AMC 'Operational Commander / Medical Services' - and then make contact with the On-scene Commander	





Aircraft Accident - On Airport - **Off-Airport** - Medical, Ambulance, Stretcher-Bearer Services etc.

9	Establish (and appropriately mark / signpost / light etc.) an 'off-airport medical team command post' at / near to accident location - to replace (or take-over) the one which had been set up initially by AMC	
10	Manpower permitting, replace the AMC team liaison person in the XIA Mobile Incident Command Centre (MICC) with an (appropriately experienced & senior) off-airport medical team member (Note - if the MICC is not yet on-site, send the liaison person to the AFS FCP instead). Take a full handover brief (from the MICC / FCP AMC liaison person) as required	
11	<p>Direct off-airport medical, ambulance etc. resources / team(s) to take over prime responsibility (from AMC) for continuing triage, immediate medical care and medical transportation duties. Oversee this operation</p> <p>Note - also see checklists item 19 NOW - and ensure that it is complied with</p> <p>Reminder 1 - it may be that the airport operator is able to provide 'temporary' shelter' for triage and immediate medical care operations - such shelter typically taking the form of inflatable tents - sometimes with power, lighting and temperature control (via portable generators)</p> <p>Airport provided buses with seats removed are another option. If such facilities exist their deployment and use at time of crisis should have already been pre-planned, documented, trained and exercised (and re-trained / re-exercised) by all concerned. Whether this has been done or not, use such facilities (if available) to best effect</p> <p>Reminder 2 - unless the dead have <u>already</u> been removed from the initial location where 'expiry of life' occurred - leave all bodies / body parts where they are - unless such removal is considered to be overriding in order to preserve evidence for the eventual judicial and air accident enquiries</p> <p>If such removal is required, try to take photographs / make sketches of such bodies / body parts - before removing them (if possible and safe so to do). The same applies to any personal effects found close to bodies. Brief all other appropriate staff accordingly</p>	
12	Appoint an appropriately experienced ' medical transport co-ordinator ' and brief him / her on appropriate roles and responsibilities. Oversee this operation	
13	Maintain appropriate communications procedure as per the XIA AEP 'Radio Comms Plan' found at appendix P to <u>separate</u> document – XIA AEP Volume 1 - and also in conjunction with own (off-airport medical services etc.) comms plan - as available / required. Note 1 - such communications procedure should have already been pre-planned , documented, co-ordinated, trained and exercised (and re-trained / re-exercised) by all concerned. Note 2 - such communications are best facilitated by your rep in the XIA MICC / FCP	
14	Reminder - continue to take all appropriate action to ensure a sufficient quantity of stretcher bearers, stretchers and body bags are made available at the accident site	





Aircraft Accident - On Airport - Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

15	When able to do so, release the AMC team for re-deployment in medical support of potentially uninjured survivors (possibly re-locating to airport airside CRC (A) & SRC (A) facilities - and also to 'Meeters & Greeters / Friends & Relatives' facility - FRRC and the Re-uniting Area - Airport - RA (A) - both also located on or very near airport). Facilitate provision of further off-airport medical support to the above facilities as / if so requested by AMC	
16	Manpower permitting, assign an off-airport medical liaison / co-ordination person to XIA EOC (when it activates)	
17	In conjunction with Medical Disaster Centre operations room at the appropriate primary (lead) local hospital / health authority - continue to co-ordinate all off-airport medical support resources	
18	Arrange for replenishment of medical staff and supplies - if so required	
19	<p>* Be primarily responsible (in conjunction with the medical transport co-ordinator and 'Operational Commander / Aircraft Operator' [and / or local representative]) for directing, tracking and recording the disposition / movement of all injured and uninjured victims after removal from accident location</p> <p>* The standard 'triage tag' and its 'tear off tabs' procedure (see appendix F of separate document] Volume 1 of this AEP for procedure details) shall be used for this purpose, in conjunction with any other suitable form of record keeping available</p> <p>Note - all medical / health / ambulance services key staff in XXX (country) together with all appropriate airline & airport staff - must be fully familiar with the standard triage tag tracking procedure - which must have been pre-planned for, documented, trained and exercised (and re-trained / re-exercised) by all concerned parties</p>	
20	When off-airport medical support at accident airport is considered complete - fully brief and provide a handover to AMC senior manager / doctor / other appropriate person	
21	Stand-down off-airport medical support, ambulance and stretcher bearer teams etc/ - ensuring insofar as possible that appropriate rest and crisis counselling / debriefing / welfare services (where required / requested) are provided	
<i>End of Checklist</i>		

Note: The above details concerning **off-airport** Health / Medical / Ambulance etc. Services '*general responsibilities & actions*' are for *illustrative purposes only*. It is, of course, the responsibility of such Services to devise their own (associated) procedures, checklists etc.

However, the above 'responsibilities', 'checklist' and accompanying notes (pages 238 and 239) may be provided by the XIA airport operator to the appropriate (off-airport) Health / Medical / Ambulance etc. Services for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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





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Aircraft Accident - Off-airport / On Land

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate / continue own alerting and activation process as required
- Immediately deploy appropriate off-airport medical resources (including ambulances & stretcher bearers [with stretchers]) in support of crisis
- Request similar immediate deployment of appropriate XIA medical resources (i.e. AMC)
- Assume operational command & control of medical operations upon arrival at accident site
- Oversee triage, immediate medical care and medical transportation operations
- Co-ordinate provision & control (including **re-supply**) of medical resources e.g. hospitals, ambulance agencies, medicines / drugs / equipment / stretchers & stretcher bearers / body bags / triage tags etc.
- Oversee initial tracking & documentation of accident victim disposal (i.e. **location** [accident site; hospital; mortuary; airport; hotel; other; not known etc.] and **status** [injured; uninjured; dead; missing; not known etc.]) Use '**Triage Tag**' system [if available] to facilitate this)
- Provide medical representation to command centre HQ of agency having on-site primacy (manpower permitting)
- Maintain log of events throughout

General Actions required of the **Off-airport** Medical & Ambulance etc. Services are not required to be documented herein. However, it is expected that such Services will act (insofar as the XIA AEP is concerned) in accordance with appropriate 'Mutual Aid Emergency Support Agreements' in force at the time of the accident - or otherwise as reasonably required by actual circumstances 'on the day'

Note: The above details concerning **off-airport** Health / Medical / Ambulance etc. Services '**General Responsibilities**' are provided here for *illustrative purposes only*. It is, of course, the responsibility of such Services to devise their own (associated) procedures, checklists etc.

However, these details and accompanying notes (see pages 238 and 239) may be provided by the XIA airport operator to the appropriate (off-airport) Health / Medical / Ambulance etc. Services for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' **only** - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / **Glossary**])

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

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





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated '**on the day**' by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate / continue own alerting and activation process as required
- Immediately deploy appropriate off-airport medical resources (including ambulances & stretcher bearers [with stretchers]) in support of crisis
- Request similar immediate deployment of appropriate XIA medical resources (i.e. AMC)
- Assume operational command & control of medical operations upon arrival at off-loading / landing point(s) and / or nearest accessible land location(s) to accident position
- Oversee triage, immediate medical care and medical transportation (land and air) operations
- Co-ordinate provision & control (including **re-supply**) of medical resources e.g. hospitals, ambulance agencies, medicines / drugs / equipment / stretchers & stretcher bearers / body bags / triage tags etc.
- Oversee tracking & documentation of accident victim disposal (i.e. **location** [accident site; hospital; mortuary; airport; hotel; other; not known etc.] and **status** [injured; uninjured; dead; missing; not known etc.]) Use '**Triage Tag**' system [if available] to facilitate this)
- Provide medical representation to command centre HQ of agency having on-site primacy (manpower permitting)
- Arrange for emergency medical supplies / re-supplies to be deployed if required
- Maintain a log of events throughout

General Actions required of the Off-airport Medical & Ambulance Services are not required to be documented herein. However, it is expected that such Services will act (insofar as the XIA AEP is concerned) in accordance with appropriate 'Mutual Aid Emergency Support Agreements' in force at the time of the accident - or otherwise as is reasonably required by actual circumstances 'on the day'

Note: The above details concerning **off-airport** Health / Medical / Ambulance etc. Services '**General Responsibilities**' are provided here for **illustrative purposes only**. It is, of course, the responsibility of such Services to devise their own (associated) procedures, checklists etc.

However, these details and accompanying notes (see pages 238 and 239) may be provided by the XIA airport operator to the appropriate (off-airport) Health / Medical / Ambulance etc. Services for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated '**pre-crisis mutual aid emergency support agreements**'

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

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





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends (FR)** of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically off-airport) **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' **only** - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / **Glossary**])

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

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





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FULL EMERGENCY

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: XIA Airport (AMC & others TBA)

Alerts Whom: TBA

General Responsibilities:

- Initiate / continue own Alerting and Activation process as required
- Bring appropriate (airport emergency related) medical, ambulance, stretcher bearer etc. resources to a state of Immediate Readiness (**potential** aircraft accident situation)
- Review with XIA airport 1. *Access / exit gates, crash gate(s), RVPs and staging area(s) anticipated to be used.* 2. **Anticipated** air ambulance arrival / departure procedures etc.
- Ensure Emergency Medical Supplies, Equipment, Documentation etc. are readied for immediate deployment
- Review any appropriate 'Mutual Aid Emergency Support Agreements' in place
- Respond as required by developing circumstances
- Maintain log of events throughout

General Actions Required: See checklist below

	Action	☑ ?
1	Initiate / continue own SOP Alerting and Activation Process	
2	Maintain a written log of events throughout	
3	Place all appropriate off-airport Emergency Medical Response, Ambulance, Stretcher Bearer (with stretchers) etc. resources at a state of Immediate Readiness to deploy	
4	Ensure Emergency Medical Supplies, equipment etc. readied for immediate deployment	
5	Obtain locations of (emergency response designated XIA airport access / exit gates, rendezvous point(s) and staging area(s)) - and pass this info on immediately to all other responding (off-airport) medical support agencies. Do likewise for air ambulance resources with regard to arrival / departure procedures etc. at XIA	
6	If Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow appropriate, documented procedure, located elsewhere in this Sub-section 3G	
7	If aircraft lands safely - stand-down to normal readiness & notify other associated responders (as already alerted above etc.) accordingly	
End of Checklist		

Note: The above details concerning **off-airport** Health / Medical / Ambulance etc. Services '**General Responsibilities**' are provided here for *illustrative purposes only*. It is, of course, the responsibility of such Services to devise their own (associated) procedures, checklists etc.

However, these details and accompanying notes (see pages **238** and **239**) may be provided by the XIA airport operator to the appropriate (off-airport) Health / Medical / Ambulance etc. Services for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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





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Aircraft - Ground Incident

General

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

The following occurrences are typical examples of the above:

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

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

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

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

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

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





Aircraft - Ground Incident

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

General support of XIA *Airport Medical Centre* - when so requested

General Actions required:

No specific action required unless so requested by XIA AMC

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

Note: The above details concerning *off-airport* Health / Medical / Ambulance etc. Services '*General Responsibilities*' are provided here for *illustrative purposes only*. It is, of course, the responsibility of such Services to devise their own (associated) procedures, checklists etc.

However, these details and accompanying notes (see pages 238 and 239) may be provided by the XIA airport operator to the appropriate (off-airport) Health / Medical / Ambulance etc. Services for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' *mutual aid emergency support agreements*

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





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Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

IMPORTANT

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3G checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed **CONCURRENTLY** with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences**





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Reminder 1

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning' - see this document, pages 14 - 26

Reminder 2

If required, see again the 'Notes' and 'Information' - shown on pages 238 and 239 respectively





Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: AMC / Various Inputs

Alerts Whom: See below

General Responsibilities:

- Initiate / continue own Alerting and Activation process as required
- Bring appropriate (airport emergency related) medical, ambulance, stretcher bearer etc. resources to a state of Immediate Readiness (**potential** aircraft accident situation / equivalent)
- Review with XIA airport 1. Access / exit gates, crash gate(s), RVPs and staging area(s) **anticipated** to be used. 2. **Anticipated** air ambulance arrival / departure procedures etc.
- Ensure Emergency Medical Supplies, Equipment, Documentation etc. are readied for immediate deployment
- Review any appropriate 'Mutual Aid Emergency Support Agreements' in place
- Respond if requested by XIA Airport, Security Services involved etc. - and / or as might be required by actual circumstances 'on the day'
- Maintain log of events throughout

General actions required:

No action required (other than that shown above under 'General Responsibilities above') unless so requested by XIA Airport, Security Services involved and / or as might be required by actual circumstances 'on the day'

If such action is so requested - it should be implemented immediately in accordance with any Mutual Aid Emergency Support Agreements in force at the time of the incident - or otherwise as directed by an appropriate, superior authority (e.g. typically any of the involved 'security' services, police, military etc. at senior officer level) - or otherwise as is reasonably required by actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B / sub-section 3G - may *also* be used / adapted for further guidance

Note: The above details concerning **off-airport** Health / Medical / Ambulance etc. Services '**General Responsibilities**' are provided here for *illustrative purposes only*. It is, of course, the responsibility of such Services to devise their own (associated) procedures, checklists etc.

However, these details and accompanying notes (see pages 238 and 239) may be provided by the XIA airport operator to the appropriate (off-airport) Health / Medical / Ambulance etc. Services for their consideration, where it is thought that this might be advantageous to all concerned - and to possibly also assist in the drafting of appropriate & associated 'pre-crisis' **mutual aid emergency support agreements**

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





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UNLAWFUL INTERFERENCE - Aircraft (HIJACK or Similar)

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

'General Responsibilities' & 'Actions'

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

Conversely, for a hi-jack etc. where the aircraft is merely transiting XXX (XIA Airport and / or XXX ATS Area Control Centre etc.) **airspace**, many of the 'general responsibilities' (see page 264) will / may **not** be applicable - and / or might need 'adjustment'

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

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated **Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **and** 'Unlawful Interference' checklists **concurrently** - in addition to any other checklists required (e.g. *LOCAL STANDBY OR FULL EMERGENCY OR AIRCRAFT GROUND INCIDENT* - as required by actual circumstances prevailing 'on the day')

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

Assumption

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





Reminder 1

For a reminder of the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

Reminder 2

If required, see again the 'Notes' and 'Information' - shown on pages 238 and 239 respectively

UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Off-Airport - Medical, Ambulance, Stretcher Bearer Services etc.

Alerted By: AMC / Various Inputs
Alerts Whom: TBA

General Responsibilities:

- Initiate / continue own Alerting and Activation process as required
- Bring appropriate (airport emergency related) medical, ambulance, stretcher bearer etc. resources to a state of Immediate Readiness (**potential** aircraft accident situation / equivalent)
- Review with XIA airport 1. Access / exit gates, crash gate(s), RVPs and staging area(s) **anticipated** to be used. 2. **Anticipated** air ambulance arrival / departure procedures etc.
- Ensure Emergency Medical Supplies, Equipment, Documentation etc. are readied for immediate deployment
- Review any appropriate 'Mutual Aid Emergency Support Agreements' in place
- Respond if requested by XIA Airport, Security Services involved etc. - and / or as might be required by actual circumstances 'on the day'
- Maintain log of events throughout

General actions required:

No action required (other than that shown above under 'General Responsibilities') unless so requested by XIA Airport, Security Services involved and / or as might be required by actual circumstances 'on the day'

If such action is so requested - it should be implemented immediately in accordance with any Mutual Aid Emergency Support Agreements in force at the time of the incident - or otherwise as directed by an appropriate, superior authority (e.g. typically any of the 'security' services, police, military etc.) - or otherwise as is reasonably required by actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B / sub-section 3G - may *also* be used / adapted for further guidance





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AEP Volume 2B / Sub-section 3H

Airport Operator (XIA)

Airport's 'Normal' (Day to Day) Business' Operations Control Centre



Aircraft Accident / Incident Related Checklists

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

Reminder - See again 'Note **7**' (page **3**) of **this** document

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

Note - Unless the dead have already been removed from the initial location where they were found - all bodies / body parts / personal effects should be left where they are, unless removal is considered overriding e.g. in order to preserve evidence for the eventual judicial & air accident enquiries, for humanitarian purposes etc.

If such removal should be required, photographs / sketches of such bodies / body parts / personal effects should be made before moving (if possible & safe to do so). Ensure that other appropriate responders are aware of this requirement accordingly





Sub-section 3H

Intro Notes - XIA's **NORMAL BUSINESS** Ops Control Centre *versus* the XIA **Emergency Ops Centre**

Note 1: IMPORTANT - Many airports operate under the serious *misassumption* that their emergency operations centre (**EOC** [if they have one!]) can activate & become effective **almost immediately** - following first declaration of a major airport related emergency. In reality, **the very quickest** that the 'most fit for purpose' airport EOCs (in the world) can be adequately manned and 'switched on' functionally is around 30 minutes. Most airports will need more time e.g. 60 minutes & possibly significantly longer - depending on time of day; day of week; public / religious holidays etc.

For example, on New Year's Eve at **5 minutes before midnight**, it can take several hours + for an **airport EOC** to become fully operational (same for Christmas; Eid al-Fitr; Diwali; Chinese New Year etc.)

Accordingly, **and until the EOC is ready to assume its crisis related roles and responsibilities** - it is the **airport's 'NORMAL BUSINESS** (day to day) **operations control centre**' (or equivalent facility) which must take over **ALL** airport related management (command, control, co-ordination & communication) of a major, airport related crisis response. (Note - for 'worst case' **pre**-planning purposes - it should be assumed that the XIA EOC will not become operational for at least 2 hours - following initial emergency declaration by the airport)

Note 2: IMPORTANT - Until the XIA EOC becomes operational (as per above), the airport's 'Normal Business Ops Control Centre' will thus need to **concurrently** deal with the emergency / crisis (as per 'Note 1' above) - **and also** with what it would have been doing 'on a day to day' basis as part of its **normal** operations duties (assuming **for the moment** that the airport remains operational after crisis occurrence) - **BUT** with only the **same** number of staff initially available (until [if] extra staff can be made available for duty [which will take considerable time {if possible at all } on again e.g. New Year's Eve!])

However, in the great majority of **ON**-airport major accidents, **it is expected that the airport will be closed immediately** - possibly for several days or longer. At many airports this is obviously going to cause massive **disruption** (**business continuity** related problems) to airport ops

Such **disruption** must **also** be concurrently managed of course - and the most significant player involved here is **again** the airport's 'Normal (Business) Ops Control Centre' - which (it will be recalled) will **also** be concurrently managing the emergency itself (until such time as the EOC can take over)

Note - for 'worst case' **pre-planning** purposes, it **MUST** be assumed that XIA is required to **CONCURRENTLY** manage 1) the **Emergency** / Crisis; 2) **Normal** Airport Ops - and 3) **Disrupted** Airport Operations. This is a perfectly feasible scenario e.g. in adequately displaced parallel runways operations - permitting the airport to remain operational; e.g. where the accident occurs off-airport but relatively close by etc.)

As per 'Notes 1 & 2' above - associated (fit for purpose) plans, procedures etc. must obviously be **pre**-prepared, documented, maintained, reviewed, trained for (& re-trained on a cyclical basis) and exercised for (& re-exercised on a cyclical basis) etc. The associated resources (people, premises / facilities, ICT, equipment, finance / money etc.) must also be available. **Without all of the latter in place, expect the probability of the desired outcomes** (from operational, financial, brand / image / reputation etc. viewpoints) **being achieved - to be LOW to VERY LOW**





Note 3: IMPORTANT - The general responsibilities and associated checklist contents (contained in this sub-section **3H**) have been written in a certain order. This 'order' is advisory and users *should adjust it as required* by the particular requirements of the actual airport involved; *as required* by actual circumstances 'on the day' etc. Furthermore, associated *contact information* cross-references have been deliberately omitted from these Sub-section **3H** checklists for simplicity, clarity and space-saving purposes. However, the instant availability of current, correct and appropriate / associated contact information is obviously **VITAL** and this matter must be addressed / included (in reality & as a priority) by the user

Information 1 - It may be that the *airport* operator can provide 'temporary shelter' for triage / immediate medical care ops at / close to the accident site. Such shelter typically takes the form of inflatable tents - possibly with power, lighting and temperature control (e.g. via generators & associated appliances etc.). Enough inflatable tents are procured by some airports (and colour coded accordingly) for the different levels of triage to be used (using standard triage colour codes) and associated / subsequent on-site medical treatment. At the relatively few airports having such a facility, AFS typically deploys and sets up the inflatable tents (in conjunction with others present e.g. medical services responders [e.g. from AMC]; Airport Police / Security; XYZ Airports Authority [airport operator] staff; airline / GHA staff etc.)

Information 2 - Airport provided buses (& similar) are a possible option for use as an accident site victim collection point and also for triage and immediate medical care operations (with seats removed for latter two types of operation). If such buses etc. *are* available, their deployment (on and off-airport as appropriate / permitted) and use should already be **PRE**-planned, documented, trained and exercised (and re-trained / re-exercised) by / with all concerned (i.e. appropriate on *and* off airport agencies). Provision of such buses is typically a shared responsibility e.g. of airport operator, accident aircraft operator and / or the appropriate Ground Handling Agent(s) - GHA

Note - Assumption has been made in this AEP guideline that XIA has both inflatable tents and modified buses (can be used off-airport if required) - for uses as described above

Aircraft Accident - On Airport

XYZ Airports Company - i.e. Airport Operator's '*Normal Operations*' Control Centre

Alerted By: AFS / ATS / Whoever

Alerts Whom: See below:

- All appropriate departments / business units of the XYZ Airports Company required to participate in crisis / emergency response duties (*even if already alerted via other sources* as covered elsewhere in this AEP)
- All top (very senior) Management of XYZ Airports Company (*even if already alerted via other sources* as covered elsewhere in this AEP)
- Others as intimated in the (associated) checklist starting page **271**





General Responsibilities:

- Continue own alerting and activation procedure as required (This includes double checking that the appropriate **off-airport** agencies have been [will be] alerted & activated)
- Exercise delegated **strategic & tactical C4** of crisis situation (from airport viewpoint only) - until **XIA Emergency Operations Centre** (EOC) becomes 'operational' and can 'take over'
- Activate additional staff to augment manning of XIA **Normal** Ops Control Centre
- Continue to oversee **normal** airport ops (1. Crisis circumstances 'on the day' so permitting & acceptable. 2. Where normal airport ops are possible but to do so would adversely interfere with the emergency / crisis response operation, **close the airport**)
- Nominate an appropriate '**On-scene Commander**' & deploy him / her to accident location (to **eventually** operate [executing on-site operational control] from XIA MICC [when / if deployed])
- Appoint an '**Operational Commander / Airport Operator**' + support team - to operate the XIA **Mobile Incident Command Centre** (MICC). (**Deploy manned MICC to accident location ASAP**)
- Ensure all necessary communications links established (*see Radio Communications Plan at appendix P to AEP Volume 1 [separate document]*)
- Ensure aircraft operator / GHA etc. rapidly obtains and distributes essential info re those on board the accident flight (e.g. numbers); dangerous air cargo carried etc.
- Ensure liaison / co-ordination personnel (with appropriate decision making powers) from all appropriate (XIA based) crisis responders e.g. Airport Police / Security; AMC, Airport Operator, Aircraft Operator; main / selected GHA(s); Airport Engineering etc. - attend the XIA **MICC** (Note - similar applies to appropriate **off-airport** agencies attending the crisis at XIA)
- Oversee set-up and manning process of / for **XIA EOC**. 1. Including activation of a currently qualified '**Overall Commander**' to eventually take over strategic & tactical C4 of the crisis from the XIA **Normal** Ops Control Centre [i.e. from you] 2. Ensure that appropriate **off-airport** representation is arranged to attend the activated EOC
- Ensure Airport Police / Security etc. implement enhanced security measures - as required
- In conjunction with Airport Police / Security / ATS etc. - oversee access control to / from airport and on-airport accident locations + provision of associated escort services etc.
- Facilitate (On-airport) ground traffic management, in conjunction with Airport Police, ATS etc.
- Oversee augmentation of ground transportation services (especially buses)
- Oversee deployment to accident site of essential services, equipment and similar resources e.g. inflatable tents and / or triage and immediate medical care use buses; ground equipment; food & beverage; litter (FOD) prevention measures; portable lighting etc.
- Provide any & all support to **On-scene Commander & other on-site Operational Commanders**
- Oversee activation / deployment of the **airport's** Immediate Care Team (ICT) & contribute airport operator manpower to this team (as available)
- **See important note on next page and act on it when circumstances so require / permit**
- Ensure continual accident response situation updates are obtained (& distributed / redistributed to whoever - as required) and acted upon - as required
- In conjunction with Airport Police / Security; AMC; Aircraft Operator (including **accident airline's** HAT if available at XIA); main or selected GHA(s); ICT; Airport CIQ (Customs, Immigration & Quarantine [Port Health]); voluntary & similar groups etc. - evacuate, secure, set-up, man & operate the XIA **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** facilities - as required
- Manage appropriate crisis related Public Announcements (PA) at all airport Terminals
- Oversee crisis related use of Flight Information Displays (FIDS) at all airport Terminals & similar e.g. web-site(s), social media etc.
- Make regular situation reports to XYZ Airports Company top manager(s)
- Liaise with appropriate authorities e.g. Civil Aviation; Air Accident Investigation etc.





General Responsibilities - continued:

- Oversee set up & operation of an **airport** Emergency Call / Contact / Information Centre
- Ongoing care (humanitarian, welfare etc.) of all on-airport located accident victims & their FR
- Ongoing care (humanitarian, welfare etc.) of all responders operating on-airport - as required
- Ongoing provision of food/ drink etc. to emergency responders
- **Initial, limited & closely controlled / guided** dealings with the Media - in conjunction with 'other appropriate agencies' - as required (until such time as **airport PR staff** can take over)
- Oversee **business continuity** ops (as required & as appropriate to actual circumstances 'on the day')
- Initial accident aircraft removal considerations in conjunction with Aircraft Operator; Air Accident Investigation Agency, Airport Police, Aircraft and Airport Engineering etc.
- When appropriate, provide handover brief to **Overall Commander** and transfer overall management (C4) of crisis to him / her
- Continue any other crisis related duties - as required
- Resume normal operations accountabilities - as required
- Ensure that you and your staff receive appropriate psychosocial / welfare care - as required
- Make 'debriefing' notes for feedback at the eventual post crisis wash-up meetings

CIQ	=	Customs, Immigration & Port Health (Quarantine)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport

IMPORTANT NOTE - XYZ Airport's **Normal** Ops Control Centre's Checklist versus **EOC** Checklist

When (if) the XYZ Airports Company - **Emergency Operations Centre** (EOC) has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed) from the below XYZ Airports Company ('**Normal Operations' Control Centre**) checklist (starts page 271) will be merged (transferred / amalgamated) with (to) those of the **separate EOC** check list (starts page 492)

To facilitate the latter, it is vital that the primary / appropriate person(s) responsible for operating **this** XYZ Airports Company '**normal operations control centre**' checklist transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and sits next to the equivalent person(s) responsible for the airport operator's **separate, equivalent EOC check list** - and that these persons then liaise closely together to ensure that **all** items on **BOTH** of their respective check lists are **fully co-ordinated, addressed and** (eventually) **100% completed - without error, omission or confusion**

At this latter point it is anticipated that **other** (appropriate) staff at the '**Normal Operations' Control Centre** itself will thereafter conduct normal and business continuity operations **ONLY** (as applicable) - as required by actual circumstances 'on the day'





General Actions Required:

Aircraft Accident - On Airport - XYZ Airports Company - 'Normal Operations' Control Centre

Action		☑ ?
1	<p>Commence own SOP alerting and activation procedure (for both on and off airport resources) - including implementation of the augmented (extra staff requirement) manning procedure for 'XIA Normal Ops Control Centre'</p> <p>Note 1: The person(s) carrying out this checklist should delegate his / her / their responsibilities for 'normal' and 'disrupted' (business continuity) airport operations duties (as dictated by actual circumstances 'on the day') to some other, appropriate person(s) - circumstances permitting. If not possible, the person(s) concerned must manage 'everything' herein concurrently - difficult as this might be to adequately achieve in practise (BUT - see checklist item 4 below - NOW)</p> <p>Note 2: When issuing orders / commands / instructions etc. - ensure (by whatever means available) that adequate & timely execution of same is monitored, managed & fed back to you</p>	
2	Maintain log of events	
3	Conduct concurrent (delegated) strategic AND tactical C4 of emergency / crisis (airport operator aspects) until relieved by the Overall Commander	
4	Decide if continuation of NORMAL (and possibly disrupted) airport ops is possible? Where latter is possible - but doing so would adversely interfere with the emergency / crisis response operation in any significant way, CLOSE THE AIRPORT	
5	<p>Appoint / confirm an appropriate 'On-scene Commander' & deploy him / her immediately to accident location</p> <p>Note 1: Deployed AFS Team Leader typically assumes temporary role of initial On-scene Commander - operating from his / her Forward Command Post - FCP. (See also 'Note 1' to checklist item 6 below)</p> <p>Note 2: - AFS Team Leader will hand over this responsibility to a dedicated On-scene Commander when he / she arrives at accident site - latter person typically operating from deployed MICC</p>	
6	<p>Appoint / confirm an appropriate 'Operational Commander / Airport Operator' + support team - for leading / manning / deploying / operating the XIA MICC.</p> <p>Note 1: Deployed AFS Team Leader typically assumes temporary role of initial Operational Commander / Airport Operator - operating from his / her Forward Command Post - FCP. (See also Note 1 to checklist item 5 above)</p> <p>Note 2: AFS Team Leader will hand over this responsibility to a dedicated Operational Commander / Airport Operator when he / she eventually arrives at accident site, latter person typically then operating from the deployed MICC</p> <p>Note 3: Ensure appropriate XIA based personnel, with requisite experience & decision making authority, are alerted, activated & deployed as part of MICC support team. The latter typically (but not exclusively) comprises reps from XYZ Airports Company, AFS, Airport Police / Security, AMC, Aircraft Operator (and / or local rep), GHA(s), Ground Transport / Equipment provider etc.</p> <p>Note 4: MICC representation will also be required from appropriate off-airport agencies attending emergency / crisis at XIA. Ensure that this happens / takes place</p> <p>Note 5: Provide any & all support to On-scene Commander & on-site Operational Commanders</p>	





Aircraft Accident - On Airport - XYZ Airports Company - 'Normal Operations' Control Centre

7	Arrange preparation of XIA MICC vehicle (if not already done e.g. by AFS). When completed & manned (i.e. by designated 'Operational Commander / Airport Operator' + support team), despatch to on-airport accident location	
8	Oversee establishment of all necessary communications links (as per AEP Radio Communications Plan - (Ref = appendix P to AEP Volume 1 [separate document])). Note: Where required / requested, provide initial communication & co-ordination between On-scene Commander & responding off-airport agencies. Transfer task to MICC and / or EOC when they become operational	
9	Obtain (ASAP) below information from (crisis / incident flight's) Aircraft Operator (and / or from latter's [GHA / other] representative at XIA and / or from whoever) <ul style="list-style-type: none"> Total number of persons (unverified at this stage) on board accident aircraft Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any Estimated (type & amount) of fuel on board accident aircraft at time of accident Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available <p>(Note. Do not let missing details delay passing on what you do have - see item 10 below)</p>	
10	Ensure highlighted information as per checklist item 9 above is relayed / forwarded to appropriate emergency services IMMEDIATELY - particularly to AFS (via ATS; AFS Watch-room etc. as required) + off-airport equivalent responders. Note - Update this info as quickly as possible, keep on doing so & keep on relaying the updates to whoever needs them	
11	Oversee opening, set-up and manning process of / for XIA EOC <p>Note 1: Delegate actioning of this checklist item 11 - if possible</p> <p>Note 2: Alert & activate an appropriate 'Overall Commander' to eventually take over (from the XIA Normal Ops Control Centre i.e. from YOU!) strategic & tactical C4 of the crisis (operating from the EOC)</p> <p>Note 3: Alert & activate an appropriate on-airport XIA EOC Support Team</p> <p>Note 4: Ensure appropriate off-airport representation also attends the activated EOC</p>	
12	Ensure Airport Police / Security etc. implement enhanced on-airport security measures	
13	Double-check (with whoever) that (off-airport) Police and Civil Defence Fire & Rescue Services etc. have been alerted and activated	
14	Double-check (with whoever) that (off-airport) Medical / Ambulance / Stretcher Services etc. have been alerted and activated	
15	Ensure Airport Police/Security/ATS etc. facilitate (on-airport) ground traffic management	





Aircraft Accident - On Airport - XYZ Airports Company - 'Normal Operations' Control Centre

16	Ensure Airport Police / Security etc. arrange / manage increased security of access control to / from airport - to be accomplished in conjunction with off-airport Police etc.	
17	<p>Ensure following is being adequately 'addressed & managed' (as appropriate and by 'whoever') and that associated info is being shared by all concerned (particularly with off-airport responders):</p> <ul style="list-style-type: none"> ▪ Identifying apparel worn + appropriate vehicles markings displayed ▪ Specified airport access / exit gates (incl. crash gates) to be used 'on the day' ▪ Specified Rendezvous Point(s) to be used 'on the day' ▪ Specified on-airport Staging / holding area(s) (if any) to be used 'on the day' ▪ Routings, escorts, one-way systems, cordons, signage, lighting etc. ▪ Associated comms, security, access / exit controls, passes / permits etc. ▪ Control & co-ordination of airport airside road traffic management etc. ▪ Ground and / or Air Ambulance landing / loading points set-up 	
18	Ensure Airport Police / Security etc. are liaising with Off-airport Police etc. as to establishing a clear lane procedure (or equivalent system) to / from / between appropriate, major hospitals and appropriate XIA airport access / exit gates, RVPs etc.	
19a	Liaise with AMC re any extra transport requirements needed to convey AMC team to the accident location	
19b	Double check AMC is activating pre-existing arrangements for appropriate numbers of stretcher bearers & stretchers to be deployed to accident location (as required)	
20	Ensure accident flight's aircraft operator (and / or local representative [i.e. an appropriate GHA]) is deploying / has deployed its 2 person 'Crash Site Team' to accident site. Facilitate this deployment as required e.g. provide priority transport and escort	
21	Ensure xxxxxxxx is arranging provision of appropriate ground equipment (particularly aircraft steps) and ground transportation (especially airport buses [some modified to accommodate and treat injured victims]) to deploy to nominated staging area(s) and / or accident site (see also checklist item 24)	
22	Immediately deploy extra staff to airport information desk(s) / wherever - in order to assist in initial receiving of potential MGFR (i.e. such MGFR as might possibly be associated with potential accident flight victims. Provide Airport Information Desk staff with accident flight's schedule + latest PAX and crew lists [as a matter of urgency] and keep updating such lists [as available - and also as a matter of urgency])	
23a	Ensure airport's Flight Information Display System (FIDS - showing details of accident flight) displays appropriately 'sensitive' wording such as e.g. '..... contact airline' or '..... please go to airport information desk located at' etc. Note - in this AEP guideline Volume 2B, it has been assumed that XIA has an airport information desk(s) and that it (they) is (are) capable of being used to receive MGFR as described above, in checklist item 22	





Aircraft Accident - On Airport - XYZ Airports Company - **'Normal Operations' Control Centre**

23b	Same as checklist item 23.a above, BUT now referring to crisis related use of any airport Public Address (PA) system . Note - Ensure accident flight related messages put out via the airport's FIDS and PA systems etc. - are consistent and also worded accurately, suitably, sensibly & sensitively	
24	<p>Ensure availability / operation of sufficient of the following at the accident location - as appropriate to availability and actual 'circumstances on the day':</p> <ul style="list-style-type: none"> ▪ Inflatable 'triage / immediate medical treatment' tents (an alternative to latter might be use of airport buses with seats removed; other types of portable shelter etc.) ▪ A suitable method of screening victims from adverse environmental (weather) conditions (e.g. use of heated / air conditioned [as appropriate] airport buses) ▪ Body bags ▪ COMMS equipment (including [e.g. Tetra type] radios; Smart phones; SAT phones; Tablets: Megaphones - etc.) ▪ Generators / Ground Power Sets ▪ Portable lighting, torches etc. ▪ Ropes, barriers, pickets, stakes etc. ▪ Cones, stakes, signs, hi-vis marker tape etc. ▪ Suitable heavy machinery, extraction and cutting tools ▪ Tug and tow-bar if appropriate ▪ Other, appropriate ground equipment as required e.g. aircraft steps ▪ Drinking water / beverages for victims & responders (especially in hot conditions) ▪ Food / snacks etc. for victims & responders (don't forget 1: specialist food, drink & hygiene requirements for children/infants - and 2. Any religious, dietary needs) ▪ Portable lavatories ▪ Rubbish Bags (FOD prevention) & their eventual removal ▪ Anything else required as per actual circumstances 'on the day' etc. 	
25	Check with xxxxxxx that the XIA airport Immediate Care Team (ICT) has been alerted, activated and is deploying (together with any aircraft operator provided Humanitarian Assistance Team [HAT] - if available locally for latter)	
26	In conjunction with Airport Police / Security + Immigration etc. facilitate rapid and unhindered SOP clearance to airport airside of any ICT / HAT (or similar) staff deploying to XIA CRC (A) and SRC (A) - and also to the airport landside FRRC	
27	In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (airside) Gates xx-yy . Once done, gates to then be set up, manned & operated as the XIA 'Uninjured Passenger (Survivor) Reception Centre - Airside' - SRC (A)	
28	In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) - monitor SOP evacuation and securing of XIA Terminal (airside) Business Class Lounge cc . Once done, lounge is to be set up, manned & operated as the XIA 'Uninjured Crew (Survivor) Reception Centre - Airside' - CRC (A)	





Aircraft Accident - On Airport - XYZ Airports Company - 'Normal Operations' Control Centre

29	Double check that Airport Customs, Immigration and Port Health (CIQ) have been alerted & activated and are deploying / will deploy teams to the airside SRC (A) and CRC (A)
30	<p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) monitor SOP evacuation and securing of XIA Terminal (landside) Food Court <i>dd</i></p> <p>Once completed, this food court is to be set up, manned & operated as the XIA 'Family, Relatives & Friends Reception Centre - Airport' (FRRC)</p>
31	<p>In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) - monitor SOP evacuation and securing of a suitable location at XIA Terminal (landside) (insert name, type and location of this facility here)</p> <p>Once completed, location to be set up, manned & operated as the XIA 'Reuniting Area - Airport' (RA [A]) (to eventually be used for the immediate / shorter term re-uniting of uninjured victims with their associated [present at the airport] Family, Relatives & Friends etc.)</p>
32	Ensure that CIQ personnel facilitate and manage the handling of all accident victims, their families and crisis responders in accordance with the requirements of ICAO Annex 9, Chapter 8 - Note: See appendix R of the XIA AEP (<i>separate</i> document) Volume 1 for more information on this ICAO sourced requirement
33	<p>Activate the XIA Emergency Call / Contact / Information Centre</p> <ol style="list-style-type: none"> 1. If there is one? 2. For use by the general public enquiring about the crisis <p>Note: - if both the airport & accident airline (and possibly other entities e.g. local Police) operate their own (separate) emergency telephone call centres - then great care must be taken to co-ordinate such separate emergency call centre operations, especially e.g. a. With regard to exchange of essential informationand b. Prevention of confusion to the public re which call centre is doing what; which one to call etc.</p>
34	Provide regular situation reports to XYZ Airports Company top manager
35	Provide regular situation reports to all other pre-nominated parties - as required
36	Liaise (as required) with appropriate statutory / regulatory authorities e.g. Civil Aviation Authority; Air Accident Investigation Authority; Health / Medical Authority etc.
37	Invoke any pre-planned procedures for the set-up and operation of on-airport (or near-airport) temporary mortuary / mortuaries





Aircraft Accident - On Airport - XYZ Airports Company - **'Normal Operations' Control Centre**

38	Alert xxxxxxx to standby to deploy aircraft recovery / removal teams and equipment	
39	For any initial 'Crisis Communications' dealings with the Media (up to the point when XIA Corporate Communications / PR can take over this task) - strictly follow the appropriate SOP related to this subject	
40	Double check that ABCX Airlines Flight Catering Company (at XIA) is aware of the emergency and is following its SOP (as per appropriate Mutual Aid Emergency Support Agreement) re supplying food, beverage, emergency clothing and other essential 'commissary' type items (as required) to the SRC (A) , the CRC (A) & the FRRC - not forgetting provision for children and infants Note: Also to provide on-going food and beverage for ALL responding staff deployed at ALL on-airport crisis response action sites - as associated with the emergency / crisis	
41	Facilitate provision of ongoing care (humanitarian, welfare etc.) of all on-airport located accident victims & their associated MGFR (as required by actual circumstances 'on the day')	
42	Facilitate provision of ongoing care (humanitarian, welfare etc.) of all responders operating on-airport (as required by actual circumstances 'on the day')	
43	Provide detailed handover briefing to appropriate person (e.g. Overall Commander) in EOC when latter is ready to become operational Note: Ideally this should be accomplished 'face to face' - but in extremis a telephone briefing can be given, until such time as the XIA Normal Ops Control Centre person (responsible for this checklist) physically relocates to the XIA EOC, as per the 'important note' procedure shown on page 270 of this document	
44	Continue with any other emergency duties assigned by EOC and / or at own initiative	
45	When so cleared by the appropriate authority, liaise with aircraft operator and / or xxxxxxx aircraft engineering - for recovery / removal of the accident aircraft or aircraft wreckage	
46	Resume full control of 'normal' (and possibly 'disrupted [business continuity]') operations duties (as appropriate to actual circumstances 'on the day') - when released from emergency response related accountabilities by the EOC's Overall Commander	
47	Ensure all involved Airport (Normal) Ops Centre staff receive appropriate, emotional / welfare support - if so required / requested. Don't forget to say 'thank you'	
48	Prepare appropriate feedback notes (from your viewpoint) for use in the eventual 'wash-up' debriefing(s) as to how the emergency / crisis was handled by all appropriate agencies / persons involved - and how it might be improved. Attend all such debriefings	

End of Checklist





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Aircraft Accident - Off Airport/On Land - XYZ Airports Company - 'Normal Operations' Control Centre

Alerted By: AFS / ATS / Whoever

Alerts Whom: See below

- All appropriate departments / business units of the XYZ Airports Company required to participate in crisis / emergency response duties (*even if already alerted via other sources* as covered elsewhere in this AEP)
- All top (very senior) Management of XYZ Airports Company (*even if already alerted via other sources* as covered elsewhere in this AEP)
- Others as intimated in the (associated) checklist starting page 283

Before starting:

- ✓ Read all three 'important notes' - page 267 to 268 - they also apply here
- ✓ Read all 'information notes' - page 268 - they also apply here
- ✓ Read important note page 280

General Responsibilities:

- Continue own alerting and activation procedure as required (including double checking that appropriate **off-airport** agencies have been [will be] alerted & activated - as required)
- Exercise delegated **strategic & tactical C4** of crisis situation (from airport viewpoint only) - until **XIA Emergency Operations Centre** (EOC) becomes 'operational' and can 'take over'
- Activate additional staff to augment manning of XIA **Normal** Ops Control Centre
- Continue to oversee **normal** airport ops (1. Crisis circumstances 'on the day' so permitting & acceptable. 2. Where normal airport ops are possible but to do so would adversely interfere with the **off-airport** emergency / crisis response operation, **close the airport**)
- Together with ATS, AFS and other (appropriate) on-airport agencies - decide on type & amount of **airport** based resources (if any) to be deployed off-airport in support of the emergency. (Pass on this decision to appropriate **off-airport** agencies) **Note:** The remainder of this '**aircraft accident off-airport / on land**' section assumes that such deployment is **approved**, typically requiring an off-airport presence from AFS; Airport Police; AMC; Aircraft Operator / GHA; MICC and others TBA)
- Oversee the off-airport deployment process (including choice of **on-airport** staging area(s) and RVPs; exit / crash gates to use; implementing safe traffic procedure etc. - as applicable)
- Ensure Airport Police / Security / ATS etc. manage appropriate (**on-airport** / landside and airside) ground traffic measures, and that liaison takes place with **off-airport** police / whoever - to facilitate most rapid route available (for deploying **on-airport** resources) to accident location
- Ensure Airport Police / Security enhance on-airport security measures
- As guided by any 'mutual aid emergency support agreement(s)' in place (or otherwise at own initiative) - appoint an '**Operational Commander / Airport Operator**' + **supporting team** - and deploy them (in the MICC) to accident location (where they will set up & operate the **XIA MICC**)
- Ensure all necessary communications links established (*see Radio Communications Plan at appendix P to AEP Volume 1 [separate document]*)

Note 1: For off-airport aircraft accident deployments the XIA appointed '**Operational Commander / Airport Operator**' should come (be selected) from the pool of trained and exercised airport '**On-scene Commanders**'

Note 2: Ensure liaison / co-ordination personnel (with appropriate decision making powers) from appropriate (XIA based) crisis responders e.g. Airport Police / Security; AMC, Airport Operator, Aircraft Operator; main / selected GHA(s); Airport Engineering etc. - attend & deploy with XIA MICC as the '**supporting team**'





General Responsibilities - continued:

- Ensure aircraft operator / GHA etc. rapidly obtains and distributes essential info re those on board the accident flight (e.g. numbers); dangerous air cargo carried etc.
- Support the '*Operational Commander / Airport Operator*' + any other deployed (XIA based) '*Operational Commanders*' (e.g. AFS; Airport Police; AMC; Aircraft Operator etc.) as required
- Identify, contact & support the appropriate **off-airport** commander (i.e. not from XIA) having local jurisdiction / primacy at the accident site (Also ensure that deployed XIA based resources at accident site provide similar support **and** [manpower permitting] each also provides a liaison rep to attend the mobile, deployed HQ [if any] of said **off-airport** commander)
- Oversee set-up and manning process of / for **XIA EOC**. 1. Including activation of a currently qualified '*Overall Commander*' to eventually take over strategic & tactical C4 of the crisis from the XIA **Normal** Ops Control Centre [i.e. from you] 2. Ensure that appropriate **off-airport** representation is arranged to attend the activated EOC
- Ensure Airport Police / Security etc. implement enhanced 'on-airport' security measures
- Oversee augmentation of ground transportation resources (especially 'off-airport capable' buses)
- Oversee deployment (**as / if required**) to accident site of (airport provided / sourced) essential services, equipment and similar (e.g. inflatable tents and / or triage + immediate medical care use buses; communications equipment, appropriate ground equipment [e.g. aircraft steps; portable lighting etc.]; food & beverage [minimum of potable water] etc.) Note: it is assumed in this guideline document that airport based buses are available and capable of off-airport travel
- See important note on **next** page & act on it when circumstances so require / permit
- Ensure continual accident response situation updates are obtained (& distributed / redistributed to whoever - as required) and acted upon (from airport viewpoint) - as required / as appropriate
- * Together with off-airport commander having (off-airport / local) accident site jurisdiction / primacy - consider need for evacuation, set up, manning & operation of the XIA **On-Airport** based **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** facilities. (**If so required** [and in conjunction with Airport Police / Security; AMC; Aircraft Operator {including *accident airline's* HAT if available at XIA}; main or selected GHA(s); ICT; Airport CIQ {Customs, Immigration & Quarantine / Port Health}; voluntary & similar groups etc.]) - **evacuate, secure, set-up, man & operate the XIA based CRC (A), SRC (A), FRRC and RA (A) facilities**
- * Assess need for activation and **on-airport** deployment (as per bullet point immediately above) of the XIA **Immediate Care Team** (ICT) - and (if so activated) contribute XIA airport manpower to this team as per the associated XIA SOP
- * Provide expertise & support (including manpower e.g. the XIA ICT) to the local commander having accident site jurisdiction / primacy - in circumstances where CRC (A), SRC (A), FRRC and RA (A) **equivalent** facilities need to be set up locally (i.e. **NOT** located / set-up at XIA airport)
- Manage appropriate crisis related Public Announcements (PA) at all airport Terminals
- Oversee crisis related use of Flight Information Displays (FIDS) at all airport Terminals & similar e.g. web-site(s), social media etc.
- Oversee set up & operation of an **airport** Emergency Call / Contact / Information Centre
- Make regular situation reports to XYZ Airports Company top manager(s)
- Liaise with appropriate statutory / regulatory authorities - as required
- Ongoing care (humanitarian, welfare etc.) of all on-airport located accident victims & their FR
- Ongoing care (humanitarian, welfare etc.) of all airport based responders - as required
- Ongoing provision of food/ drink etc. to emergency responders
- **Initial, limited & closely controlled / guided** dealings with the Media - in conjunction with 'other appropriate agencies' - as required (until such time as **airport PR staff** can take over)
- Oversee **business continuity** ops (as required & as appropriate to actual circumstances 'on the day')





General Responsibilities - continued:

- Initial accident aircraft removal considerations in conjunction with e.g. Aircraft Operator; Air Accident Investigation Agency, Aircraft Engineering, Local Commander having Accident Site Jurisdiction / Primacy
- When appropriate, provide handover brief to **Overall Commander** and then hand over overall management (C4) of crisis to him / her
- Continue any other crisis related duties - as required
- Resume normal operations accountabilities - as required
- Ensure that you and your staff receive appropriate psychosocial / welfare care - as required
- Make 'debriefing' notes for feedback at the eventual post crisis wash-up meetings

* See also 'IMPORTANT NOTE' starting page 281

CIQ	=	Customs, Immigration & Port Health (Quarantine)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport

IMPORTANT NOTE - XYZ Airport's *Normal* Ops Control Centre's Checklist versus **EOC Checklist**

When (if) the XYZ Airports Company - **Emergency Operations Centre** (EOC) has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed) from the below XYZ Airports Company ('**Normal Operations' Control Centre**') checklist (starts page 283) will be merged (transferred / amalgamated) with (to) those of the **separate** EOC check list (starts page 500)

To facilitate the latter, it is vital that the primary / appropriate person(s) responsible for operating **this** XYZ Airports Company '**normal operations control centre**' checklist transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and sits next to the equivalent person(s) responsible for the airport operator's **separate, equivalent EOC check list** - and that these two persons then liaise closely together to ensure that **all** items on **BOTH** of their respective check lists are **fully co-ordinated, addressed and** (eventually) **100% completed - without error, omission or confusion**

At this latter point it is anticipated that **other** (appropriate) staff at the '**Normal Operations' Control Centre**' itself will thereafter conduct normal and business continuity operations **ONLY** (as applicable) - as required by actual circumstances 'on the day'





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport** **only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [AEP Volume 1 {**separate document**} / Glossary])

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

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

General actions required: See checklist next page:





Aircraft Accident - Off Airport/On Land - XYZ Airports Company - '**NORMAL OPS**' Control Centre

Action		☑ ?
1	<p>Commence own SOP alerting and activation procedure (for both on and off-airport [external] resources) - including implementation of the augmented (extra staff requirement) manning procedure for the 'XIA Normal Ops Control Centre'</p> <p>Note 1: The person(s) carrying out this checklist should delegate his / her / their responsibilities for 'normal' and 'disrupted (business continuity)' airport operations duties (as dictated by actual circumstances 'on the day') to some other, appropriate person(s). If this is not possible, he / she must manage 'everything' in this checklist concurrent with such duties - difficult as this might be to adequately achieve in practise (Also review checklist item 4 below - NOW)</p> <p>Note 2: When issuing orders / commands / instructions etc. - ensure (by whatever means available) that adequate and timely execution of same is monitored, managed & fed back to you</p>	
2	Maintain written log of events	
3	Conduct concurrent (delegated) strategic + tactical C4 of emergency / crisis (XIA airport aspects ONLY) until relieved by Overall Commander	
4	Decide if continuation of NORMAL (and possibly disrupted) airport ops is possible? Where latter is possible - but doing so would adversely interfere with the emergency / crisis response operation in any significant way, CLOSE THE AIRPORT	
5a	Ensure (off-airport) Police + Fire & Rescue Services + Medical / Ambulance / Stretcher Services etc. - have been / are being alerted & activated	
5b	Ensure Rescue Co-ordination Centre, appropriate Government Agencies, the Military etc. - have been / are being alerted & activated. (As appropriate)	
6	<p>Together with ATS, AFS, AMC and other (appropriate) ON-airport agencies - decide on type & amount of airport based resources (if any) to be deployed OFF-airport in potential support of the emergency. Pass on decision to appropriate off-airport agency/ies without delay - and obtain agreement for such deployment to proceed</p> <p>Note 1: The remainder of this 'aircraft accident off-airport / on land' checklist section assumes that such decision is made and such deployment is approved, typically requiring an off-airport presence from e.g. AFS; Airport Police; AMC; Aircraft Operator / GHA; MICC and others TBA + associated equipment, supplies etc.</p> <p>Note 2: See checklist item 10 below NOW - and account for it accordingly, when & as required</p> <p>Note 3: See checklist item 15 below NOW - and account for it accordingly, when & as required. The list shown is provided for example purposes only. What is actually deployed depends on what the airport actually possesses and (from the latter) what it is then willing to deploy off-airport (particularly if the airport continues to conduct flight operations)</p>	





Aircraft Accident - Off Airport/On Land - XYZ Airports Company - '**NORMAL OPS**' Control Centre

7	Oversee off-airport deployment process (including choice of on -airport staging area(s) and RVPs; exit / crash gates to use; implementing safe traffic procedure etc. - as applicable)	
8	Ensure Airport Police / Security / ATS etc. manage appropriate (on -airport / landside and airside) ground traffic measures + liaison with off-airport police etc. takes place - to facilitate most rapid route available (for deploying on -airport resources) to off-airport accident location	
9	Ensure Airport Police / Security enhance on-airport security measures	
10	<p>As per any 'mutual aid emergency support agreement(s)' in place (or otherwise at own initiative; as requested by an appropriate off-airport authority etc.) - appoint an 'Operational Commander / Airport Operator' + supporting team and deploy them (in the MICC) ASAP to off-airport accident location (where they will [on arrival] set-up & operate the MICC)</p> <p>Note 1: For off-airport aircraft accident etc. deployments, the XIA appointed 'Operational Commander / Airport Operator' should come (be selected) from the pool of trained and exercised XIA airport 'On-scene Commanders'</p> <p>Note 2: Ensure liaison / co-ordination personnel (with appropriate decision making powers) from appropriate (XIA based) crisis responders e.g. Airport Police / Security; AMC, Airport Operator, Aircraft Operator; main / selected GHA(s); Airport Engineering, Ground Transport / Equipment provider, Customs & Immigration etc. - attend & deploy with XIA MICC as the 'supporting team'</p> <p>Note 3: In the LIKELY event of AFS reaching the off-airport accident location before the MICC, the senior AFS commander present shall assume the temporary role and responsibilities of 'Operational Commander / Airport Operator' - in addition to his / her own AFS accountabilities. He / she shall operate from the (AFS) FCP vehicle and provide a handover brief to the appropriate MICC person, upon latter's arrival on-site</p>	
11	<p>Ensure all necessary communications links established (see Radio Communications Plan at appendix P to AEP Volume 1 [separate document])</p> <p>Note. This includes:</p> <ol style="list-style-type: none"> 1. Making & maintaining contact with any off-airport GOLD (Strategic) Command agency (ies) involved and 2. Making & maintaining contact with any off-airport SILVER (Operational) on-site commander having overall (local) primacy jurisdiction at off-airport accident site. FCP / MICC will take over this latter requirement upon arrival at accident site..... and 3. Oversee initial comms, co-ordination, liaison etc. (as required by actual circumstances 'on the day') between all deploying / deployed on-airport emergency support agencies. Transfer this task to XIA MICC and / or EOC - as / when they become operational 	





Aircraft Accident - Off Airport/On Land - XYZ Airports Company - '**NORMAL OPS**' Control Centre

12	<p>Obtain (ASAP) below info from (crisis / incident flight's) Aircraft Operator (and / or from latter's [GHA etc.] rep at XIA and / or from whoever). Note. Do NOT let missing details delay passing on what you do have (see also CHECKLIST item 13 below NOW)</p> <ul style="list-style-type: none"> Total number of persons (unverified at this stage) on board accident aircraft Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any / as known Estimated (type & amount) of fuel on board accident aircraft at time of accident Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available 	
13	<p>Ensure highlighted info as per checklist item 12 above is relayed / forwarded to appropriate emergency services IMMEDIATELY - particularly to XIA AFS (via ATS; AFS Watch-room etc. as required) + off-airport equivalent responders</p> <p>Note. Update this info as quickly as possible, keep on doing so & keep on relaying the updates to whoever needs them</p>	
14	<p>Oversee opening, set-up and manning process of / for XIA EOC</p> <p>Note 1: Delegate actioning of this checklist item 14 - if possible</p> <p>Note 2: Ensure appropriate 'Overall Commander' is appointed to (eventually) take over (from YOU) the strategic & tactical airport related C4 aspects of the crisis (operating from EOC)</p> <p>Note 3: Alert & activate an appropriate on-airport XIA EOC Support Team</p> <p>Note 4: Ensure appropriate off-airport representation also attends an activated EOC</p>	
15	<p>Ensure (insofar as is possible / practicable / feasible) deployment (& use / operation) of the following to / at the accident location - subject to availability and actual circumstances 'on the day': (Deploy in accordance with any Mutual Aid Emergency Support Agreement in place OR as directed / requested by an appropriate authority OR at own discretion)</p> <ul style="list-style-type: none"> Inflatable 'triage / immediate medical treatment' tents (an alternative to latter might be use of airport buses with seats removed; other types of portable shelter etc.) Suitable method of screening victims from adverse environmental (weather) conditions (e.g. use of heated / air conditioned [as appropriate] airport buses) Body bags Additional COMMS etc. type equipment (including [e.g. Tetra type] radios; Smart phones; SAT phones; Megaphones; 'Runners' - etc.) (with charging equipment) Portable Generators / Ground Power Sets (with fuel) Portable lighting, torches etc. Ropes, barriers, pickets etc. Cones, stakes, signs, marker tape etc. Suitable heavy machinery, extraction and cutting tools Tug and tow-bar if appropriate Other, appropriate ground equipment as required e.g. aircraft steps 	





Aircraft Accident - Off Airport/On Land - XYZ Airports Company - '**NORMAL OPS**' Control Centre

15	<ul style="list-style-type: none"> Drinking water / beverages for victims & responders (especially in hot conditions) Food / snacks etc. for victims & responders (where possible, account for specialist [e.g. halal and kosher] food + food, drink & hygiene requirements for children / infants) Portable lavatories Rubbish Bags and rubbish collection tools Anything else required / available - as per actual circumstances 'on the day' etc. 	
16	Support ' Operational Commander / Airport Operator ' + any other deployed (XIA based) ' Operational Commanders ' (e.g. AFS; Airport Police; AMC; Aircraft Operator etc.) as required	
17	Ensure deployed XIA based resources at accident site provide the necessary support to the appropriate off-airport commander (i.e. not from XIA) having local jurisdiction / primacy at the accident site and (manpower permitting) each such XIA resource also provides a liaison rep to attend the deployed HQ (if any) of said off-airport commander	
18	Immediately deploy extra staff to airport information desk(s) / wherever - in order to assist in initial receiving of potential MGFR (i.e. such MGFR as might possibly be associated with potential accident flight victims. Provide Airport Information Desk staff with accident flight's schedule + latest PAX and crew lists [as a matter of urgency] and keep updating such lists [as available - and also as a matter of urgency])	
19a	Ensure airport's Flight Information Display System (FIDS - showing details of accident flight) displays appropriately 'sensitive' wording such as e.g. '..... contact airline' or '..... please go to airport information desk located at' etc. Note - in this AEP guideline Volume 2B, it has been assumed that XIA has an airport information desk(s) and that it (they) is (are) capable of being used to receive MGFR as described above, in checklist item 18	
19b	Same as checklist item 19.a above, BUT now referring to crisis related use of any airport Public Address (PA) system . Note - Ensure accident flight related messages put out via the airport's FIDS and PA systems etc. - are consistent with each other and also worded accurately, suitably, sensibly & sensitively	

Note: Concerning checklist items **20** to **25** following below, the **XIA EOC Overall Commander** (or equivalent person temporarily assuming this role i.e. person in charge XIA '**Normal** Operations Control Centre' [YOU?]) must liaise with the senior **off-airport** commander - having local jurisdiction / primacy at the **off-airport** accident location (and / or with any other appropriate off-airport authority as required) - as to use (or not) of the following **airport located** facilities

IMPORTANT: It is now assumed herein that use of such **airport facilities IS required**

If not, the appropriate parts of the WHOLE of this checklist must be adapted accordingly - where / if so required





Aircraft Accident - Off Airport/On Land - XYZ Airports Company - '**NORMAL OPS**' Control Centre

20a	Check with xxxxxxxx that the XIA airport Immediate Care Team (ICT) has been alerted, activated and is deploying to designated airport locations (together with any aircraft operator provided Humanitarian Assistance Team [HAT] - if available locally for latter)	
20b	In conjunction with Airport Police / Security + Immigration etc. facilitate rapid and unhindered SOP clearance to airport airside of any ICT / HAT (or similar) staff deploying to XIA CRC (A) and SRC (A) - and also to the airport landside FRRC	
21	In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) monitor SOP evacuation and securing of XIA Terminal (airside) Gates xx-yy. Once done, gates to then be set up, manned & operated as the XIA 'Uninjured Passenger (Survivor) Reception Centre - Airside' - SRC (A)	
22	In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) monitor SOP evacuation and securing of XIA Terminal (airside) Business Class Lounge cc. Once done, lounge is to be set up, manned & operated as the XIA 'Uninjured Crew (Survivor) Reception Centre - Airside' - CRC (A)	
23	Ensure Airport Customs, Immigration & Port Health (CIQ) have been alerted & activated and are deploying / will deploy teams to the airside SRC (A) and CRC (A)	
24	In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) monitor SOP evacuation and securing of XIA Terminal (landside) Food Court dd Once completed, this food court is to be set up, manned & operated as the XIA 'Family, Relatives & Friends Reception Centre - Airport' (FRRC)	
25	In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) monitor SOP evacuation and securing of a suitable location at XIA Terminal (landside) (insert name, type and location of this facility here) Once completed, location to be set up, manned & operated as the XIA 'Reuniting Area - Airport' (RA [A]) (to eventually be used for the immediate / shorter term re-uniting of uninjured victims with their associated [present at the airport] Family, Relatives & Friends etc.)	
26	Where the off-airport accident site commander (i.e. person with overall [local] accident site jurisdiction / primacy) and / or some equivalent authority has decided to set up OFF-airport equivalents of CRC (A), SRC (A), FRRC and RA (A) (i.e. none of latter will be set up and operated at XIA) - render all practical support, assistance, expertise, manpower (including [exceptionally] use of the XIA Immediate Care Team if feasible) and other XIA resources available	





Aircraft Accident - Off Airport/On Land - XYZ Airports Company - '**NORMAL OPS**' Control Centre

27	Ensure that CIQ personnel facilitate and manage the handling of all accident victims, their families and crisis responders in accordance with the requirements of ICAO Annex 9, Chapter 8 - Note: See appendix R of the XIA AEP (separate document) Volume 1 for more information on this ICAO sourced requirement	
28	<p>Activate the XIA Emergency Call / Contact / Information Centre</p> <p>1. If there is one? 2. For use by the general public potentially enquiring about the crisis</p> <p>Note: - if both the airport & accident airline (and possibly other entities e.g. local Police) operate their own (separate) emergency telephone call centres - then great care must be taken to co-ordinate such separate emergency call centre operations, especially e.g. a. With regard to exchange of essential informationand b. Prevention of confusion to the public re which call centre is doing what; which one to call etc.</p>	
29	Provide regular situation reports to XYZ Airports Company top manager(s)	
30	Provide regular situation reports to all other pre-nominated parties - as required	
31	Liaise (as required) with appropriate statutory / regulatory authorities e.g. Civil Aviation Authority; Air Accident Investigation Authority; Health / Medical Authority etc.	
32a	Check (with whoever) that any pre-planned procedures for the set-up and operation of on-airport (or near-airport) temporary mortuary / mortuaries are invoked - as applicable	
32b	Check (with whoever) that any pre-planned procedures for the set-up and operation of OFF-airport temporary mortuary / mortuaries are invoked - as applicable	
33	Alert xxxxxxxx to standby to deploy aircraft recovery / removal teams and equipment (as required)	
34	For any initial 'Crisis Communications' dealings with the Media (up to the point when XIA Corporate Communications / PR can take over this task) - strictly follow the appropriate SOP related to this subject (as trained/exercised), particularly those areas in which off-airport crisis comms / PR type authorities are expected to have primacy in this matter	
35	<p>Double check that ABCX Airlines Flight Catering Company (at XIA) is following its SOP (as per appropriate Mutual Aid Emergency Support Agreement) re supplying food, beverage, emergency clothing and other essential 'commissary' type items (as required) to the SRC (A), the CRC (A) and the FRRC (wherever they might be located if practical / possible) - not forgetting adequate provision for children and infants</p> <p>Note: Also to provide on-going and regular food and beverage for all responding staff deployed at all on-airport crisis response action sites associated with the emergency. Same applies to airport based staff responding to crisis from off-airport locations (if reasonably practicable / possible for latter - and with permission of XIA EOC or equivalent authority)</p>	





Aircraft Accident - Off Airport/On Land - XYZ Airports Company - '**NORMAL OPS**' Control Centre

36	Facilitate provision of ongoing care (humanitarian, welfare etc.) of any on-airport located accident victims & their associated MGFR (as required by actual circumstances 'on the day')	
37	Facilitate provision of ongoing care (humanitarian, welfare etc.) of all airport based responders wherever they are (as required by actual circumstances 'on the day')	
38	Provide detailed handover briefing to appropriate person (e.g. Overall Commander) in EOC when latter is ready to become operational Note: Ideally this should be 'face to face' - but in extremis a telephone briefing is OK until such time as the XIA Normal Ops Control Centre person (responsible for this checklist) physically relocates to the XIA EOC, as per the 'important note' procedure shown on page 280	
39	Continue with any other emergency duties assigned by EOC and / or at own initiative	
40	When / if appropriate and so cleared by the appropriate authority, liaise with aircraft operator and / or xxxxxxxx aircraft engineering - for recovery / removal of the accident aircraft or aircraft wreckage	
41	Resume full control of 'normal' (and possibly 'disrupted [business continuity]') operations duties (as appropriate to actual circumstances 'on the day') - when released from emergency response related accountabilities by the EOC's Overall Commander	
42	Ensure all involved Airport (Normal) Ops Centre staff receive appropriate, emotional / welfare support - if so required / requested. Don't forget to say 'thank you'	
43	Prepare appropriate feedback notes (from your / your staff's viewpoints) for use in the eventual 'wash-up' debriefing(s) as to how the emergency / crisis was handled by all appropriate agencies / persons involved - and how it might be improved. Attend any such debriefings	
End of Checklist		

Deliberately Blank





Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated '**on the day**' by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Alerted By: AFS

Alerts Whom: See below

- All appropriate departments / business units of the XYZ Airports Company required to participate in crisis / emergency response duties (*even if already alerted via other sources* as covered elsewhere in this AEP)
- All top (very senior) Management of XYZ Airports Company (*even if already alerted via other sources* as covered elsewhere in this AEP)
- Others as intimated in the (associated) checklist starting page 296

Before starting:

- ✓ Read both 'important notes' - page 267 - they also apply here
- ✓ Read all 'information notes' - page 268 - they also apply here
- ✓ Read important note page 293 - it also applies here

General Responsibilities:

- Continue own alerting and activation procedure as required (including double checking that appropriate **off-airport** agencies have been [will be] alerted & activated - as required)
- Exercise delegated **strategic & tactical C4** of crisis situation (from airport viewpoint only) - until **XIA Emergency Operations Centre** (EOC) becomes 'operational' and can 'take over'
- Activate additional staff to augment manning of XIA **Normal** Ops Control Centre
- Continue to oversee **normal** airport ops (1. Crisis circumstances 'on the day' so permitting & acceptable. 2. Where normal airport ops are possible but to do so would adversely interfere with the **off-airport** emergency / crisis response operation, **close the airport**)
- Together with ATS, AFS and other (appropriate) on-airport agencies - decide on type & amount of **airport** based resources (if any) to be deployed off-airport in support of the emergency. (Pass on this decision to appropriate **off-airport** agencies) **Note:** The remainder of this '**aircraft accident off-airport / on or over water**' section assumes that such deployment is **approved**, typically requiring an off-airport presence from AFS; Airport Police; AMC; Aircraft Operator / GHA; MICC and others TBA)
- Oversee the off-airport deployment process (including choice of **on-airport** staging area(s) and RVPs; exit / crash gates to use; implementing safe traffic procedure etc. - as applicable)
- Ensure Airport Police / Security / ATS etc. manage appropriate (**on-airport** / landside and airside) ground traffic measures, and that liaison takes place with **off-airport** police / whoever - to facilitate most rapid route available (for deploying **on-airport** resources) to required location
- Ensure Airport Police / Security enhance on-airport security measures
- As guided by any 'mutual aid emergency support agreement(s)' in place (or otherwise at own initiative) - appoint an '**Operational Commander / Airport Operator**' + **supporting team** - and deploy them (in the MICC) to required location (where they will set up & operate the **XIA MICC**)

Note 1: For off-airport aircraft accident deployments the XIA appointed '**Operational Commander / Airport Operator**' should come (be selected) from the pool of trained and exercised airport '**On-scene Commanders**'

Note 2: Ensure liaison / co-ordination personnel (with appropriate decision making powers) from appropriate (XIA based) crisis responders e.g. Airport Police / Security; AMC, Airport Operator, Aircraft Operator; main / selected GHA(s); Airport Engineering etc. - attend & deploy with XIA MICC as the '**supporting team**'





- Ensure all necessary communications links established (*see Radio Communications Plan at appendix P to AEP Volume 1 [separate document]*)
- Ensure aircraft operator / GHA etc. rapidly obtains and distributes essential info re those on board the accident flight (e.g. numbers); dangerous air cargo carried etc.
- Support the '*Operational Commander / Airport Operator*' + any other deployed (XIA based) '*Operational Commanders*' (e.g. AFS; Airport Police; AMC; Aircraft Operator etc.) as required
- Identify, contact & support the appropriate *off-airport* commander (i.e. not from XIA) having local jurisdiction / primacy at the designated location (Also ensure that deployed XIA based resources at this location provide similar support **and** [manpower permitting] each also provides a liaison rep to attend the mobile, deployed HQ [if any] of said *off-airport* commander)
- Oversee set-up and manning process of / for **XIA EOC**. 1. Including activation of a currently qualified '*Overall Commander*' to eventually take over strategic & tactical C4 of the crisis from the XIA *Normal* Ops Control Centre [i.e. from you] 2. Ensure that appropriate *off-airport* representation is arranged to attend the activated EOC
- Ensure Airport Police / Security etc. implement enhanced 'on-airport' security measures
- Oversee augmentation of ground transportation resources (especially 'off-airport capable' buses)
- Oversee deployment (*as / if required*) to designated location of (airport provided / sourced) essential services, equipment and similar (e.g. inflatable tents and / or triage + immediate medical care use buses; communications equipment, appropriate ground equipment [e.g. portable lighting etc.]; food & beverage [minimum of potable water] etc.) Note: it is assumed in this guideline document that airport based buses are available and capable of off-airport travel
- See important note bottom of *next* page & act on it when circumstances so require / permit
- Ensure continual accident response situation updates are obtained (& distributed / redistributed to whoever - as required) and acted upon (from airport viewpoint) - as required / as appropriate
- * Together with off-airport commander having (off-airport / local) designated location jurisdiction / primacy - consider need for evacuation, set up, manning & operation of the **XIA On-Airport** based **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** facilities. (*If so required* [and in conjunction with Airport Police / Security; AMC; Aircraft Operator {including *accident airline's* HAT if available at XIA}; main or selected GHA(s); ICT; Airport CIQ {Customs, Immigration & Quarantine / Port Health}; voluntary & similar groups etc.]) - **evacuate, secure, set-up, man & operate the XIA based CRC (A), SRC (A), FRRC and RA (A) facilities**
- * Assess need for activation and **on-airport** deployment (as per bullet point immediately above) of the XIA **Immediate Care Team** (ICT) - and (if so activated) contribute XIA airport manpower to this team as per the associated XIA SOP
- * Provide expertise & support (including manpower e.g. the XIA ICT) to the local commander having (off-airport / local) designated location jurisdiction / primacy - in circumstances where CRC (A), SRC (A), FRRC and RA (A) **equivalent** facilities need to be set up locally (i.e. **NOT** located / set-up at XIA airport)
- Manage appropriate crisis related Public Announcements (PA) at all airport Terminals
- Oversee crisis related use of Flight Information Displays (FIDS) at all airport Terminals & similar e.g. web-site(s), social media etc.
- Oversee set up & operation of an **airport** Emergency Call / Contact / Information Centre
- Make regular situation reports to XYZ Airports Company top manager(s)
- Liaise with appropriate statutory / regulatory authorities - as required
- Ongoing care (humanitarian, welfare etc.) of all on-airport located accident victims & their FR
- Ongoing care (humanitarian, welfare etc.) of all airport based responders - as required
- Ongoing provision of food/ drink etc. to emergency responders
- **Initial, limited & closely controlled / guided** dealings with the Media - in conjunction with 'other appropriate agencies' - as required (until such time as **airport PR staff** can take over)





- **Initial, limited & closely controlled / guided** dealings with the Media - in conjunction with 'other appropriate agencies' - as required (until such time as **airport PR staff** can take over)
- Oversee **business continuity** ops (as required & as appropriate to actual circumstances 'on the day')
- Initial accident aircraft removal considerations (as appropriate) in conjunction with other appropriate agencies, Local Commander having Accident Site Jurisdiction / Primacy etc.
- When appropriate, provide handover brief to **Overall Commander** and then hand over overall management (C4) of crisis to him / her
- Continue any other crisis related duties - as required
- Resume normal operations accountabilities - as required
- Ensure that you and your staff receive appropriate psychosocial / welfare care - as required
- Make 'debriefing' notes for feedback at the eventual post crisis wash-up meetings

* See also 'important note' starting page 294

CIQ	=	Customs, Immigration & Port Health (Quarantine)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport

IMPORTANT NOTE - XYZ Airport's *Normal Ops Control Centre's Checklist* versus **EOC Checklist**

When (if) the XYZ Airports Company - **Emergency Operations Centre** (EOC) has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed) from the below XYZ Airports Company ('**Normal Operations' Control Centre**') checklist (starts page 296) will be merged (transferred / amalgamated) with (to) those of the **separate** EOC check list (starts page 509)

To facilitate the latter, it is vital that the primary / appropriate person(s) responsible for operating **this** XYZ Airports Company '**normal operations control centre**' checklist transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and sits next to the equivalent person(s) responsible for the airport operator's **separate, equivalent EOC check list** - and that these two persons then liaise closely together to ensure that **all** items on **BOTH** of their respective check lists are **fully co-ordinated, addressed and** (eventually) **100% completed - without error, omission or confusion**

At this latter point it is anticipated that **other** (appropriate) staff at the '**Normal Operations' Control Centre**' itself will thereafter conduct normal and business continuity operations **ONLY** (as applicable) - as required by actual circumstances 'on the day'

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





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically off-airport) **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' **only** - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / Glossary])

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

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

General actions required: See next page:





Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

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

Action		☑ ?
1	<p>Commence own SOP alerting and activation procedure (for both on and off-airport [external] resources) - including implementation of the augmented (extra staff requirement) manning procedure for the 'XIA Normal Ops Control Centre'</p> <p>Note 1: The person(s) carrying out this checklist should delegate his / her / their responsibilities for 'normal' and 'disrupted (business continuity)' airport operations duties (as dictated by actual circumstances 'on the day') to some other, appropriate person(s). If this is not possible, he / she must manage 'everything' in this checklist concurrent with such duties - difficult as this might be to adequately achieve in practise (Also review checklist item 4. below - NOW)</p> <p>Note 2: When issuing orders / commands / instructions etc. - ensure (by whatever means available) that adequate and timely execution of same is monitored, managed & fed back to you</p>	
2	Maintain written log of events	
3	Conduct concurrent (delegated) strategic + tactical C4 of emergency / crisis (XIA airport aspects ONLY) until relieved by Overall Commander	
4	Decide if continuation of NORMAL (and possibly disrupted) airport ops is possible? Where latter is possible - but doing so would adversely interfere with the emergency / crisis response operation in any significant way, CLOSE THE AIRPORT	
5a	Ensure (off-airport) Police + Fire & Rescue Services + Medical / Ambulance / Stretcher Services etc. - have been / are being alerted & activated	
5b	Ensure Rescue Co-ordination Centre, Military (esp. Navy), Coastguard, Port / Harbour Authorities, Government (appropriate levels / departments) etc. - have been / are being alerted & activated (As appropriate)	
6	<p>Together with ATS, AFS, AMC and other (appropriate) ON-airport agencies - decide on type & amount of airport based resources (if any) to be deployed OFF-airport in potential support of the emergency. Pass on decision to appropriate off-airport agency/ies without delay - and obtain agreement for such deployment to proceed</p> <p>Note 1: The remainder of this 'aircraft accident off-airport / on or over water' checklist section assumes that such decision is made and such deployment is approved, typically requiring an off-airport presence from e.g. AFS; Airport Police; AMC; Aircraft Operator / GHA; MICC and others TBA + associated equipment, supplies etc. (including any marine / over-water related items as, available)</p> <p>Note 2: See checklist item 10 below NOW - and account for it accordingly, when & as required</p> <p>Note 3: See checklist item 15 below NOW - and account for it accordingly, when & as required. The list shown is provided for example purposes only. What is actually deployed depends on what the airport actually possesses and (from the latter) what it is then willing to deploy off-airport (particularly if the airport continues to conduct flight operations)</p>	





Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

7	Oversee off-airport deployment process (including choice of on -airport staging area(s) and RVPs; exit / crash gates to use; implementing safe traffic procedure etc. - as applicable)	
8	Ensure Airport Police / Security / ATS etc. manage appropriate (on -airport / landside and airside) ground traffic measures + liaison with off-airport police etc. takes place - so as to facilitate most rapid route available (for deploying on -airport resources) to designated off-airport location (e.g. nearest accessible land location to 'on / over water' accident site and / or designated off-loading / landing point[s] etc.)	
9	Ensure Airport Police / Security enhance on-airport security measures	
10	<p>As per any 'mutual aid emergency support agreement(s)' in place (or otherwise at own initiative; as requested by an appropriate off-airport authority etc.) appoint an 'Operational Commander / Airport Operator' + supporting team and deploy them (in the MICC) ASAP to designated off-airport location (e.g. nearest accessible land location to 'on / over water' accident site and / or designated off-loading / landing point[s] etc.) where they will (on arrival) set-up & operate the MICC</p> <p>Note 1: For off-airport aircraft accident etc. deployments, the XIA appointed 'Operational Commander / Airport Operator' should come (be selected) from the pool of trained and exercised XIA airport 'On-scene Commanders'</p> <p>Note 2: Ensure liaison / co-ordination personnel (with appropriate decision making powers) from appropriate (XIA based) crisis responders e.g. Airport Police / Security; AMC, Airport Operator, Aircraft Operator; main / selected GHA(s); Airport Engineering, Ground Transport / Equipment provider, Customs & Immigration etc. - attend & deploy with XIA MICC as the 'supporting team'</p> <p>Note 3: In the LIKELY event of AFS reaching the designated off-airport location before the MICC, the senior AFS commander present shall assume the temporary role and responsibilities of 'Operational Commander / Airport Operator' - in addition to his / her own AFS accountabilities. He / she shall operate from the (AFS) FCP vehicle and provide a handover brief to the appropriate MICC person, upon latter's arrival on-site</p>	
11	<p>Ensure all necessary communications links established (see Radio Communications Plan at appendix P to AEP Volume 1 [separate document])</p> <p>Note. This includes:</p> <ol style="list-style-type: none"> 1. Making & maintaining contact with any off-airport GOLD (Strategic) Command agency (ies) involved and 2. Making & maintaining contact with any off-airport SILVER (Operational) on-site commander having overall (local) primacy jurisdiction at off-airport accident site. FCP / MICC will take over this latter requirement upon arrival at accident site..... and 3. Oversee initial comms, co-ordination, liaison etc. (as required by actual circumstances 'on the day') between all deploying / deployed on-airport emergency support agencies. Transfer this task to XIA MICC and / or EOC - as / when they become operational 	





Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

12	<p>Obtain (ASAP) below info from (crisis / incident flight's) Aircraft Operator (and / or from latter's [GHA etc.] rep at XIA and / or from whoever). Note. Do NOT let missing details delay passing on what you do have (see also CHECKLIST item 13 below NOW)</p> <ul style="list-style-type: none"> ▪ Total number of persons (unverified at this stage) on board accident aircraft ▪ Breakdown of this total number by crew and passengers ▪ Details of dangerous goods carried - if any / as known ▪ Types & quantities of marine safety / rescue equipment on board ▪ Estimated (type & amount) of fuel on board accident aircraft at time of accident ▪ Flight number, aircraft type & total route (all sectors) & schedule (timings) ▪ Unverified and verified passenger & crew lists as & when they become available 	
13	<p>Ensure highlighted info as per checklist item 12 above is relayed / forwarded to appropriate emergency services IMMEDIATELY - particularly to XIA AFS (via ATS; AFS Watch-room etc. as required) + off-airport equivalent responders</p> <p>Note. Update this info as quickly as possible, keep on doing so & keep on relaying the updates to whoever needs them</p>	
14	<p>Oversee opening, set-up and manning process of / for XIA EOC</p> <p>Note 1: Delegate actioning of this checklist item 14 - if possible</p> <p>Note 2: Ensure appropriate 'Overall Commander' is appointed to (eventually) take over (from YOU) the strategic & tactical airport related C4 aspects of the crisis (operating from EOC)</p> <p>Note 3: Alert & activate an appropriate on-airport XIA EOC Support Team</p> <p>Note 4: Ensure appropriate off-airport representation also attends an activated EOC</p>	
15	<p>Ensure (insofar as is possible / practicable / feasible) deployment (& use / operation) of the following to / at the designated off-airport location(s) - subject to availability and actual circumstances 'on the day': (Deploy in accordance with any Mutual Aid Emergency Support Agreement in place OR as directed / requested by an appropriate authority OR at own discretion)</p> <ul style="list-style-type: none"> ▪ Sufficient Search and Rescue helicopters (and / or aircraft) ▪ Sufficient numbers of adequately equipped Inshore Rescue Craft / similar ▪ Sufficient Lifejackets / buoyancy aids (enough for maximum number of accident victims anticipated plus (+) maximum number of airport responders anticipated) ▪ Sufficient Life-rafts (enough for maximum numbers of accident victims anticipated) ▪ Sufficient waterproof / similar PPE & clothing (enough for maximum number of airport responders anticipated) ▪ Inflatable 'triage / immediate medical treatment' tents (an alternative to latter might be use of airport buses with seats removed; other types of portable shelter etc.) ▪ Suitable method of screening victims from adverse environmental (weather) conditions (e.g. use of heated / air conditioned [as appropriate] airport buses) ▪ Body bags 	





Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

15	<ul style="list-style-type: none"> Additional COMMS etc. type equipment (including [e.g. Tetra type] radios; Smart phones; SAT phones; Megaphones; 'Runners' - etc.) (with charging equipment) Portable Generators / Ground Power Sets (with fuel) Portable lighting, torches etc. Ropes, barriers, pickets etc. Cones, stakes, signs, marker tape etc. Suitable heavy machinery, extraction and cutting tools Tug and tow-bar if appropriate Other, appropriate ground equipment as required e.g. aircraft steps Drinking water / beverages for victims & responders (especially in hot conditions) Food / snacks etc. for victims & responders (where possible, account for specialist [e.g. halal and kosher] food + food, drink & hygiene requirements for children / infants) Portable lavatories Rubbish Bags and rubbish collection tools Anything else required / available - as per actual circumstances 'on the day' etc. 	
16	Support 'Operational Commander / Airport Operator' + any other deployed (XIA based) 'Operational Commanders' (e.g. AFS; Airport Police; AMC; Aircraft Operator etc.) as required	
17	Ensure deployed XIA resources at designated off-airport location provide the necessary support to the appropriate off-airport commander (i.e. not from XIA) having local jurisdiction / primacy at the accident site and (manpower permitting) that each such XIA resource provides a liaison rep to attend the mobile, deployed HQ (if any) of said off-airport commander	
18	Immediately deploy extra staff to airport information desk(s) / wherever - in order to assist in initial receiving of potential MGFR (i.e. such MGFR as might possibly be associated with potential accident flight victims. Provide Airport Information Desk staff with accident flight's schedule + latest PAX and crew lists [as a matter of urgency] and keep updating such lists [as available - and also as a matter of urgency])	
19a	Ensure airport's Flight Information Display System (FIDS - showing details of accident flight) displays appropriately 'sensitive' wording such as e.g. '..... contact airline' or '..... please go to airport information desk located at' etc. Note - in this AEP guideline Volume 2B, it has been assumed that XIA has an airport information desk(s) and that it (they) is (are) capable of being used to receive MGFR as described above, in checklist item 18	
19b	Same as checklist item 19.a above, BUT now referring to crisis related use of any airport Public Address (PA) system. Note - Ensure accident flight related messages put out via the airport's FIDS and PA systems etc. - are consistent with each other and also worded accurately, suitably, sensibly & sensitively	

Note: Concerning checklist items **20** to **25** below, the **XIA EOC Overall Commander** (or equivalent person temporarily assuming this role i.e. person in charge XIA 'Normal Operations Control Centre' [YOU?]) **must** liaise with the senior **off-airport** commander - having local jurisdiction / primacy at the designated **off-airport** location (and / or with any other appropriate off-airport authority as required) - as to use (or not) of the following **airport located** facilities





IMPORTANT: It is now assumed that use of the below *airport facilities* IS required. If not, the appropriate parts of the WHOLE of this checklist must be adapted accordingly - as required

Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's '*Normal Operations*' Control Centre

20a	Check with xxxxxxxx that the XIA airport Immediate Care Team (ICT) has been alerted, activated and is deploying to designated airport locations (together with any aircraft operator provided Humanitarian Assistance Team [HAT] - <i>if available locally</i> for latter)	
20b	In conjunction with Airport Police / Security + Immigration etc. facilitate rapid and unhindered SOP clearance to airport airside of any ICT / HAT (or similar) staff deploying to XIA CRC (A) and SRC (A) - and also to the airport landside FRRC	
21	In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) monitor SOP evacuation and securing of XIA Terminal (airside) Gates xx-yy. Once done, gates to then be set up, manned & operated as the XIA 'Uninjured PASSENGER (Survivor) Reception Centre - Airside' - SRC (A)	
22	In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; other volunteers etc.) monitor SOP evacuation and securing of XIA Terminal (airside) Business Class Lounge cc. Once done, lounge is to be set up, manned & operated as the XIA 'Uninjured CREW (Survivor) Reception Centre - Airside' - CRC (A)	
23	Ensure Airport Customs, Immigration & Port Health (CIQ) have been alerted & activated and are deploying / will deploy teams to the airport airside SRC (A) and CRC (A)	
24	In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) monitor SOP evacuation and securing of XIA Terminal (landside) Food Court dd Once completed, this food court is to be set up, manned & operated as the XIA 'FAMILY, RELATIVES & FRIENDS Reception Centre - Airport' (FRRC)	
25	In conjunction with (e.g. XIA Terminal staff; Aircraft Operator; GHA(s); Airport Police / Security / Immigration; ICT; HAT; airport franchisees, other volunteers etc.) monitor SOP evacuation and securing of a suitable location at XIA Terminal (landside) (insert name, type and location of this facility here) Once completed, location to be set up, manned & operated as the XIA 'REUNITING AREA - Airport' (RA [A]) (to eventually be used for the immediate / shorter term re-uniting of uninjured victims with their associated [present at the airport] Family, Relatives & Friends etc.)	
26	Where the designated off-airport location / site commander (i.e. person with overall [local] accident site jurisdiction / primacy) and / or some equivalent authority has decided to set up OFF-airport equivalents of CRC (A) , SRC (A) , FRRC and RA (A) (i.e. none of latter will be set up and operated at XIA) render all practical support, assistance, expertise, manpower (including [exceptionally] use of the XIA Immediate Care Team if feasible) and other XIA resources available	





Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

27	Ensure that CIQ personnel facilitate and manage the handling of all accident victims, their families and crisis responders in accordance with the requirements of ICAO Annex 9, Chapter 8 - Note: See appendix R of the XIA AEP (separate document) Volume 1 for more information on this ICAO sourced requirement	
28	<p>Activate the XIA Emergency Call / Contact / Information Centre</p> <p>1. If there is one? 2. For use by the general public potentially enquiring about the crisis</p> <p>Note: - if both the airport & accident airline (and possibly other entities e.g. local Police) operate their own (separate) emergency telephone call centres - then great care must be taken to co-ordinate such separate emergency call centre operations, especially e.g. a. With regard to exchange of essential informationand b. Prevention of confusion to the public re which call centre is doing what; which one to call etc.</p>	
29	Provide regular situation reports to XYZ Airports Company top manager(s)	
30	Provide regular situation reports to all other pre-nominated parties - as required	
31	Liaise (as required) with appropriate statutory / regulatory authorities e.g. Civil Aviation Authority; Air Accident Investigation Authority; Health / Medical Authority etc.	
32a	Check (with whoever) that any pre-planned procedures for the set-up and operation of on-airport (or near-airport) temporary mortuary / mortuaries are invoked - as applicable	
32b	Check (with whoever) that any pre-planned procedures for the set-up and operation of OFF-airport temporary mortuary / mortuaries are invoked - as applicable	
33	Alert xxxxxxx to standby to deploy aircraft recovery / removal teams / equipment (as required)	
34	For any initial 'Crisis Communications' dealings with the Media (up to the point when XIA Corporate Communications / PR can take over this task) - strictly follow the appropriate SOP related to this subject(as trained/exercised), particularly those areas in which off-airport crisis comms / PR type authorities are expected to have primacy in this matter	
35	Double check that ABCX Airlines Flight Catering Company (at XIA) is following its SOP (as per appropriate Mutual Aid Emergency Support Agreement) re supplying food, beverage, emergency clothing and other essential 'commissary' type items (as required) to the SRC (A) , the CRC (A) and the FRRC (wherever they might be located if practical / possible) - not forgetting adequate provision for children and infants. Note: Also to provide on-going and regular food and beverage for all responding staff deployed at all on-airport crisis response action sites associated with the emergency. Same applies to airport based staff responding to crisis from off-airport locations (if reasonably practicable / possible for latter - and with permission of XIA EOC or equivalent authority)	





Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

36	Facilitate provision of ongoing care (humanitarian, welfare etc.) of any on-airport located accident victims & their associated MGFR (as required by actual circumstances 'on the day')	
37	Facilitate provision of ongoing care (humanitarian, welfare etc.) of all airport based responders wherever they are (as required by actual circumstances 'on the day')	
38	Provide detailed handover briefing to appropriate person (e.g. Overall Commander) in EOC when latter is ready to become operational Note: Ideally this should be 'face to face' - but in extremis a telephone briefing is OK until such time as the XIA Normal Ops Control Centre person (responsible for this checklist) physically relocates to the XIA EOC, as per the 'important note' procedure shown on page 293	
39	Continue with any other emergency duties assigned by EOC and / or at own initiative	
40	When / if appropriate and so cleared by the appropriate authority, liaise with aircraft operator and / or xxxxxxx aircraft engineering - for recovery / removal of the accident aircraft or aircraft wreckage	
41	Resume full control of 'normal' (and possibly 'disrupted [business continuity]') operations duties (as appropriate to actual circumstances 'on the day') - when released from emergency response related accountabilities by the EOC's Overall Commander	
42	Ensure (in due course) all involved Airport (Normal) Ops Centre staff receive appropriate, emotional support - if so required / requested. Also, don't forget to say 'thank you'	
43	Prepare appropriate feedback notes (from your / your staff's viewpoints) for use in the eventual 'wash-up' debriefing(s) as to how the emergency / crisis was handled by all appropriate agencies / persons involved - and how it might be improved. Attend any such debriefings	
End of Checklist		

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FULL EMERGENCY

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Alerted By: AFS / ATS / Whoever

Alerts Whom: See below:

- All appropriate departments / business units of the XYZ Airports Company required to participate in crisis / emergency response duties (*even if already alerted via other sources* as covered elsewhere in this AEP)
- All top (very senior) Management of XYZ Airports Company (*even if already alerted via other sources* as covered elsewhere in this AEP)
- Others as intimated in the (associated) checklist starting page 304

General Responsibilities:

- Continue own SOP alerting / activation procedure (This includes double checking that appropriate **off-airport** agencies have been (will be) alerted & placed on a state of immediate readiness to deploy)
- Maintain written log of events
- Activate additional staff to standby to augment manning of XIA **Normal** Ops Control Centre
- Exercise delegated **strategic & tactical** C4 of crisis situation (from airport viewpoint only) - until **XIA Emergency Operations Centre** (EOC) becomes 'operational' and can 'take over' (if actual circumstances 'on the day' require such EOC activation)
- Continue to oversee **normal** airport ops (Actual circumstances 'on the day' so permitting)
- Obtain and disseminate / update appropriate information re the 'full emergency' aircraft
- Prepare to oversee task of establishing and setting up the **XIA EOC**
- Pre-designate (and place on **immediate standby** to activate) a potential '**Overall Commander**' & **supporting EOC Team**
- Pre-designate (and place on **immediate standby** to activate) a potential '**On-scene Commander**' (Note - in the shorter term such person is likely to be the senior AFS person on duty & likely to deploy - should an **aircraft accident** eventually be declared)
- Pre-designate (and place on **immediate standby** to activate) a potential '**Operational Commander / Airport Operator**' & **supporting MICC Team**
- Ensure **Mobile Incident Command Centre** (MICC) is readied for immediate deployment
- Double check that all others concerned / potentially involved have made adequate preparation for immediate deployment of essential manpower, services, facilities, equipment (including vehicles) & other required resources (to include any **aircraft operator 'Humanitarian Assistance Team'** (HAT) which might be available in the shorter term + the **airports 'Immediate Care Team'** (ICT))
- Ensure aircraft operator / GHA etc. rapidly obtains essential info re those on board the flight involved (e.g. numbers); dangerous air cargo carried etc.
- Review (with e.g. ATS, AFS, Airport Police / Security etc.) choices of **potential** airport access / exit routes, crash gates, staging areas, RVPs etc. for use - should the crisis escalate / so require
- Prepare to oversee rapid establishment & operation of XIA Airport Information Desk(s)
- Prepare to oversee rapid establishment & operation of XIA **CRC (A)**, **SRC (A)**, **FRRC** & **RA (A)**
- Prepare to set up & operate an **airport** Emergency Call / Contact / Information Centre
- Make regular situation reports to XYZ Airports Company top manager(s) + others TBA
- Anything else as required by actual circumstances occurring 'on the day'

General Actions Required: See checklist starting next page:





FULL EMERGENCY

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

	Action	☑ ?
1	Commence SOP alerting and activation procedure (To include all appropriate off-airport agencies as per any mutual aid emergency support agreements in place and / or at own discretion - depending on actual circumstance prevailing 'on the day')	
2	Maintain written log of events	
3	Check that all appropriate XYZ Airports Company + other XIA based agencies / staff + appropriate off-airport agencies etc. - are being brought to a state of immediate standby (including the XIA Immediate Care Team (ICT) [if any] + the local Humanitarian Assistance Team (HAT) [if any] of the airline involved)	
4	Exercise strategic & tactical C4 of situation (airport viewpoint only) until (if) relieved	
5	Obtain (ASAP) below info from (crisis / incident flight's) Aircraft Operator (and / or from latter's [GHA etc.] rep at XIA and / or from whoever). Note. Do NOT let missing details delay passing on what you do have (see also CHECKLIST item 6 below NOW) <ul style="list-style-type: none"> Total number of persons (unverified at this stage) on board aircraft concerned Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any / as known Estimated (type & amount) of fuel on board aircraft Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available 	
6	Ensure highlighted info as per checklist item 5 above is relayed / forwarded to appropriate emergency services IMMEDIATELY - particularly to XIA AFS (via ATS; AFS Watch-room etc. as required) + off-airport equivalent responders. Note: Update this info as quickly as possible, keep on doing so & keep on relaying the updates to whoever needs them	
7	Continue to oversee normal airport ops	
8	Prepare to oversee task of establishing XIA EOC + placing on immediate standby (to activate) an appropriate Overall Commander & supporting EOC Team . Note - if XIA EOC activates - prepare, complete & deliver a comprehensive (face to face) handover brief to appropriate EOC staff - including your current roles / responsibilities concerning the crisis - which you now intend to handover to EOC	
9	Pre-designate (and place on immediate standby to activate) a potential ' On-scene Commander '. Note - in the shorter term such person is likely to be the senior AFS person on duty & likely to deploy - should an aircraft accident eventually be declared	
10	Pre-designate (and place on immediate standby to activate) a potential ' Operational Commander / Airport Operator ' & supporting MICC Team	





FULL EMERGENCY

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

11	Ensure MICC vehicle is readied in all respects for immediate deployment	
12	Review (with e.g. ATS, AFS, Airport Police / Security etc.) choices of potential airport access / exit routes, crash gates, staging areas, RVPs etc. for use - should the crisis escalate. (Ensure that review results are immediately passed on to all concerned i.e. all appropriate on and off -airport agencies)	
13	Double check that all concerned have taken adequate, precautionary preparations for potential immediate deployment of essential manpower, services / facilities (e.g. potable water , sustenance [food etc.], portable toilets , rubbish [FOD] collection etc.), equipment (including vehicles [e.g. buses]; inflatable tents , body bags , ground equipment , extra communications kit etc.), replenishment (e.g. fire-fighting & rescue foam / water stocks ; medical supplies etc.) & other required resources	
14	Prepare to oversee rapid establishment & operation of XIA Airport Information Desk(s) (i.e. as initial point(s) of contact for appropriate MGFR located at the airport)	
15	Ensure that airport terminal(s) FIDS and PA systems can be rapidly utilised / adapted for crisis related messages	
16	Prepare for rapid establishment & operation of XIA CRC (A) , SRC (A) , FRRC and RA (A)	
17	Prepare for rapid set up & operation of an airport Emergency Call/Contact / Info Centre	
18	Make regular situation reports to XYZ Airports Company top manager(s) + others TBA (as appropriate to actual circumstances 'on the day')	
19	If Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3H	
20	If / when aircraft lands safely - stand-down to normal readiness & notify all associated potential responders accordingly - without delay	
<i>End of Checklist</i>		

CIQ	=	Customs, Immigration & Port Health (Quarantine)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - i.e. Airport Operators '**Normal Operations**' Control Centre

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

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

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





LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - i.e. Airport Operators '**Normal Operations**' Control Centre

Alerted By: ATS; AFS etc

Alerts Whom: *(even if already alerted via other sources)*

- All appropriate XIA agencies required to participate in a 'Local Standby - Aircraft In-flight' type response
- Any others as might be intimated in the checklist starting below

General Responsibilities

- Continue own SOP alerting and activation process as required
- Maintain written log of events
- Obtain / update essential info re the 'local standby' and disseminate accordingly
- Be prepared to exercise delegated and temporary **strategic** & **tactical** C4 of any developing crisis situation (from airport viewpoint only) as per actual circumstances 'on the day'
- Continue to oversee **normal** airport ops
- Place selected XYZ Airports Company agencies on a state of Immediate Readiness
- Place other, appropriate on-airport agencies on a state of Immediate Readiness

General Actions Required: See checklist immediately below:

	Action	☑ ?
1	Commence own SOP alerting and activation procedure - as appropriate to the actual and potential circumstances in play / developing on the day	
2	Maintain written log of events	
3	Obtain / update essential info re the 'local standby' and disseminate accordingly. Keep on doing so for as long as is required	
4	Be prepared to exercise delegated strategic & tactical C4 of situation (from airport viewpoint only) - if the developing situation so requires	
5	Continue to oversee normal airport ops	
6	Bring selected XYZ Airports Company agencies only + other selected XIA based agencies only - to a state of immediate readiness	





LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - i.e. Airport Operators '**Normal Operations**' Control Centre

7	<p>Warn (crisis / incident flight's) Aircraft Operator (and / or latter's [GHA; local rep etc.] at XIA to be ready to obtain below information immediately - if so directed</p> <ul style="list-style-type: none">▪ Total number of persons (unverified at this stage) on board aircraft▪ Breakdown of this total number by crew and passengers▪ Details of dangerous goods carried - if any / as known▪ Estimated (type & amount) of fuel on board accident aircraft at time of accident	
8	<p>Should Local Standby become an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure / checklist, located elsewhere in this Sub-section 3H</p>	
9	<p>Stand-down to normal operations readiness when incident terminated. Also advise any associated parties (which had been previously alerted) to stand-down - as appropriate</p>	
<i>End of Checklist</i>		





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Aircraft - Ground Incident

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

The following occurrences are typical examples of the above:

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

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

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

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

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

IMPORTANT: An aircraft ***incident*** (on the ground ***OR*** in the air) is not the same thing as an aircraft ***accident***. Consequences of an incident do ***NOT*** typically lead to death, serious injury (in its common sense interpretation i.e. ***not*** as per the ICAO definition), ***serious damage to an aircraft*** (or to anything else of similar severity) ***etc.***





Aircraft Ground Incident

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Alerted By: ATS, AFS etc

Alerts Whom: *(even if already alerted via other sources)*

- All appropriate XIA agencies required to respond to a 'ground incident'
- All top (very senior) Management of XYZ Airports Company
- Others as intimated in the checklist starting further below (page 313)

General Responsibilities:

- Continue own SOP alerting and activation process as required
- Maintain written log of events
- Obtain / update essential info re the 'ground incident' and disseminate accordingly
- Exercise delegated **strategic & tactical** C4 of crisis situation (from airport viewpoint only)
- Continue to oversee **normal** airport ops
- Place selected **XYZ Airports Company agencies** on a state of Immediate Readiness
- Place other, appropriate **on-airport** agencies on a state of Immediate Readiness
- Consider requesting appropriate **off-airport** resources to come to a state of Immediate Readiness (depending on actual circumstances of the ground incident)
- Standby to activate / establish the **XIA Emergency Operations Centre** (EOC) - as required
- Standby to activate / establish the **XIA Mobile Incident Command Centre** (MICC) - as required
- Deploy appropriate on-airport and (with associated agreement) off-airport resources in support of crisis - as required by actual circumstances 'on the day'
- Prepare to oversee rapid establishment & operation of XIA **Airport Information Desk(s)**
- Prepare to oversee rapid establishment & operation of XIA **CRC (A), SRC (A), FRRC** and **RA (A)**
- Prepare to oversee rapid set up & operation of an **airport** Emergency Call / Contact / Information Centre
- Make regular situation reports to XYZ Airports Company top manager(s) + others TBA

General Actions: See checklist starting next page:





Aircraft Ground Incident

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

	Action	☑ ?
1	Commence own SOP alerting and activation procedure	
2	Maintain written log of events	
3	Obtain / update essential info re the 'ground incident' and disseminate accordingly. Keep on doing so for as long as is required	
4	Exercise delegated strategic & tactical C4 of situation (from airport viewpoint only) - as required by actual circumstances 'on the day'	
5	Continue to oversee normal airport ops	
6	Bring selected XYZ Airports Company agencies only + other selected XIA based agencies only - to a state of immediate readiness	
7	Where actual circumstances 'on the day' so require, alert selected off-airport resources and request that they come to a state of immediate readiness to activate / deploy	
8	Warn (ground incident flight's) Aircraft Operator (and / or latter's [GHA; local rep etc.] at XIA to be ready to obtain below information immediately - if so directed <ul style="list-style-type: none"> ▪ Total number of persons (unverified at this stage) on board incident aircraft ▪ Breakdown of this total number by crew and passengers ▪ Details of dangerous goods carried - if any / as known ▪ Estimated (type & amount) of fuel on board accident aircraft at time of accident 	
9	Prepare to oversee task of establishing XIA EOC + placing on immediate standby (to activate) an appropriate Overall Commander & supporting EOC Team . Note - if XIA EOC activates - prepare, complete & deliver a comprehensive (face to face) handover brief to appropriate EOC staff - including your current roles / responsibilities concerning the crisis - which you now intend to handover to EOC	
10	Pre-designate (and place on immediate standby to activate) a potential ' On-scene Commander '. Note - in the shorter term such person is likely to be the senior AFS person on duty & likely to deploy - should an aircraft accident eventually be declared	
11	Pre-designate (and place on immediate standby to activate) a potential ' Operational Commander / Airport Operator ' & supporting MICC Team	
12	Ensure MICC vehicle is readied in all respects for immediate deployment	
13	Prepare to oversee rapid establishment & operation of XIA Airport Information Desk(s) (i.e. as initial point(s) of contact for appropriate MGFR located at the airport)	





Aircraft Ground Incident

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

14	Ensure that airport terminal(s) FIDS and PA systems can be rapidly utilised / adapted for crisis related messages	
15	Prepare for rapid establishment & operation of XIA CRC (A) , SRC (A) , FRRC and RA (A)	
16	Prepare for rapid set up & operation of an airport Emergency Call/Contact / Info Centre	
17	Make regular situation reports to XYZ Airports Company top manager(s) + others TBA (as appropriate to actual circumstances 'on the day')	
18	If Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3H	
19	When appropriate, stand-down to normal readiness & notify all associated potential responders accordingly (without delay)	
End of Checklist		

CIQ	=	Customs, Immigration & Port Health (Quarantine)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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Bomb Threat - **Aircraft** Related **RED** Security Alert / **RED** Threat Assessment Made
XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

IMPORTANT

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3H** checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed **concurrently** with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

**** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences**





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

It is expected that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead local off-airport police / security / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is typically required in order to represent the interests of the **Airport Operator** and to also facilitate / support the **appropriate authority**

Reminder 1

See again 'Important Notes 1 to 3' - on pages 267 and 268

Reminder 2

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning' - see **this** document, pages 14 - 26





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

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Alerted By: ATS / AFS / Various Other Inputs

Alerts Whom: TBA

General Responsibilities:

Implementation of all / any of the below is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction etc. - of the (external to the airport) organisation (**appropriate authority**) having primary / overarching responsibility (**primacy**) for overall conduct (**absolute / ultimate command & control** [C4]) of the security operation. This is particularly applicable to all forms of crisis related communications - whether written (electronic or otherwise) or spoken

- Implement own SOP alerting / activation procedure
- Provide all & any support to the '**appropriate authority**' (including use of supporting XIA resources / facilities e.g. EOC + Team, MICC + Team, Immediate Care Team etc.)
- Place additional (appropriate) XIA staff on 'immediate standby' - ready to augment 'XIA **Normal Operations** Control Centre' manning (circumstances 'on the day' so requiring)
- Consider Terminal (+ other locations as appropriate) evacuation(s) - as required
- Close airport if considered necessary **OR** as so directed by an appropriate authority
- If airport remains open (unlikely), continue to oversee **normal** airport ops insofar as is possible
- Exercise delegated **strategic & tactical C4** of crisis (from **airport operator** viewpoint **ONLY**) - until (if) a more appropriate person can 'take over' (e.g. XIA '**Overall Commander**')
- Obtain (& regularly update) & distribute (limited distribution in line with direction from an appropriate authority) essential information re the security incident flight
- Participate in Bomb / Sabotage etc. 'Threat Assessment' procedure - as required / directed
- Oversee implementation of assigned (security threat) countermeasures as appropriate (typically under the direction of the appropriate authority in overall [absolute] charge of the security situation)
- Ensure all necessary communications links established (*see Radio Communications Plan at appendix P to AEP Volume 1 [separate document]*)
- Source & gather a team of appropriate airport and aircraft operator etc. 'experts and specialists' pertaining to the bomb threat aircraft type and all aspects of its operation
- Designate & disseminate details of an appropriate 'Isolated Aircraft Parking Position' (IAPP)
- Designate & disseminate details of an appropriate, isolated area for search / quarantine of baggage, cargo, mail etc. (Working with XIA Customs agency, Aircraft Operator and/or Local Rep etc.)
- Co-ordinate airside operations related to the incident (in conjunction with ATS, Airport Police etc.)
- Oversee set-up of **XIA EOC** & pre-designate (+ place on **immediate standby** to activate) a potential '**Overall Commander**' + supporting **EOC Team** (Also see 'Note' on **next** page)
- Pre-designate (and place on **immediate standby** to activate) an '**On-scene Commander**' (Likely [in the interim] to be senior AFS person on duty)
- Pre-designate (and place on **immediate standby** to activate) an '**Operational Commander / Airport Operator**' + supporting **MICC Team**
- Ensure **Mobile Incident Command Centre** (MICC) is readied for immediate deployment
- Place the airport's '**Immediate Care Team**' on a state of **immediate standby** to activate





- General liaison & co-ordination (with involved / potentially involved) **external** agencies
- Double check that all other (involved / potentially involved) **on-airport** agencies have made adequate preparation for potential immediate deployment of essential manpower, services, facilities, equipment (including vehicles) & other required resources (to include any **aircraft operator** provided '**Humanitarian Assistance Team**' which **might** be available in the shorter term???)
- Review (with e.g. ATS, AFS, Airport Police / Security etc.) choices of **potential** airport access / exit routes, crash gates, staging areas, RVPs etc. to be used (e.g. should security crisis escalate)
- Prepare to oversee rapid establishment & operation of **XIA Airport Information Desk(s)**
- Prepare to oversee rapid establishment & operation of **XIA CRC (A)**, **SRC (A)**, **FRRC** & **RA (A)**
- Prepare to rapidly set up / operate an **airport Emergency Call / Contact / Info Centre**
- Make regular situation reports to XYZ Airports Company top manager(s) + others TBA
- **INITIAL** dealings with Media (if so trained & from an XIA viewpoint **only**. (**STRICTLY** in accordance with **clearance from / co-ordination with** appropriate authority in overall charge of security situation)
- Assign & deploy XIA resources in support of incident - if so required (**STRICTLY** in accordance with clearance from / co-ordination with appropriate authority in overall charge of security situation)
- Respond as required by 'actual circumstances on the day' (**STRICTLY** in accordance with clearance from / co-ordination with the appropriate authority in overall charge of security situation)
- Monitor situation and minimise disruption to normal operations (if appropriate)
- Facilitate return to normal operations when incident closed / resolved / concluded - ensuring that airport staff needing post-crisis 'psychological' type support are provided with same

General Actions Required - see checklist starting next page:

- It is assumed that the incident aircraft is close to (XIA) or on the ground at XIA
- It is assumed that the airport's **normal ops control centre** is taking direction / advice from appropriate (*specialist / expert*) external security agencies regarding security specific requirements. It is also assumed that one of these security agencies (known herein as the '**appropriate authority**') has been appointed (probably from government level) to undertake absolute / ultimate C4 of the entire security incident
- The security threat might make it necessary to consider evacuation of the airport's **normal ops control centre** facility. If this is required - 'fall-back / business continuity' plans & facilities should be invoked to maintain the required / directed (as appropriate) level of airport ops control services (circumstances 'on the day' permitting) e.g. use of a back-up airport ops centre facility (if available)





Bomb Threat - **Aircraft Related RED Security Alert** / **RED Threat Assessment Made**
XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

	Action	☑ ?
1	Commence 'Bomb Threat' alerting & activation procedure. (Do not alert 'appropriate' off-airport agencies until cleared by the commander of the security / military etc. service[s] exercising ultimate C4 of security situation [the ' appropriate authority ']. Ensure no delay in obtaining [or not] such clearance - as required)	
2	Maintain written log of events	
3	Provide all and any support to the ' appropriate authority ' (including use of XIA resources / facilities such as EOC + Team ; MICC + Team ; Immediate Care Team; CRC (A) , SRC (A) , FRRC and RA (A) etc. - as required)	
4	Place additional (appropriate) airport staff on 'immediate standby' to augment XIA Normal Ops Control Centre manning (circumstances 'on the day' so requiring)	
5	Consider PAX Terminal(s) & other facility / facilities evacuation. Implement as required	
6	Close airport as required OR as so directed by ' appropriate authority '. (Take NOTAM action). (If airport remains open, continue overseeing normal airport ops insofar as is possible)	
7	Exercise strategic & tactical C4 of incident (from an airport operational viewpoint ONLY) - until a more appropriate person can 'take over' (e.g. the XIA ' Overall Commander ')	
8	Obtain (ASAP) below info from (incident flight's) Aircraft Operator (and / or from latter's [GHA etc.] rep at XIA and / or from whoever). Note . Do NOT let missing details delay passing on what you do have (see also CHECKLIST item 9 below NOW) <ul style="list-style-type: none"> Total number of persons (unverified at this stage) on board aircraft concerned Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any / as known Estimated (type & amount) of fuel on board aircraft Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available 	
9	Ensure highlighted info as per checklist item 8 above is relayed / forwarded to appropriate emergency services IMMEDIATELY - particularly to XIA AFS (via ATS; AFS Watch-room etc. as required) Note : Update this info as quickly as possible, keep on doing so & keep on relaying the updates to whoever needs them. Also provide details to off-airport agencies (BUT subject to checklist item 1 limitation above - as appropriate)	
10	Participate in any Bomb Threat Assessment process - as required / invited	
11	Oversee implementation of any assigned countermeasures, as appropriate. (Typically as assigned by / under direction of 'appropriate authority')	
12	Oversee establishment of all necessary communications links (as per AEP Radio Communications Plan - (Ref = appendix P to AEP Volume 1 [separate document]))	
13	Source & gather a team of appropriate airport and aircraft operator etc. 'experts and specialists' pertaining to the bomb threat aircraft type and all aspects of its operation. (To be Immediately available to offer advice and support to the 'appropriate authority'. Note . - Such team might typically comprise e.g. a type qualified pilot and aircraft engineer, XIA ramp, terminal and baggage managers, aircraft operator / local rep [GHA] etc.)	





Bomb Threat - Aircraft Related RED Security Alert / RED Threat Assessment Made
XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

14a	Designate & notify (to appropriate parties) an 'Isolated Aircraft Parking Position' (IAPP) (In co-ordination with e.g. ATS, Airport Police, Aircraft Operator and / or Local Rep; whoever etc.). (Close impacted parts of the Movements Area and suspend impacted 'work in progress' tasks - as appropriate. Take associated NOTAM action)	
14b	Designate & notify (to appropriate parties) an isolated location where baggage, cargo and mail etc. (from bomb threat aircraft) can be held for searching and / or screening and / or quarantine. (In co-ordination with e.g. ATS; Airport Police; Airport Customs agency; Aircraft Operator and / or Local Rep; whoever etc.). (Close impacted parts of Movements Area and suspend impacted 'work in progress' tasks - as required. Take associated NOTAM action)	
15	Co-ordinate <i>airside</i> operations as related to the incident (in conjunction with ATS etc.)	
16	Oversee provision of an aircraft tug & tow-bar; aircraft steps; ground power; buses, portable lighting, etc. - as <i>compatible</i> with operation/configuration of involved aircraft	
17	Source <i>volunteer</i> manpower to operate / drive the above equipment & vehicles etc.	
18	In conjunction with ATS, Airport Police etc. - arrange/notify a suitable RVP and/or staging area for deploying equipment, vehicles etc. (Note - Also review choice of potential access / exit points to / from the airport, including use of crash gates where appropriate)	
19a	Oversee set-up of XIA EOC & pre-designate (+ place on <i>immediate standby</i> to activate) an associated ' <i>Overall Commander</i> ' + supporting <i>EOC Team</i>	
19b	Pre-designate (and place on <i>immediate standby</i> to activate) an XIA 'On-scene Commander' (Likely to be senior AFS person on duty)	
19c	Pre-designate (and place on <i>immediate standby</i> to activate) an XIA 'Operational Commander / Airport Operator' & supporting MICC Team	
19d	Ensure Mobile Incident Command Centre (MICC) is readied for immediate deployment	
20	Place the XIA 'Immediate Care Team' on a state of immediate standby to activate	
21	Ensure that all other (involved / potentially involved) <i>on-airport</i> agencies have made adequate preparation for potential immediate deployment of essential manpower, services, facilities, equipment & other required resources (including any <i>aircraft operator</i> provided ' <i>Humanitarian Assistance Team</i> ' which might be quickly available at airport location)	
22	General liaison & co-ordination with involved / potentially involved external agencies. (As approved by the 'appropriate authority')	
23	Arrange with ATS, Airport Ground / Ramp / Airside Services, Airport Police, Aircraft Operator (and / or local rep e.g. GHA) etc. - for bomb threat aircraft to be moved to IAPP	
24	Prepare to oversee rapid establishment & operation of XIA CRC (A) , SRC (A) , FRRC and RA (A) . Note - if FRRC to be activated, arrange for appropriate information announcements and updates to be made in the appropriate Terminal(s); Arrivals Hall(s); Concourse(s) etc. (e.g. via Flight Information Displays [FIDS]; PA system; Loudhailer /Megaphone etc.) - as required	
25	Prepare to rapidly set up and operate an <i>airport Emergency Call / Contact / Info Centre</i>	





Bomb Threat - Aircraft Related RED Security Alert / RED Threat Assessment Made
XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

26	Make regular situation reports to XYZ Airports Company top manager(s) + others TBA	
27	Initial dealings with the Media (if so trained & from an XIA viewpoint only + strictly in accordance with clearance from / co-ordination with the 'appropriate authority'). Note - the provisions of this item 27 checklist shall only apply where no other (more appropriate) XIA person / representative is available (at any required / particular time) to conduct such dealings	
28	Assign & deploy XIA resources in support of incident - if so required (strictly in accordance with clearance from / co-ordination with the 'appropriate authority'). Note - request same from off-airport resources as required - again, strictly in accordance with clearance from / co-ordination with 'appropriate authority'	
29	Respond as required by actual 'circumstances on the day' (strictly in accordance with clearance from / co-ordination with the 'appropriate authority')	
30	Provide (and keep providing [in conjunction with other parties involved]) food, beverage and similar commissary supplies etc. - to all appropriate personnel on-airport - acting in support of the incident	
31	Use appropriate checklist items from above for management guidance re lower security alert declarations related to bomb threat	
32	If security incident becomes the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board) concurrently follow the appropriate checklist located elsewhere in this sub-section 3H (and / or follow direction of the 'appropriate authority')	
33	Stand-down all agencies (including those off-airport as appropriate) to normal operations readiness when incident terminated & facilitate return to normal operations	
	End of Checklist	

Note - When (if) XIA **EOC** is activated - prepare, complete & deliver a comprehensive (face to face) handover brief to its **Overall Commander** - to include all current roles and responsibilities concerning the crisis - which will now be handed over to EOC jurisdiction. Also be prepared to relocate (when so directed or otherwise at own initiative) to the activated EOC - and complete any outstanding requirements from **this** checklist (i.e. the one just above) - in close liaison and co-ordination with (e.g. by sitting next to) the person carrying out the **equivalent EOC** checklist (see pages 522 - 524)

C4	=	Command, Control, Co-ordination & Communication
CIQ	=	Customs, Immigration & Port Health (Quarantine)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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UNLAWFUL INTERFERENCE - Aircraft (Typically Hi-jack or Similar)

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

'General Responsibilities' & 'Actions'

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

Conversely, for a hi-jack etc. where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre etc.) **airspace**, many of the required checklist actions (starting page 327 will / may **NOT** be applicable - and / or might need 'adjustment'. Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances taking place 'on the day'

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated **Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **AND** 'Unlawful Interference' checklists **CONCURRENTLY** - in addition to any other checklists required (e.g. **LOCAL STANDBY** OR **FULL EMERGENCY** OR **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted** **AND** **expected**





It is expected that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead local off-airport police / security / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is typically required in order to represent the interests of the **Airport Operator** and to also facilitate / support the **appropriate authority**

Reminder 1

See again 'Important Notes 1 to 3' - on pages 267 and 268

Reminder 2

For a reminder of the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

UNLAWFUL INTERFERENCE - Aircraft (Typically Hi-jack or Similar)

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Alerted By: ATS / AFS / Various Other Inputs

Alerts Whom: TBA

General Responsibilities:

Implementation of all / any of the below is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction etc. - of the (external to the airport) organisation (**appropriate authority**) having primary / overarching responsibility (**primacy**) for overall conduct (**absolute / ultimate command & control** [C4]) of the security operation. This is particularly applicable to all forms of crisis related communications - whether written (electronic or otherwise) or spoken

- Implement own SOP alerting / activation procedure
- **Provide all & any support to person in absolute charge (C4) of security incident** (including use of supporting XIA resources / facilities e.g. EOC + Team, MICC + Team, Immediate Care Team etc.)
- Place additional (appropriate) XIA staff on 'immediate standby' - ready to augment XIA **Normal Operations** Control Centre manning (if circumstances 'on the day' so require)
- Consider Terminal (+ other locations as appropriate) evacuations - as required
- Close airport if considered necessary **OR** as so directed by an appropriate authority
- If airport remains open (unlikely), continue to oversee **normal** airport ops insofar as is possible
- Exercise delegated **strategic & tactical** C4 of crisis (from **airport operator** viewpoint **ONLY**) - until (if) a more appropriate person can 'take over' (e.g. XIA '**Overall Commander**')





- Obtain (& regularly update) & distribute (limited distribution in line with direction from an appropriate authority) essential information re the security incident flight
- Participate in 'Threat Assessment' procedure - as required
- Oversee implementation of assigned (security threat) countermeasures as appropriate (typically under the direction of the appropriate authority in overall [absolute] charge of the security situation)
- Ensure all necessary communications links established (*see Radio Communications Plan at appendix P to AEP Volume 1 [separate document]*)
- Designate & notify details of an appropriate 'Isolated Aircraft Parking Position' (IAPP)
- Designate & disseminate details of an appropriate, isolated area for search / quarantine of baggage, cargo, mail etc. (Working with XIA Customs agency, Aircraft Operator and/or Local Rep etc.)
- Co-ordinate airside operations related to the incident (in conjunction with ATS, Airport Police etc.)
- Oversee set-up of **XIA EOC** & pre-designate (+ place on **immediate standby** to activate) a potential '**Overall Commander**' + supporting **EOC Team** (Also see 'Note' on next page)
- Pre-designate (and place on **immediate standby** to activate) an '**On-scene Commander**' (Likely [in the interim] to be senior AFS person on duty)
- Pre-designate (and place on **immediate standby** to activate) an '**Operational Commander / Airport Operator**' + supporting **MICC Team**
- Ensure **Mobile Incident Command Centre** (MICC) is readied for immediate deployment
- Place the airport's '**Immediate Care Team**' on a state of **immediate standby** to activate
- General liaison & co-ordination (with involved / potentially involved) **external** agencies
- Double check that all other (involved / potentially involved) **on-airport** agencies have made adequate preparation for potential immediate deployment of essential manpower, services, facilities, equipment (including vehicles) & other required resources (to include any **aircraft operator** provided '**Humanitarian Assistance Team**' which **might** be available in the shorter term???)
- Review (with e.g. ATS, AFS, Airport Police / Security etc.) choices of **potential** airport access / exit routes, crash gates, staging areas, RVPs etc. to be used (e.g. should security crisis escalate)
- Prepare to oversee rapid establishment & operation of **XIA Airport Information Desk(s)**
- Prepare to oversee rapid establishment & operation of **XIA CRC (A)**, **SRC (A)**, **FRRC** & **RA (A)**
- Prepare to rapidly set up / operate an **airport Emergency Call / Contact / Info Centre**
- Make regular situation reports to XYZ Airports Company top manager(s) + others TBA
- **INITIAL** dealings with Media (if so trained & from an XIA viewpoint **only**. (**STRICTLY** in accordance with **clearance from / co-ordination with** appropriate authority in overall charge of security situation)
- Assign & deploy XIA resources in support of incident - if so required (**STRICTLY** in accordance with clearance from / co-ordination with appropriate authority in overall charge of security situation)
- Respond as required by 'actual circumstances on the day' (**STRICTLY** in accordance with clearance from / co-ordination with the appropriate authority in overall charge of security situation)
- Monitor situation and minimise disruption to normal operations (if appropriate)
- Facilitate return to normal operations when incident closed / resolved / concluded - ensuring that airport staff needing post-crisis 'psychological' type support are provided with same





General Actions Required - see checklist starting below:

- It is assumed that the incident aircraft is close to (XIA) or on the ground at XIA
- It is assumed that the airport's **normal ops control centre** is taking direction / advice from appropriate (*specialist / expert*) external security agencies regarding security specific requirements. It is also assumed that one of these security agencies (known herein as the '**appropriate authority**') has been appointed (probably from government level) to undertake absolute / ultimate C4 of the entire security incident
- The security threat might make it necessary to consider evacuation of the airport's **normal ops control centre** facility. If this is required - 'fall-back / business continuity' plans & facilities should be invoked to maintain the required / directed (as appropriate) level of airport ops control services (circumstances 'on the day' permitting) e.g. use of a back-up airport ops centre facility (if available)

UNLAWFUL INTERFERENCE - Aircraft (Typically Hi-jack or Similar)

XYZ Airports Company - i.e. Airport Operator's '**Normal Operations**' Control Centre

Action		☑ ?
1	Commence 'Unlawful Interference' alerting & activation procedure. (Do not alert 'appropriate' off-airport agencies until cleared by the commander of the security / military etc. service[s] exercising ultimate C4 of security situation [the ' appropriate authority ']. Ensure no delay in obtaining [or not] such clearance - as required)	
2	Maintain written log of events	
3	Provide all and any support to the ' appropriate authority ' (including use of XIA resources / facilities such as EOC + Team ; MICC + Team ; Immediate Care Team; CRC (A) , SRC (A) , FRRC and RA (A) etc. - as required)	
4	Place additional (appropriate) airport staff on 'immediate standby' to augment XIA Normal Ops Control Centre manning (circumstances 'on the day' so requiring)	
5	Consider PAX Terminal(s) & other facility / facilities evacuation. Implement as required	
6	Close airport as required OR as so directed by ' appropriate authority '. (Take NOTAM action). (If airport remains open, continue overseeing normal airport ops insofar as is possible)	
7	Exercise strategic & tactical C4 of incident (from an airport operational viewpoint ONLY) - until a more appropriate person can 'take over' (e.g. the XIA ' Overall Commander ')	
8	Obtain (ASAP) below info from (incident flight's) Aircraft Operator (and / or from latter's [GHA etc.] rep at XIA and / or from whoever). Note . Do NOT let missing details delay passing on what you do have (see also CHECKLIST item 9 below NOW) <ul style="list-style-type: none"> Total number of persons (unverified at this stage) on board aircraft concerned Breakdown of this total number by crew and passengers Details of dangerous goods carried - if any / as known Estimated (type & amount) of fuel on board aircraft Flight number, aircraft type & total route (all sectors) & schedule (timings) Unverified and verified passenger & crew lists as & when they become available 	





UNLAWFUL INTERFERENCE - Aircraft (Typically Hi-jack or Similar)

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

9	Ensure highlighted info as per checklist item 8 above is relayed / forwarded to appropriate emergency services IMMEDIATELY - particularly to XIA AFS (via ATS; AFS Watch-room etc. as required) Note: Update this info as quickly as possible, keep on doing so & keep on relaying the updates to whoever needs them. Also provide details to off-airport agencies (BUT subject to checklist item 1 limitation above - as appropriate)	
10	Participate in any 'Threat Assessment' process - as required / invited	
11	Oversee implementation of any assigned countermeasures, as appropriate. (Typically as assigned by / under direction of 'appropriate authority')	
12	Oversee establishment of all necessary communications links (<i>as per AEP Radio Communications Plan - (Ref = appendix P to AEP Volume 1 [separate document])</i>)	
13	Source & gather a team of appropriate airport and aircraft operator etc. 'experts and specialists' pertaining to the threatened aircraft type and all aspects of its operation. (To be immediately available to offer advice and support to the 'appropriate authority'. Note. - Such team might typically comprise e.g. a type qualified pilot and aircraft engineer, XIA ramp, terminal and baggage managers, aircraft operator / local rep [GHA] etc.)	
14a	Designate & notify (to appropriate parties) an 'Isolated Aircraft Parking Position' (IAPP) (In co-ordination with e.g. ATS, Airport Police, Aircraft Operator and / or Local Rep; whoever etc.). (Close impacted parts of the Movements Area and suspend impacted 'work in progress' tasks - as appropriate. Take associated NOTAM action)	
14b	Designate & notify (to appropriate parties) an isolated location where baggage, cargo and mail etc. (from threatened aircraft [IF such baggage etc. becomes available]) can be held for searching and / or screening and / or quarantine. (In co-ordination with e.g. ATS; Airport Police; Airport Customs agency; Aircraft Operator and / or Local Rep; whoever etc.). (Close impacted parts of Movements Area & suspend impacted 'work in progress' tasks - as appropriate. Take associated NOTAM action)	
15	Co-ordinate airside operations as related to the incident (in conjunction with ATS etc.)	
16	Oversee provision of an aircraft tug & tow-bar; aircraft steps; ground power; buses, portable lighting, etc. - as compatible with operation/configuration of involved aircraft	
17	Source volunteer manpower to operate / drive the above equipment & vehicles etc.	
18	In conjunction with ATS, Airport Police etc. - arrange/notify a suitable RVP and/or staging area for deploying equipment, vehicles etc. (Note - Also review choice of potential access / exit points to / from the airport, including use of crash gates where appropriate)	
19a	Oversee set-up of XIA EOC & pre-designate (+ place on immediate standby to activate) an associated ' Overall Commander ' + supporting EOC Team	
19b	Pre-designate (and place on immediate standby to activate) an XIA 'On-scene Commander' (Likely to be senior AFS person on duty)	
19c	Pre-designate (and place on immediate standby to activate) an XIA 'Operational Commander / Airport Operator' & supporting MICC Team	
19d	Ensure Mobile Incident Command Centre (MICC) is readied for immediate deployment	





UNLAWFUL INTERFERENCE - Aircraft (Typically Hi-jack or Similar)

XYZ Airports Company - i.e. Airport Operator's 'Normal Operations' Control Centre

20	Place the XIA 'Immediate Care Team' on a state of immediate standby to activate	
21	Ensure that all other (involved / potentially involved) on-airport agencies have made adequate preparation for potential immediate deployment of essential manpower, services, facilities, equipment & other required resources (including any aircraft operator provided ' Humanitarian Assistance Team ' which might be quickly available at airport location)	
22	General liaison & co-ordination with involved / potentially involved external agencies. (As approved by the 'appropriate authority')	
23	Arrange with ATS, Airport Ramp / Airside Services, Airport Police, Aircraft Operator (and / or local rep e.g. GHA) etc. - for security threat aircraft to be moved to IAPP	
24	Prepare to oversee rapid establishment & operation of XIA CRC (A) , SRC (A) , FRRC and RA (A) . Note - if FRRC to be activated, arrange for appropriate information announcements and updates to be made in the appropriate Terminal(s); Arrivals Hall(s); Concourse(s) etc. (e.g. via Flight Information Displays [FIDS]; PA system; Loudhailer /Megaphone etc.) - as required	
25	Prepare to rapidly set up and operate an airport Emergency Call / Contact / Info Centre	
26	Make regular situation reports to XYZ Airports Company top manager(s) + others TBA	
27	Initial dealings with the Media (if so trained & from an XIA viewpoint only + strictly in accordance with clearance from / co-ordination with the 'appropriate authority'). Note - the provisions of this item 27 checklist shall only apply where no other (more appropriate) XIA person / representative is available (at any required / particular time) to conduct such dealings	
28	<ul style="list-style-type: none"> ▪ In conjunction with other parties (as appropriate) ensure that rubbish from involved aircraft is removed; toilets emptied etc. (Circumstances permitting & after clearance has been obtained from the 'approved authority') ▪ Similarly, arrange provision of required medicines / drugs / medical advice etc. ▪ Similarly arrange food, drink, hygiene & other such 'commissary' type items etc. 	
29	Assign & deploy XIA resources in support of incident - if so required (strictly in accordance with clearance from / co-ordination with the 'appropriate authority'). Note - request same from off-airport resources as required - again, strictly in accordance with clearance from / co-ordination with 'appropriate authority'	
30	Respond as required by actual 'circumstances on the day' (strictly in accordance with clearance from / co-ordination with the 'appropriate authority')	
31	Provide (and keep providing [in conjunction with other parties involved]) food, beverage and similar commissary supplies etc. - to all appropriate personnel on-airport - acting in support of the incident	
32	If security incident becomes the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; aircraft crashes etc.) concurrently follow the appropriate checklist located elsewhere in this sub-section 3H (and / or follow direction of the 'appropriate authority')	
33	Stand-down all agencies (including those off-airport as appropriate) to normal operations readiness when incident terminated & facilitate return to normal operations	
End of Checklist		





Note

Note - When (if) XIA **EOC** is activated - prepare, complete & deliver a comprehensive (face to face) handover brief to its **Overall Commander** - to include all current roles and responsibilities concerning the crisis - which will now be handed over to EOC jurisdiction. Also be prepared to relocate (when so directed or otherwise at own initiative) to the activated EOC - and complete any outstanding requirements from this checklist (i.e. the one just above) - in close liaison and co-ordination with (e.g. by sitting next to) the person carrying out the **equivalent EOC** checklist (see pages 526 - 528)

C4	=	Command, Control, Co-ordination & Communication
CIQ	=	Customs, Immigration & Port Health (Quarantine)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport

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AEP Volume 2B / Sub-section 3J

Aircraft Operator (and / or local Representative [GHA])



Aircraft Accident / Incident Related Checklists

IMPORTANT - Until such time as the **XIA Emergency Operations Centre** (EOC) can itself assume C4 responsibilities for the crisis - the airport's '**normal**' (business) operations control centre' will typically assume temporary C4, on behalf of the EOC. The following 'Aircraft Operator' checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Reminder - See again 'Note 7' (page 3) of *this* document

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

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

Reminder - Unless the **dead** have already been moved from the **initial** location where 'expiry of life' occurred - all bodies / body parts are to be left where they are - unless removal is considered overriding e.g. so as to preserve evidence for the eventual judicial & air accident enquiries

If such removal *is* required, photographs / sketches of such bodies / body parts should be made **before** removal (if possible & safe so to do). The same applies to personal effects (PEs) found close to bodies. All responders at the accident site must be made aware of this requirement





Sub-section 3J

Reminder: See 'Information' notes 1 and 2 on page 268. They are also relevant to this Sub-section 3J

VERY IMPORTANT

Sub-section 3J relates to the emergency response roles, responsibilities, accountabilities etc. of aircraft operators (**passenger airlines** predominately as referred to herein) experiencing one or other form of emergency / crisis / incident etc. whilst operating at / near to / relevant to XIA **Airport**

The complexity and scope of a major passenger **airline's** own emergency response plan (ERP) is **very** significantly more comprehensive and extensive than that of any **AEP** - even (for the latter) at the world's largest and busiest passenger airports. For example a real passenger airline actually operates to 125 **different** countries and (separately) around 50 different airports in its own parent country i.e. around 300 different airports in total (figures correct for 2019)

As there is little if any standardisation in AEPs around the world (even within the same country - and despite the largely ineffective and weak efforts of ICAO, ACI etc. to address this matter to date) the airline referred to in the last para above effectively needs to thus research, produce, train, exercise, review and maintain around 300 different (airline) ERPs to go with the 300 different destination (airport) AEPs that it needs to work with

In contrast, even the busiest passenger **airport** in the whole world **only** needs to produce **1** master AEP for said airport

Accordingly, the following aircraft operator checklists are deliberately basic, generic and lack the significant detail which might typically appear in a **real** airline **ERP** for any **particular airport** to which it operates

Lastly, all of the above assumes that **1)** airlines produce their own 'fit for purpose' ERPs and airports do likewise for their AEPs.....and **2)** all airline ERPs are standardised with each other to a degree - and same goes for AEPs. However, both assumption are seriously flawed as many airlines, airports etc. have plans which are **not fit for purpose** – and many more have **no plans at all**. Furthermore, there is typically (currently) no effective standardisation between ERPs and (separately) between AEPs

The interested reader will find a detailed (generic) description (a preparation guideline) of how a major (generic) passenger airline puts together an ERP for a major (generic), international airport (to which it operates) - by clicking [HERE](#)

Note 1: At many airports a suitable 'airline rep' will probably need to complete these **Section 3J** checklists on the aircraft operator's behalf. This **rep** can typically be the accident airline's local (contracted), normal business 'Ground Handling Agent (GHA)' or, in extremis, an appropriate (local) GHA **temporarily** appointed (if available) to the task by **XYZ Airports Company**. (Also see separate **GHA** checklists - starting page 376)

Note 2: Where appropriate and required, these **Section 3J** checklists are based on the assumption that designated **airport** based emergency response resources (human & material) have been cleared (by e.g. **accident airline's HQ, XIA airport** **and** the appropriate **Off-airport 'authority'**) etc. **for deployment off-airport**. This will not always be possible, depending on actual circumstances in play 'on the day'





Aircraft Accident - On Airport

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc]

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities

- Initiate aircraft operator's (SOP) local alerting & activation process for aircraft accident at XIA
- Maintain written log of events
- Set up, man and operate accident airline's Local Accident Control Centre (LACC) at XIA
- Manage (from local viewpoints) Aircraft Operator's associated comms, co-ordination etc. tasks
- Obtain / locally distribute / regularly update (as per SOP) vital info re the accident flight
- Obtain / update associated **unverified** passenger & crew lists - and distribute / redistribute
- Brief, equip & deploy accident airline's local 'Crash Site Team' (CST)
- Deploy airline rep to appropriate airport terminal information desk(s) / wherever
- Deploy airline reps e.g. to airports '**Normal**' Ops Control Centre / **EOC** (when active) etc.
- Obtain / update associated **verified** passenger & crew lists - and distribute
- Obtain full 'schedule' etc. details for accident flight - and distribute
- Obtain details of cargo, baggage, mail etc. carried - and distribute
- Deploy airline's (locally based) **HAT** (if available and as appropriately cleared)
- Contribute manpower (resources permitting) to **airport's ICT**
- Assist in evacuation, set-up, manning & operation of **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)**
- Assist in information gathering & distribution at / re **CRC (A)**, **SRC (A)** and **FRRC**
- Assist in provision of welfare, humanitarian, emotional & other forms of care / support at **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)**
- Account adequately (from accident airline viewpoint) for injured accident victims
- Account adequately (from accident airline viewpoint) for deceased accident victims
- Account adequately (from accident airline viewpoint) for missing accident victims
- Monitor CIQ clearance progress for uninjured accident victims leaving XIA **CRC (A)** & **SRC (A)**
- Assist with matching & re-uniting process at airport (as appropriate / available)
- Facilitate baggage and personal possessions reclaim (at airport) from Customs (as appropriate)
- Deal with Crisis Comms to extent permitted by SOP, airline HQ, XIA airport, own capabilities
- Invoke pre-prepared plans for aircraft recovery / salvage / removal (as appropriate)
- Take all required measures / actions for arrival of airline GO Team (as appropriate)
- Provide for the ongoing welfare, humanitarian, emotional, financial etc. support of surviving accident victims and their associated MGFR / FR (as appropriate)
- Ensure local staff receive appropriate emotional & welfare support as required / requested

General Actions Required: See checklist on next page:

Also see page 332 again, as required

Also see **separate GHA** checklists - (starts page 376)





Aircraft Accident - On Airport

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC; Whoever etc]

	Action	☑ ?
1	Initiate own Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
2	Maintain written log of events	
3	Convert your airport (airline) office to its 'Local Accident Control Centre' (LACC) role - and man it accordingly. (<i>Insert details here of how to find.....etc.</i>)	
4	Establish SOP comms, co-ordinations etc. (<i>Insert details here of how to find.....etc.</i>)	
5a	Obtain accident aircraft's (estimated) fuel load (at time of accident) ASAP . (Pass on details to ATS, AFS & other appropriate parties ASAP) (<i>Insert details here of how to find.....etc.</i>)	
5b	If DANGEROUS GOODS carried on accident flight, obtain as much as possible of following ASAP & pass on details ASAP to e.g. ATS, AFS etc. Regularly update this info as required - and again, pass on ASAP : (<i>Insert details here of how to find.....etc.</i>) <ul style="list-style-type: none"> Proper shipping names UN Numbers Classes Compatibility groups for Class 1 goods Subsidiary risks Quantities Locations on board aircraft Brief, plain language description of each type of Dangerous Goods More definitive information on any radioactive material carried 	
5c	Obtain accident flight's initial / unverified passenger & crew lists ASAP . (Pass on ASAP to all those needing same e.g. AFS, Airport Police, AMC, XIA's Normal Ops Control Centre, Airport Info Desk(s) / equivalent facility, Airline HAT [if available], XIA ICT, CIQ etc.) (<i>Insert details here of how to find.....etc.</i>) (See also checklist item 9 further below NOW)	
6	Deploy aircraft operator's Crash Site Team (CST) to accident location ASAP . 1. Take action to ensure CST gets to accident location without delay 2. Ensure CST take their checklists + copies (at least 6 sets of each) of latest available passenger & crew lists; estimated fuel + list of dangerous goods carried on board accident aircraft (e.g. 1 copy for CST; 1 for AFS; 1 for Airport Police; 1 for AMC; 2 spare etc.) 3. Ensure CST aircraft engineer takes the appropriate 'cut here for rescue' diagrams etc. + a small tool kit + anything else required. 4. Brief CST to establish contact with you ASAP after arrival at accident location. 5. CST to be initially based at AFS FCP and (eventually) at XIA MICC - after latter arrives 'on site'	
7	Deploy airline rep(s) to the appropriate airport terminal information desk(s) / wherever (as required) re initial reception of potentially involved / impacted (airport located) MGFR . (Ensure rep(s) take with them their checklists + copies of latest passenger & crew lists. Provide / distribute updates ASAP to latter lists - as available) (<i>Insert details here of how to find.....etc.</i>)	
8	Deploy airline rep / liaison person to XIA ' normal ops control centre'. (This rep will eventually relocate to XIA EOC - when it has fully activated)	
9	Obtain / distribute ASAP the verified passenger & crew lists (as they become available) to all appropriate parties	





Aircraft Accident - On Airport

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC; Whoever etc]

10	Obtain accident flight's (flight) number, STD from previous airport (or XIA as appropriate), aircraft type & entire (planned / published) schedule (all sectors). Distribute as required	
11	Obtain details of VVIP PAX, cargo, baggage, mail etc. carried. Distribute as required	
12	Deploy airline's local HAT . Note: As / if locally available and also in conjunction with pre-planned SOPs involving e.g. airline HQ, airport's normal ops control centre; airport police, CIQ, airline rep / GHA, Airport's ICT etc.) (<i>Insert details here of how to find.....etc.</i>)	
13	Contribute manpower to airport's Immediate Care Team (resources permitting)	
14	Assist in evacuation, set-up, manning & operation of CRC (A) , SRC (A) , FRRC and RA (A) (<i>Insert details here of how to find.....etc.</i>)	
15	Assist in provision of welfare, humanitarian, emotional & other care / support of all relevant persons (at the centres listed in checklist item 14 above)	
16a	Assist in collecting / distributing essential information at / from CRC (A) and SRC (A) (e.g. using the [4 in 1] Passenger / Victim Record Card [P/VRC] or equivalent form)	
16b	Assist in collecting / distributing essential information at / from the FRRC (e.g. using the FR Enquiry Card(FEC) or equivalent form)	
17	Assist with matching process of (uninjured) victim with associated MGFR	
18	Assist with re-uniting process at the RA (A)	
19a	Account adequately (from accident airline viewpoint) for injured accident victims	
19b	Account adequately (from accident airline viewpoint) for deceased accident victims	
19c	Account adequately (from accident airline viewpoint) for missing accident victims	
20	Monitor CIQ clearance progress for uninjured victims leaving XIA CRC (A) & SRC (A)	
21	Facilitate baggage and personal possessions reclaim from Customs (as appropriate)	
22	Deal with Crisis Comms as permitted by SOP, airline HQ, XIA airport, off-airport interests, own capabilities etc.	
23	Invoke pre-prepared plans for aircraft recovery / salvage / removal (as required)	
24	Make / take all appropriate preparations (as applicable e.g. if accident airline is not main based at XIA) for receiving a potential GO Team provided by accident airline	
25	Provide for the longer term welfare, humanitarian, emotional and financial support of all (airport located) victims and their associated (appropriate) MGFR (once all of the aforesaid have moved on [or been moved on] from XIA airport / airport responsibility)	
26	Ensure local airline / airline representative staff receive appropriate, emotional / welfare / similar support - if so required / requested	
27	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

CIQ	=	Customs, Immigration and Quarantine / Port Health (XIA Airport based)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
CST	=	Airline / Airlines Representative's 'Crash Site Team'
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport
STA/D	=	Standard Time of Arrival / Departure (as related to accident flight's planned schedule)





Notes

- a. If the aircraft operator has no formal / contracted representation at XIA, the XYZ Airports Company shall typically nominate a suitable representative (e.g. a selected XIA based GHA [or possibly GHAs, if there is more than one]) to assume that aircraft operator's local crisis response activities / accountabilities / responsibilities etc. (as per this Sub-section **3J**) - until such time as (if) the aircraft operator can provide such XIA representation itself. In such circumstances (and at some airports only), it is also possible that the local 'airline operator's committee (AOC)' members (if any) might additionally be able to represent some of the interests of the accident airline
- b. The Sub-section **3J** checklists assume that associated, **adequate** manpower resources will be quickly / locally available to the accident airline at XIA. However, unless the accident airline is **main** based at XIA (and even then possibly not), this is very unlikely to be the case in reality

The latter possibility must be accounted for accordingly and adequately (as appropriate) by **airport** emergency planners during AEP **pre-planning** operations e.g. by use of (airport) trained and exercised GHA / Airport / AOC / Faith / Volunteer etc. staff / personnel i.e. the **XIA Immediate Care Team** (ICT)

- c. Some (but by no means all) airlines (**not** being XIA main based) will deploy a 'GO Team' (appropriate airline provided manpower, equipment & other resources) to XIA to assist in the response to a (its) catastrophic aircraft accident type situation. Depending on where such GO Team originates, it can take a considerable time for it to arrive at / in the vicinity of XIA - and this possibility should be accounted for accordingly in all, associated emergency response plans
- d. Some airlines can rapidly set-up & operate an Emergency Call / Contact / Info Centre (ECC) - to take & manage accident related calls from accident victims' FR; the general public etc. It is likely that such ECC will **NOT** be located anywhere near **XIA**

If (rarely) both the accident **airline AND** the accident **airport** (and possibly others e.g. the Off-airport Police; Government Agencies etc.) operate their own (separate) ECCs - then the **greatest care** must be taken to **PRE-PLAN** for the co-ordination of all such operations - particularly regarding e.g.

- a. Rapid and accurate exchange of vital info/data
- b. Avoiding confusion [especially to / from callers]
- c. Which ECC is responsible for doing what?
- d. Which ECC [should e.g. FR & the public] call?
- e. etc.

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Aircraft Accident - Off-airport / On Land

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC etc]

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate your local alerting & activation process for aircraft accident off-airport / on land
- Maintain written log of events
- Set up, man and operate accident airline's Local Accident Control Centre (LACC) at XIA
- Manage (from local viewpoints) Aircraft Operator's associated comms, co-ordination etc. tasks
- Obtain / locally distribute / regularly update (as per SOP) vital info re accident flight
- Obtain / update associated **unverified** passenger & crew lists - and distribute / redistribute
- Brief, equip & deploy accident airline's 'Crash Site Team' (CST) to off-airport accident site (as / if appropriately cleared so to do)
- Deploy airline rep to appropriate airport terminal information desk(s) / wherever
- Deploy airline reps e.g. to airports '**Normal**' Ops Control Centre / **MICC** / **EOC** (when active) etc.
- Obtain / update associated **verified** passenger & crew lists - and distribute
- Obtain full 'schedule' etc. details for accident flight - and distribute
- Obtain details of cargo, baggage, mail etc. carried - and distribute
- Deploy airline's (locally based) **HAT** to wherever required (if available and as appropriately cleared)
- As applicable, assist in evacuation, set-up, manning & operation of any airport located **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)**. (**Note:** Where it has been directed [by an appropriate off-airport authority] that the facilities [listed in the last sentence] - are to be located **off**-airport, then react / respond as required by actual circumstances applicable 'on the day' and / or as directed by your airline HQ. The remainder of this 'General Responsibilities' list and the following, associated checklist are based on all such facilities being located and operated **on**-airport)
- Assist in information gathering & distribution at / re **CRC (A)**, **SRC (A)** and **FRRC**
- Assist in provision of welfare, humanitarian, emotional & other forms of care / support at **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)**
- Account adequately (from accident airline viewpoint) for injured accident victims
- Account adequately (from accident airline viewpoint) for deceased accident victims
- Account adequately (from accident airline viewpoint) for missing accident victims
- Monitor CIQ clearance progress for uninjured accident victims leaving XIA **CRC (A)** & **SRC (A)**
- Assist with matching & re-uniting process at airport (as appropriate / available)
- Facilitate baggage and personal possessions reclaim (at airport) from Customs (as appropriate)
- Deal with Crisis Comms as permitted by SOP, airline HQ, XIA airport, off-airport interests, own capabilities etc.
- Invoke pre-prepared plans for aircraft recovery / salvage / removal (as appropriate)
- Take all required measures / actions for arrival of airline GO Team (as appropriate)
- Provide for the ongoing welfare, humanitarian, emotional, financial etc. support of surviving accident victims and their associated MGFR / FR (as appropriate)
- Ensure your local staff receive appropriate emotional & welfare support, as required / requested





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends (FR)** of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport** **only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / **Glossary**])

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

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





General actions required: See checklist below: Also see info on pages 332 and 336 again, as required. Also see **separate GHA** checklists - (starts page 376)

Aircraft Accident - Off-airport / On Land

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC etc]

Action		☑ ?
1	Initiate own Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
2	Maintain written log of events	
3	Convert your airport (airline) office to its 'Local Accident Control Centre' (LACC) role - and man it accordingly. (<i>Insert details here of how to find.....etc.</i>)	
4	Establish SOP comms, co-ordinations etc. (<i>Insert details here of how to find.....etc.</i>)	
5a	Obtain accident aircraft's (estimated) fuel load (at time of accident) ASAP . (Pass on details to ATS, AFS & other appropriate parties ASAP) (<i>Insert details here of how to find.....etc.</i>)	
5b	If DANGEROUS GOODS carried on accident flight, obtain as much as possible of following ASAP & pass on details ASAP to e.g. ATS, AFS etc. Regularly update this info as required - and again, pass on ASAP : (<i>Insert details here of how to find.....etc.</i>) <ul style="list-style-type: none"> Proper shipping names UN Numbers Classes Compatibility groups for Class 1 goods Subsidiary risks Quantities Locations on board aircraft Brief, plain language description of each type of Dangerous Goods More definitive information on any radioactive material carried 	
5c	Obtain accident flight's initial / unverified passenger & crew lists ASAP . (Pass on ASAP to all those needing same e.g. AFS, Airport Police, AMC, XIA's Normal Ops Control Centre, Airport (Terminal) Info Desk(s) / equivalent facility, Airline HAT [if available], XIA ICT, CIQ etc.) (<i>Insert details here of how to find.....etc.</i>) (See also checklist item 9 further below NOW)	
6	Deploy airline Crash Site Team (CST) to designated off -airport location ASAP <p>1. Ensure CST gets to designated off-airport location ASAP e.g. arrange transport; Off-airport Police escort etc. 2. Ensure CST takes checklist + 10 copies of latest PAX & crew lists (e.g. 1 copy each for CST, deployed AFS, deployed Airport Police, Off-airport Overall Commander, Off-airport Fire & Rescue Service, Off-airport Police, 4 Spare) + details of estimated fuel on board accident aircraft + details of dangerous goods carried 3. Ensure CST aircraft engineer takes appropriate 'cut here for rescue' diagrams + a small tool kit + anything else required. 4. Brief CST to establish and maintain contact with you ASAP from accident location. 5. CST to initially base themselves with the Off-airport (at designated off-airport location) Overall Commander. (They will eventually relocate to XIA MICC - after it arrives on site) 6. Ensure CST personnel wear appropriate, identifying and protective apparel - & display appropriate passes / permits</p>	





Aircraft Accident - Off-airport / On Land

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC etc]

7	Deploy airline rep(s) to appropriate airport terminal information desk(s) / wherever (as required) re initial reception of potentially involved / impacted (airport located) MGFR. (Ensure rep(s) take with them their checklists + copies of latest passenger & crew lists. Provide / distribute updates ASAP to latter lists - as available) (<i>Insert details here of how to find.....etc.</i>)	
8	Deploy airline rep / liaison person to XIA ' normal ops control centre'. (This rep will eventually relocate to XIA EOC - when it has fully activated)	
9	Obtain / distribute ASAP the verified passenger & crew lists (as they become available) to all appropriate parties - including those located off-airport (as appropriate)	
10	Provide (& pass on to all concerned parties [<i>in appropriate circumstances only</i>]) details of emergency locations aids (electronic & visual) carried on board accident flight	
11	Obtain accident flight's (flight) number, STD from previous airport (or XIA as appropriate), aircraft type & entire (planned / published) schedule (all sectors). Distribute as required	
12	Obtain details of VVIP PAX, cargo, baggage, mail etc. carried. Distribute as required	
13	Deploy airline's local HAT . (Note: As / if locally available and also as per pre-planned SOPs involving e.g. airline HQ; airport's normal ops control centre; airport police, CIQ, airline rep / GHA, Airport's ICT etc. + any applicable mutual aid emergency support agreement in force for off-airport ops [or otherwise as requested 'on the day' for latter]) (<i>Insert details here of how to find.....etc.</i>)	
14	Contribute manpower to airport's Immediate Care Team (resources permitting)	
15	Assist in evacuation, set-up, manning & operation of on-airport located CRC (A) , SRC (A) , FRRC and RA (A) (<i>Insert details here of how to find.....etc.</i>) IMPORTANT NOTE - CRC (A), SRC (A), FRRC and RA (A) (or equivalent services / facilities) * might need be set up and operated at off-airport (instead of on-airport) locations - although the on-airport equivalents are typically the preferred option / choice if possible * As decided by an appropriate off-airport authority Where such off-airport equivalent facilities are to be used , appropriate enquiries must be made for an appropriate aircraft operator rep(s) to attend them. If so cleared advise the appropriate on-airport authority and then deploy accordingly - using this checklist for further guidance on 'what to do' on arrival This aircraft operator checklist now continues on the assumption that the appropriate on-airport facilities will be used	
16	Assist in provision of welfare, humanitarian, emotional & other care / support of all relevant persons (at the centres listed in checklist item 15 above	





Aircraft Accident - Off-airport / On Land

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC etc]

17a	Assist in collecting / distributing essential information at / from CRC (A) and SRC (A) (e.g. using the [4 in 1] Passenger / Victim Record Card [P/VRC] or equivalent form)	
17b	Assist in collecting / distributing essential information at / from the FRRC (e.g. using the FR Enquiry Card(FEC) or equivalent form)	
18	Assist with matching process of (uninjured) victim with associated MGFR	
19	Assist with re-uniting process at the RA (A)	
20a	Account adequately (from accident airline viewpoint) for injured accident victims	
20b	Account adequately (from accident airline viewpoint) for deceased accident victims	
20c	Account adequately (from accident airline viewpoint) for missing accident victims	
21	Monitor CIQ clearance progress for uninjured victims leaving XIA CRC (A) & SRC (A)	
22	Facilitate baggage and personal possessions reclaim from Customs (as appropriate)	
23	Deal with Crisis Comms as permitted by SOP, airline HQ, XIA airport, off-airport interests, own capabilities etc.	
24	Make / take all appropriate preparations (as applicable e.g. if accident airline is not main based at XIA) for receiving a potential GO Team provided by accident airline	
25	Invoke pre-prepared plans for aircraft recovery / salvage / removal (as required)	
26	Provide for the longer term welfare, humanitarian, emotional and financial support of all (airport located) victims and their associated (appropriate) MGFR (once all of the aforesaid have moved on [or been moved on] from XIA airport / airport responsibility)	
27	Ensure local airline / airline representative staff receive appropriate, emotional / welfare / similar support - if so required / requested	
28	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
<i>End of Checklist</i>		

CIQ	=	Customs, Immigration and Quarantine / Port Health (XIA Airport based)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
CST	=	Airline / Airlines Representative's 'Crash Site Team'
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
ICT	=	(Aircraft Operator's) Immediate Care Team [as available]
LACC	=	(Aircraft Operator's) Local Accident Control (C4) Centre at XIA
MGFR	=	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport
STA/D	=	Standard Time of Arrival / Departure (as related to accident flight)





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated '**on the day**' by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water

Aircraft Operator (Airline) and / or Local Representative(s) [e.g. GHA; AOC etc]

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate local alerting & activation process for aircraft accident off-airport / on or over water
- Maintain written log of events
- Set up, man and operate accident airline's Local Accident Control Centre (LACC) at XIA
- Manage (from local viewpoints) Aircraft Operator's associated comms, co-ordination etc. tasks
- Obtain / locally distribute / regularly update (as per SOP) vital info re accident flight
- Obtain / update associated **unverified** passenger & crew lists - and distribute / redistribute
- Brief, equip & deploy accident airline's 'Crash Site Team' (CST) to off-loading / landing point(s) / wherever necessary (as / if appropriately cleared so to do)
- Deploy airline rep to appropriate airport terminal information desk(s) / wherever
- Deploy airline reps e.g. to airports '**Normal**' Ops Control Centre / **MICC** / **EOC** (when active) etc.
- Obtain / update associated **verified** passenger & crew lists - and distribute
- Obtain full 'schedule' etc. details for accident flight - and distribute
- Obtain details of cargo, baggage, mail etc. carried - and distribute
- Deploy airline's (locally based) **HAT** to wherever required (if available and as appropriately cleared)
- As applicable, assist in evacuation, set-up, manning & operation of any airport located **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)**. (**Note:** Where it has been directed [by an appropriate off-airport authority] that the facilities [listed in the last sentence] - are to be located **off**-airport, then react / respond as required by actual circumstances applicable 'on the day' and / or as directed by your airline HQ. The remainder of this 'General Responsibilities' list and the following, associated checklist are based on all such facilities being located and operated **on**-airport)
- Assist in information gathering & distribution at / re **CRC (A)**, **SRC (A)** and **FRRC**
- Assist in provision of welfare, humanitarian, emotional & other forms of care / support at **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)**
- Account adequately (from accident airline viewpoint) for injured accident victims
- Account adequately (from accident airline viewpoint) for deceased accident victims
- Account adequately (from accident airline viewpoint) for missing accident victims
- Monitor CIQ clearance progress for uninjured accident victims leaving XIA **CRC (A)** & **SRC (A)**
- Assist with matching & re-uniting process at airport (as appropriate / available)
- Facilitate baggage and personal possessions reclaim (at airport) from Customs (as appropriate)
- Deal with Crisis Comms as permitted by SOP, airline HQ, XIA airport, off-airport interests, own capabilities etc.
- Invoke pre-prepared plans for aircraft recovery / salvage / removal (as appropriate)
- Take all required measures / actions for arrival of airline GO Team (as appropriate)
- Provide for the ongoing welfare, humanitarian, emotional, financial etc. support of surviving accident victims and their associated MGFR / FR (as appropriate)
- Ensure your local staff receive appropriate emotional & welfare support, as required / requested

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





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically off-airport) **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / **Glossary**])

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

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

General actions required: See checklist starting next page: Also see info on pages **332** and **336** again, as required. Also see **separate GHA** checklists - (starts page **376**)





Aircraft Accident - Off-airport / on or over Water

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC etc.]

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

Action		☑ ?
1	Initiate own Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
2	Maintain written log of events	
3	Convert your airport (airline) office to its 'Local Accident Control Centre' (LACC) role - and man it accordingly. (<i>Insert details here of how to find.....etc.</i>)	
4	Establish SOP comms, co-ordinations etc. (<i>Insert details here of how to find.....etc.</i>)	
5a	Obtain accident aircraft's (estimated) fuel load (at time of accident) ASAP . (Pass on details to ATS, AFS & other appropriate parties ASAP) (<i>Insert details here of how to find.....etc.</i>)	
5b	If DANGEROUS GOODS carried on accident flight, obtain as much as possible of following ASAP & pass on details ASAP to e.g. ATS, AFS etc. Regularly update this info as required - and again, pass on ASAP : (<i>Insert details here of how to find.....etc.</i>) <ul style="list-style-type: none"> Proper shipping names UN Numbers Classes Compatibility groups for Class 1 goods Subsidiary risks Quantities Locations on board aircraft Brief, plain language description of each type of Dangerous Goods More definitive information on any radioactive material carried 	
5c	Obtain accident flight's initial / unverified passenger & crew lists ASAP . (Pass on ASAP to all those needing same e.g. AFS, Airport Police, AMC, XIA's Normal Ops Control Centre, Airport (Terminal) Info Desk(s) / equivalent facility, Airline HAT [if available], XIA ICT, CIQ etc.) (<i>Insert details here of how to find.....etc.</i>) (See also checklist item 9 further below NOW)	
6	Deploy airline Crash Site Team (CST) to designated off-airport location ASAP <p>1. Ensure CST gets to designated off-airport location ASAP e.g. arrange transport; Off-airport Police escort etc. 2. Ensure CST takes checklist + 10 copies of latest PAX & crew lists (e.g. 1 copy each for CST, deployed AFS, deployed Airport Police, Off-airport Overall Commander, Off-airport Fire & Rescue Service, Off-airport Police, 4 Spare) + details of estimated fuel on board accident aircraft + details of dangerous goods carried 3. Ensure CST aircraft engineer takes appropriate 'cut here for rescue' diagrams + a small tool kit + anything else required. 4. Brief CST to establish and maintain contact with you ASAP from accident location. 5. CST to initially base themselves with the Off-airport (at designated off-airport location) Overall Commander. (They will eventually relocate to XIA MICC - after it arrives on site) 6. Ensure CST personnel wear appropriate, identifying and protective apparel - & display appropriate passes / permits</p>	
7	Deploy airline rep(s) to appropriate airport terminal information desk(s) / wherever (as required) re initial reception of potentially involved / impacted (airport located) MGFR (Ensure rep(s) take with them their checklists + copies of latest passenger & crew lists. Provide / distribute updates ASAP to latter lists - as available) (<i>Insert details here of how to find.....etc.</i>)	





Aircraft Accident - Off-airport / on or over Water

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC etc]

8	Deploy airline rep / liaison person to XIA ' normal ' ops control centre'. (This rep will eventually relocate to XIA EOC - when it has fully activated)	
9	Obtain / distribute ASAP the verified passenger & crew lists (as they become available) to all appropriate parties - including those located off-airport (as appropriate)	
10	Provide (& pass on to all concerned parties [<i>in appropriate circumstances only</i>]) details of emergency locations aids (electronic & visual) & survival equipment (including total number of lifejackets + number / capacity of life-rafts) carried on board accident flight	
11	Obtain accident flight's (flight) number, STD from previous airport (or XIA as appropriate), aircraft type & entire (planned / published) schedule (all sectors). Distribute as required	
12	Obtain details of VVIP PAX, cargo, baggage, mail etc. carried. Distribute as required	
13	Deploy airline's local HAT . (Note: <i>As / if locally available</i> and also as per pre-planned SOPs involving e.g. airline HQ; airport's normal ops control centre; airport police, CIQ, airline rep / GHA, Airport's ICT etc. + any applicable mutual aid emergency support agreement in force for off-airport ops [or otherwise as requested 'on the day' for latter]) (<i>Insert details here of how to find.....etc.</i>)	
14	Contribute manpower to airport's Immediate Care Team (resources permitting)	
15	<p>Assist in evacuation, set-up, manning & operation of on-airport located CRC (A), SRC (A), FRRC and RA (A) (<i>Insert details here of how to find.....etc.</i>)</p> <p>IMPORTANT NOTE - CRC (A), SRC (A), FRRC and RA (A) (<i>or equivalent services / facilities</i>) * might need be set up and operated at off-airport (instead of on-airport) locations - although the on-airport equivalents are typically the preferred option / choice if possible</p> <p>* As decided by an appropriate off-airport authority</p> <p>Where such off-airport equivalent facilities are to be used, appropriate enquiries must be made for an appropriate aircraft operator rep(s) to attend them. If so cleared advise the appropriate on-airport authority and then deploy accordingly - using this checklist for further guidance on 'what to do' on arrival</p> <p>This aircraft operator checklist now continues on the assumption that the appropriate on-airport facilities will be used</p>	
16	Assist in provision of welfare, humanitarian, emotional & other care / support of all relevant persons (at the centres listed in checklist item 15 above)	
17a	Assist in collecting / distributing essential information at / from CRC (A) and SRC (A) (e.g. using the [4 in 1] Passenger / Victim Record Card [P/VRC] or equivalent form)	
17b	Assist in collecting / distributing essential information at / from the FRRC (e.g. using the FR Enquiry Card(FEC) or equivalent form)	





Aircraft Accident - Off-airport / on or over Water

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC etc]

18	Assist with matching process of (uninjured) victim with associated MGFR	
19	Assist with re-uniting process at the RA (A)	
20a	Account adequately (from accident airline viewpoint) for injured accident victims	
20b	Account adequately (from accident airline viewpoint) for deceased accident victims	
20c	Account adequately (from accident airline viewpoint) for missing accident victims	
21	Monitor CIQ clearance progress for uninjured victims leaving XIA CRC (A) & SRC (A)	
22	Facilitate baggage and personal possessions reclaim from Customs (as appropriate)	
23	Deal with Crisis Comms as permitted by SOP, airline HQ, XIA airport, off-airport interests, own capabilities etc.	
24	Make / take all appropriate preparations (as applicable e.g. if accident airline is not main based at XIA) for receiving a potential GO Team provided by accident airline	
25	Invoke pre-prepared plans for aircraft recovery / salvage / removal (as required)	
26	Provide for the longer term welfare, humanitarian, emotional and financial support of all (airport located) victims and their associated (appropriate) MGFR (once all of the aforesaid have moved on [or been moved on] from XIA airport / airport responsibility)	
27	Ensure local airline / airline representative staff receive appropriate, emotional / welfare / similar support - if so required / requested	
28	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
<i>End of Checklist</i>		

CIQ	=	Customs, Immigration and Quarantine / Port Health (XIA Airport based)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
CST	=	Airline / Airlines Representative's 'Crash Site Team'
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
ICT	=	(Airport Operator's) Immediate Care Team [as available]
LACC	=	(Aircraft Operator's) Local Accident Control (C4) Centre at XIA
MGFR	=	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport
STA/D	=	Standard Time of Arrival / Departure (as related to accident flight)





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FULL EMERGENCY

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc]

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own Alerting and Activation process as required
- Place all appropriate staff on a state of immediate readiness to activate
- Obtain appropriate, vital information for potential (rapid) distribution to appropriate agencies
- Take other appropriate precautionary measures as required
- General (pre-preparatory) co-ordination / liaison from the aircraft operator's viewpoint
- Prepare to activate appropriate 'aircraft accident' or 'ground incident' checklist
- Respond as required by actual circumstances 'on the day'

General Actions Required: See checklist below: Also see info on pages 332 and 336 again, as required.
Also see **separate GHA** checklists - (starts page 376)

Action		☑ ?
1	Initiate own Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
2	Maintain written log of events	
3	Bring all appropriate staff (including any local airline HAT - as / if available) to a state of immediate readiness	
4	Make preparations to convert your airport (airline) office to its 'Local Accident Control Centre' (LACC) role. (<i>Insert details here of how to find.....etc.</i>)	
5	Prepare to establish SOP comms, co-ordinations etc. (<i>Insert details here of how to find.....etc.</i>)	
6a	If feasible / time permits, obtain 'full emergency' aircraft's (estimated) fuel load (at current time) (<i>Insert details here of how to find.....etc.</i>)	
6b	If feasible / time permits, obtain details of 'dangerous goods carried' on 'full emergency' aircraft i.e. as much as possible of the following: (<i>Insert details here of how to find.....etc.</i>) <ul style="list-style-type: none"> ▪ Proper shipping names ▪ UN Numbers ▪ Classes ▪ Compatibility groups for Class 1 goods ▪ Subsidiary risks ▪ Quantities ▪ Locations on board aircraft ▪ Brief, plain language description of each type of Dangerous Goods ▪ More definitive information on any radioactive material carried 	





FULL EMERGENCY

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc]

6c	If feasible / time permits, obtain 'full emergency' flight's initial / unverified passenger and crew lists (<i>Insert details here of how to find.....etc.</i>)	
7	Prepare to deploy airline rep(s) to appropriate airport terminal information desk(s) / wherever	
8	Prepare to deploy an airline rep / liaison person to XIA ' normal ops control centre'	
9	If feasible / time permits, start process of preparing the verified passenger & crew lists for incident flight	
10	If feasible / time permits, obtain accident flight's (flight) number, aircraft type & entire (planned / published) schedule	
11	If feasible / time permits, obtain details of VVIP PAX, cargo, baggage, mail etc. carried	
12	If feasible / time permits, assist (as required) in any pre-preparation ops re the evacuation, set-up and manning of the XIA CRC (A) , SRC (A) , FRRC and RA (A) facilities	
13	Prepare to deal with associated Public Enquiries (from aircraft operator viewpoint)	
14	Prepare to deal with potential Media enquiries (as appropriate and from aircraft operator viewpoint only)	
15	In the event that Full Emergency becomes an Aircraft Accident or Local Standby or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3J	
16	If 'full emergency' aircraft lands safely - stand-down (all those that you have already alerted) accordingly	
17	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

CRC (A) =	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR =	Family, Relatives & Friends (of accident victims i.e. FR were not on board the accident flight)
FRRC =	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA =	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT =	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
LACC =	(Aircraft Operator's) Local Accident Control (C4) Centre at XIA
MGFR =	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
RA (A) =	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A) =	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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LOCAL STANDBY - Aircraft In-flight

Aircraft Operator (Passenger Airline) and / or Local Representative(s) [e.g. GHA; AOC Representatives etc]

Alerted By: AFS / others TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own Alerting and Activation process as required
- Place selected staff on an appropriate state of readiness to activate
- Take appropriate, precautionary measures, as required
- Respond as required by actual circumstances 'on the day'

General Actions Required: See checklist below:

See also *separate* GHA checklists - (starting page 376)

Action		☑ ?
1	Initiate own Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
2	Maintain written log of events	
3	Bring selected staff to an appropriate state of readiness	
4	In the event that the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3J	
5	If aircraft lands safely - stand-down to normal readiness & notify all required persons / agencies accordingly	
6	Prepare to deal with queries, complaints etc. from incident aircraft passengers - and also possibly from local MGFR	
7	Prepare to provide a 'low-level' response to any media enquiries re the incident (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
End of Checklist		





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

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

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





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Aircraft - Ground Incident

General Info

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

The following occurrences are typical examples of the above:

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

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

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

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

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

Important Note

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





Aircraft - Ground Incident

Aircraft Operator - and / or Local Representative (e.g. GHA) etc

Alerted By: AFS / Others as appropriate

Alerts Whom TBA

General Responsibilities:

- Continue own Alerting and Activation process as required
- Place selected staff on an appropriate state of readiness to activate
- Take appropriate, precautionary measures as required
- General (pre-preparatory) co-ordination / liaison from the aircraft operator's viewpoint
- Prepare to activate appropriate 'aircraft accident' checklist
- Respond as required by actual circumstances 'on the day'

General Actions Required: See checklist below: Also see info on pages 332 and 336 again, as required.
Also see *separate* **GHA** checklists - (starts page 376)

Action		☑ ?
1	Initiate own Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
2	Maintain written log of events	
3	Bring all appropriate staff (including any local airline HAT - as / if available) to a state of immediate readiness	
4	Make preparations to convert your airport (airline) office to its 'Local Accident Control Centre' (LACC) role. (<i>Insert details here of how to find.....etc.</i>)	
5	Prepare to establish SOP comms, co-ordinations etc. (<i>Insert details here of how to find.....etc.</i>)	
6a	If feasible / time permits, obtain 'ground incident' aircraft's (estimated) fuel load (at current time) (<i>Insert details here of how to find.....etc.</i>)	
6b	<p>If feasible / time permits, obtain details of 'dangerous goods carried' on 'ground incident' aircraft i.e. as much as possible of the following: (<i>Insert details here of how to find.....etc.</i>)</p> <ul style="list-style-type: none"> ▪ Proper shipping names ▪ UN Numbers ▪ Classes ▪ Compatibility groups for Class 1 goods ▪ Subsidiary risks ▪ Quantities ▪ Locations on board aircraft ▪ Brief, plain language description of each type of Dangerous Goods ▪ More definitive information on any radioactive material carried 	





Aircraft - Ground Incident

Aircraft Operator - and / or Local Representative (e.g. GHA) etc

6c	If feasible / time permits, obtain 'ground incident' flight's initial / unverified passenger and crew lists (<i>Insert details here of how to find.....etc.</i>)	
7	Prepare to deploy airline rep(s) to appropriate airport terminal information desk(s) / wherever	
8	Prepare to provide airline representation to XIA ' normal ops control centre' + (as required) to the XIA EOC (see ' important ' note page 376)	
9	If feasible / time permits, start process of preparing the verified passenger & crew lists for 'ground incident' flight	
10	If feasible / time permits, obtain 'ground incident' flight's (flight) number, aircraft type & entire (planned / published) schedule	
11	If feasible / time permits, obtain details of VVIP PAX, cargo, baggage, mail etc. carried	
12	If feasible / time permits, assist (as required) in any pre-preparation ops re the evacuation, set-up and manning of the XIA CRC (A) , SRC (A) , FRRC and RA (A) facilities	
13	Prepare to deal with associated Public Enquiries (from aircraft operator viewpoint)	
14	Prepare to deal with potential Media enquiries (as appropriate and from aircraft operator viewpoint only)	
15	In the event that the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3J	
16	When 'ground incident' is terminated - stand-down (all those that you have already alerted) accordingly	
17	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

CRC (A) =	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FRRC =	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA =	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT =	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
LACC =	(Aircraft Operator's) Local Accident Control (C4) Centre at XIA
MGFR =	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
RA (A) =	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A) =	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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

Aircraft Operator - and / or Local Representative (e.g. GHA) etc

IMPORTANT

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3J checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (*aircraft related*)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

*** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences***





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

It is anticipated that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead off-airport police / security / intelligence / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is also typically required in order to represent the interests of the **Airport Operator** and to facilitate / support the **appropriate authority**

Reminder 1

See again 'Important Notes 1 to 3' - on pages 267 and 268 & apply them here 'as required'

Reminder 2

Also see info on pages 332 and 336 again + **separate** **GHA** checklists - starts page 376

Reminder 3

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning' - see **this** document, pages 14 - 26





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

Aircraft Operator - and / or Local Representative (e.g. GHA) etc

Alerted By: AFS / Various Inputs

Alerts Whom: TBA

General Responsibilities:

- Ensure aircraft commander, airport police / security, airline involved and XIA Airport are aware of threat
- Commence own alerting and activation process - and maintain written log
- Bring all Aircraft Operator (and / or Local Rep) staff to a state of immediate readiness
- For aircraft in flight, attempt to ascertain airport of intended landing
- Ascertain (if possible) if it is intended to deploy aircraft's emergency slides after landing
- Conduct (and/or participate in) 'Threat Assessment' process (together with other relevant parties)
- Participate in appropriate countermeasures operations - as required / permitted / capable
- Assist in evacuation of designated XIA ground facilities - as required
- Set up and operate a local C4 aircraft operator representative's office (LACC)
- Establish & maintain SOP Comms related to this particular type of crisis
- Obtain, distribute & continually update essential information re incident flight
- General co-ordination, liaison & technical/expert advice from Aircraft Operator's viewpoint
- Take appropriate/viable action for the safety, security and welfare of the incident aircraft + all on board, responders, the general public etc. + and any cargo, baggage, mail carried etc.
- Participate in deployment of suitable personnel, ground equipment, transport etc. (plus **volunteer** operators/drivers etc.) in support of incident - as required / directed / capable
- See to the needs of (your) airline customers and any appropriate MGFR located at XIA Airport
- Deploy aircraft operator rep to XIA **Normal** Ops Control Centre / **EOC** / **MICC** - as required
- Prepare to assist in set up and operation of XIA **CRC (A)**, **SRC (A)** and **FRRC** - as required
- Deploy local airline HAT as available locally. If not, provide all assistance to the XIA ICT
- Undertake dealings with the media as authorised and if so competent
- When incident resolved - stand-down to normal readiness
- Provide local airline staff with appropriate, emotional & welfare support - as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

Note - In certain circumstances **some** of the responsibilities and actions required of the aircraft operator (see above and following pages) **will necessarily be** (can only be) **the responsibility of the Aircraft Commander alone** to accomplish

General Actions Required - see checklist starting next page:

- It is assumed that the incident aircraft is close to (XIA) or on the ground at XIA
- It is assumed that the aircraft operator (airline) is taking direction / advice from appropriate (*specialist / expert*) external security agencies regarding security specific requirements. It is also assumed that one of these security agencies (known herein as the '**appropriate authority**') has been appointed (probably from government level) to undertake absolute / ultimate C4 of the entire security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted ground facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.





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

Aircraft Operator - and / or Local Representative (e.g. GHA) etc

Action		☑ ?
1	Where appropriate , ensure (by all and any means available / possible) that involved aircraft commander, airport police, airline HQ, XIA Airport Operator etc. are aware of security threat	
2	Initiate own Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
3	Maintain written log of events	
4	Bring all local staff (including airline rep staff e.g. GHA +the airline HAT [if appropriate / available]) to a state of immediate readiness (<i>Insert details here of how to find.....etc.</i>)	
5	If incident aircraft is in flight, try to establish the likely landing airport (if not obvious) and notify all relevant parties accordingly (Note - this checklist now continues on the assumption that XIA is the intended landing airport. If not , this checklist must be adapted accordingly)	
6	Ascertain from involved aircraft commander (circumstances permitting) if he / she plans to deploy door slides after landing. If so, notify all appropriate parties accordingly	
7	Participate in 'threat assessment' process as appropriate. Note 1. In conjunction with other operationally involved parties. Note 2. To extent permitted / appropriate, act (and continue to act) as intermediary between aircraft operator (airline) HQ and locally involved XXX based security etc. authorities / agencies (e.g. the appropriate authority) etc. (<i>Insert details here of how to find.....etc.</i>)	
8	Where so directed (or at own initiative in extremis) initiate (and / or participate in) actual & appropriate countermeasures operations (In conjunction with other appropriate parties). Note: Countermeasure details are not documented herein. Those required to implement same will know what to do i.e. be appropriately trained / exercised in use of such countermeasures (<i>Insert details here of how to find.....etc.</i>)	
9	Assist in evacuation of Passenger Terminal(s) / other ground facilities - as required / directed (manpower permitting) (<i>Insert details here of how to find.....etc.</i>)	
10	Convert your airport (airline) office to its 'Local Accident Control Centre' (LACC) role - and man it accordingly. (<i>Insert details here of how to find.....etc.</i>)	
11	Establish SOP comms, co-ordinations, essential info flows / exchanges etc. (<i>Insert details here of how to find.....etc.</i>)	
12	Facilitate provision of technical advice & expertise to the security services / equivalent. (Latter [appropriate authority] exercising overall C4 of security incident response)	
13	Prepare to carry out any other checklists as required by actual circumstances 'on the day'. (See 'important information' page 363 for more details)	
14a	Obtain incident flight's initial / unverified passenger & crew lists ASAP . (Pass on ASAP to all those needing same. Also check if any VVIP PAX on board - if so, pass on details accordingly (<i>Insert details here of how to find.....etc.</i>) (See also checklist item 22 further below NOW)	





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

Aircraft Operator - and / or Local Representative (e.g. GHA) etc

14b	Obtain incident aircraft's (estimated) fuel load (based on estimated landing time of aircraft) ASAP . (Pass on details to ATS, AFS & other appropriate parties ASAP)	
14c	<p>If DANGEROUS GOODS carried on accident flight, obtain as much as possible of following ASAP. (Pass on details ASAP to e.g. ATS, AFS etc. Regularly update this info as required - and again, pass on ASAP): <i>(Insert details here of how to find.....etc.)</i></p> <ul style="list-style-type: none"> ▪ Proper shipping names ▪ UN Numbers ▪ Classes ▪ Compatibility groups for Class 1 goods ▪ Subsidiary risks ▪ Quantities ▪ Locations on board aircraft ▪ Brief, plain language description of each type of Dangerous Goods ▪ More definitive information on any radioactive material carried 	
15	Take all and any appropriate / viable action (open to you) for the safety & security of - 1): The incident aircraft & all on board 2): Responders 3): The General Public etc. 4): Any cargo, baggage, mail carried etc.	
16	Deploy airline rep(s) to appropriate airport terminal info desk(s) / wherever (as required) re initial reception / support of potentially involved / impacted (airport located) MGFR (Ensure rep(s) take with them their checklists + copies of latest passenger & crew lists. Provide / distribute updates ASAP to latter lists - as available) <i>(Insert details here of how to find.....etc.)</i>	
17	Together with Airport Operator / GHA(s) / whoever, arrange for information updates & appropriate support to be provided to aircraft operator customers (indirectly affected by the security incident e.g. delays; cancellations; evacuation etc.) still present at the airport	
18	<p>Prepare to assist in providing appropriate aircraft ground equipment & transport etc.</p> <p>Note 1 - Complete with 'volunteer' operators / drivers. Note 2 - Ground equipment to be compatible with operation & configuration of bomb threat aircraft. Note 3 - 'Voluntary' participation (Operators & Drivers etc.) only applies during Bomb Threat assessment of RED. Note 4 - Two additional buses (seats removed) are to be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility. Note 5 - Deploy all of above when so directed (and typically via a designated staging area / RVP)</p>	
19	Prepare to provide incident airline representation to XIA's EOC + any deployed MICC	
20	Prepare to assist in set up and operation of XIA CRC (A) , SRC (A) , FRRC and RA (A) - as required <i>(Insert details here of how to find.....etc.)</i>	
21	Prepare to deploy accident airline's HAT if locally available - and as required. Note - if airline HAT not locally available, consider contributing airline / airline rep staff to the XIA ICT (manpower permitting) <i>(Insert details here of how to find.....etc.)</i>	





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

Aircraft Operator - and / or Local Representative (e.g. GHA) etc

22	Obtain / distribute ASAP the verified passenger & crew lists (as they become available) to all appropriate parties - including any located off-airport (as appropriate) <i>(Insert details here of how to find.....etc.)</i>	
23	Deploy local airline resources (including airline HAT if locally available) in support of incident as required / directed (Use logic, common sense, experience, direction from above etc. to decide on what actions to take, depending on actual circumstances 'on the day') <i>(Insert details here of how to find.....etc.)</i>	
24	Pass all local media requests to the ' appropriate authority ' (via XIA EOC if activated). Note: Also ensure that this is done in close conjunction with airline HQ	
25	If so competent, contribute to jointly agreed local press releases / statements - and participate in locally held joint press conferences - as appropriate and practicable so to do. <i>(Insert details here of how to find.....etc.)</i> . Note. Do this strictly in conjunction with the ' appropriate authority ' - and also with compatible direction / guidance from airline HQ	
26	Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - concurrently follow the appropriate checklist located elsewhere in this sub-section 3J and / or be guided by the ' appropriate authority ' exercising ultimate C4 of the response operation	
27	When incident resolved - stand-down to normal readiness	
28	Ensure that local airline / airline representative staff receive appropriate, emotional and welfare support - if so required / requested	
29	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
<i>End of Checklist</i>		

Note - use all above for guidance re lower security alert declarations related to bomb threat etc.

C4	=	Command, Control, Co-ordination & Communication
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
LACC	=	Local Accident Control Centre (located in accident airline's [normal business] airport office)
MGFR	=	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
MICC	=	(XIA) Mobile Incident Command Centre
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport
STA/D	=	Standard Time of Arrival / Departure (as related to accident flight)





UNLAWFUL INTERFERENCE - Aircraft (HIJACK) **Aircraft Operator** or Local Representative (e.g. GHA[s])

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out flexibly i.e. as applicable to actual circumstances prevailing 'on the day' i.e. for a hi-jack actually occurring at or very close to XIA airport it is expected that the required actions will **all** be considered and **most** (if not all) carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting the airspace of **XXX** (e.g. the XIA Control Area and / or the **XXX** Area Control Centre / Flight Information Region etc.), many of the required checklist actions (starting page 372) will / may **not** be applicable - and / or might need 'adjustment'

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

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

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

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**





It is anticipated that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead off-airport police / security / intelligence / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is also typically required in order to represent the interests of the **Airport Operator** and to facilitate / support the '**appropriate authority**'

Reminder 1

See again 'Important Notes 1 to 3' - on pages 267 and 268 & apply them here 'as required'

Reminder 2

Also see info on pages 332 and 336 again + **separate** **GHA** checklists - start page 376

Reminder 3

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

UNLAWFUL INTERFERENCE - Aircraft (HIJACK) **Aircraft Operator** or Local Representative (e.g. GHA[s])

Alerted By: AFS / Various Other Inputs

Alerts Whom: TBA

General Responsibilities:

- Ensure airport police / security, airline involved and XIA Airport are aware of threat
- Commence own alerting and activation process - and maintain a written log of events
- Bring all Aircraft Operator (and / or Local Rep) staff to a state of immediate readiness
- For aircraft in flight, attempt to ascertain airport of intended landing
- Conduct (and / or participate in) 'Threat Assessment' process (together with other relevant parties)
- Participate in appropriate countermeasures operations - as required /permitted / capable
- Assist in evacuation of designated XIA ground facilities - as required
- Set up and operate a local C4 aircraft operator representative's office (LACC)
- Establish & maintain SOP Comms related to this particular type of crisis
- Obtain, distribute & continually update essential information re incident flight
- General co-ordination, liaison & technical / expert advice from Aircraft Operator's viewpoint





- Take appropriate/viable action for the safety, security and welfare of the incident aircraft + all on board, responders, the general public etc. + and any cargo, baggage, mail carried etc.
- Arrange for heating / cooling, catering, sanitation, rubbish removal, medicines & medical services etc. - to be provided to the security threat aircraft - as required / directed
- Participate in deployment of suitable personnel, ground equipment, transport etc. (plus **volunteer** operators/drivers etc.) in support of incident - as required / directed / capable
- See to the needs of (your) airline customers and any appropriate MGFR located at XIA Airport
- Deploy aircraft operator rep to XIA **Normal** Ops Control Centre / **EOC** / **MICC** - as required
- Prepare to assist in set up and operation of XIA **CRC (A)**, **SRC (A)** and **FRRC** - as required
- Deploy local airline HAT as available locally. If not, provide all assistance to the XIA ICT
- Undertake dealings with the media as authorised and if so competent
- When incident resolved - stand-down to normal readiness
- Provide local airline staff with appropriate, emotional & welfare support - as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

Note - In certain circumstances *some* of the responsibilities and actions required of the aircraft operator (see above and following pages) will necessarily be (can only be) the responsibility of the *Aircraft Commander alone* to accomplish

General Actions Required: See checklist starting below:

- It is assumed that the incident aircraft is close to (XIA) or on the ground at XIA
- It is assumed that the aircraft operator (airline) is taking direction / advice from appropriate (*specialist / expert*) external security agencies regarding security specific requirements. It is also assumed that one of these security agencies (known herein as the '**appropriate authority**') has been appointed (probably from government level) to undertake absolute / ultimate C4 of the entire security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted ground facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Aircraft Operator or Local Representative (e.g. GHA[s])

Action		☑ ?
1	Where appropriate , ensure (by all and any means available / possible) that airport police, airline HQ, XIA Airport Operator etc. are aware of security threat	
2	Initiate own Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
3	Maintain written log of events	
4	Bring all local staff (including airline rep staff e.g. GHA +the airline HAT [if appropriate / available]) to a state of immediate readiness (<i>Insert details here of how to find.....etc.</i>)	
5	If incident aircraft is in flight, try to establish the likely landing airport (if not obvious) and notify all relevant parties accordingly (Note - this checklist now continues on the assumption that XIA is the intended landing airport. If not , this checklist must be adapted accordingly)	





UNLAWFUL INTERFERENCE - Aircraft (HIJACK) **Aircraft Operator** or Local Representative (e.g. GHA[s])

6	Participate in 'threat assessment' process as appropriate. Note 1. In conjunction with other operationally involved parties. Note 2. To extent permitted / appropriate, act (and continue to act) as intermediary between aircraft operator (airline) HQ and locally involved XXX based security etc. authorities / agencies (e.g. the appropriate authority) etc. <i>(Insert details here of how to find.....etc.)</i>	
7	Where so directed (or at own initiative in extremis) initiate (and / or participate in) actual & appropriate countermeasures operations (In conjunction with other appropriate parties). Note: Countermeasure details are not documented herein. Those required to implement same will know what to do i.e. be appropriately trained / exercised in use of such countermeasures <i>(Insert details here of how to find.....etc.)</i>	
8	Convert your airport (airline) office to its 'Local Accident Control Centre' (LACC) role - and man it accordingly. <i>(Insert details here of how to find.....etc.)</i>	
9	Establish SOP comms, co-ordinations, essential info flows / exchanges etc. <i>(Insert details here of how to find.....etc.)</i>	
10	Facilitate provision of technical advice & expertise to the security services / equivalent. (Latter [appropriate authority] exercising overall C4 of security incident response)	
11	Prepare to carry out any other checklists as required by actual circumstances 'on the day'. (See 'important information' page 363 for more details [it also applies here])	
12a	Obtain incident flight's initial / unverified passenger & crew lists ASAP . (Pass on ASAP to all those needing same. Also check if any VVIP PAX on board - if so, pass on details accordingly <i>(Insert details here of how to find.....etc.)</i> (See also checklist item 20 further below NOW)	
12b	Obtain incident aircraft's (estimated) fuel load (based on estimated landing time of aircraft) ASAP . (Pass on details to ATS, AFS & other appropriate parties ASAP)	
12c	If DANGEROUS GOODS carried on accident flight, obtain as much as possible of following ASAP . (Pass on details ASAP to e.g. ATS, AFS etc. Regularly update this info as required - and again, pass on ASAP): <i>(Insert details here of how to find.....etc.)</i> <ul style="list-style-type: none"> ▪ Proper shipping names ▪ UN Numbers ▪ Classes ▪ Compatibility groups for Class 1 goods ▪ Subsidiary risks ▪ Quantities ▪ Locations on board aircraft ▪ Brief, plain language description of each type of Dangerous Goods ▪ More definitive information on any radioactive material carried 	





UNLAWFUL INTERFERENCE - Aircraft (HIJACK) **Aircraft Operator** or Local Representative (e.g. GHA[s])

13	Take all and any appropriate / viable action (open to you) for the safety & security of - 1): The incident aircraft & all on board 2): Responders 3): The General Public etc. 4): Any cargo, baggage, mail carried etc.	
14	Deploy airline rep(s) to appropriate airport terminal info desk(s) / wherever (as required) re initial reception / support of potentially involved / impacted (airport located) MGFR (Ensure rep(s) take with them their checklists + copies of latest passenger & crew lists. Provide / distribute updates ASAP to latter lists - as available) (<i>Insert details here of how to find.....etc.</i>)	
15	Together with Airport Operator / GHA(s) / whoever, arrange for information updates & appropriate support to be provided to aircraft operator customers (indirectly affected by the security incident e.g. delays; cancellations; evacuation etc.) still present at the airport	
16	Prepare to assist in providing appropriate aircraft ground equipment & transport etc. Note 1 - Complete with 'volunteer' operators / drivers. Note 2 - Ground equipment to be compatible with operation & configuration of incident aircraft. Note 3 - 'Voluntary' participation (Operators & Drivers etc.) only applies during Bomb Threat assessment of RED OR equivalent threat. Note 4 - Two additional buses (seats removed) are to be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility. Note 5 - Deploy all of above when so directed (and typically via a designated staging area / RVP)	
17	Prepare to provide incident airline representation to XIA's EOC + any deployed MICC	
18	Prepare to assist in set up and operation of XIA CRC (A) , SRC (A) , FRRC and RA (A) - as required (<i>Insert details here of how to find.....etc.</i>)	
19	Prepare to deploy accident airline's HAT if locally available - and as required. Note - if airline HAT not locally available, consider contributing airline / airline rep staff to the XIA ICT (manpower permitting) (<i>Insert details here of how to find.....etc.</i>)	
20	Obtain / distribute ASAP the verified passenger & crew lists (as they become available) to all appropriate parties - including any located off-airport (as appropriate) (<i>Insert details here of how to find.....etc.</i>)	
21	Deploy local airline resources (including airline HAT if locally available) in support of incident as required / directed (Use logic, common sense, experience, direction from above etc. to decide on what actions to take, depending on actual circumstances 'on the day') (<i>Insert details here of how to find.....etc.</i>)	
22	Pass all local media requests to the 'appropriate authority' (via XIA EOC if activated). Note: Also ensure that this is done in close conjunction with airline HQ	
23	If so competent, contribute to jointly agreed local press releases / statements - and participate in locally held joint press conferences - as appropriate and practicable so to do. (<i>Insert details here of how to find.....etc.</i>). Note. Do this strictly in conjunction with the 'appropriate authority' - and also with compatible direction / guidance from airline HQ	





UNLAWFUL INTERFERENCE - Aircraft (HIJACK) **Aircraft Operator** or Local Representative (e.g. GHA[s])

24	Should the security incident become the <i>equivalent</i> of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - <i>concurrently</i> follow the appropriate checklist located elsewhere in this sub-section 3J and / or be guided by the ' appropriate authority ' exercising ultimate C4 of the response operation	
25	When incident resolved - stand-down to normal readiness	
26	Ensure local airline / airline representative staff receive appropriate, emotional and welfare support - if so required / requested	
27	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
<i>End of Checklist</i>		

Note - use all above for guidance re lower security alert declarations related to unlawful interference etc.

C4	=	Command, Control, Co-ordination & Communication
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
HAT	=	(Aircraft Operator's) Humanitarian (Family / Special) Assistance Team [as available]
LACC	=	Local Accident Control Centre (located in accident airline's [normal business] airport office)
MGFR	=	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
MICC	=	(XIA) Mobile Incident Command Centre
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport
STA/D	=	Standard Time of Arrival / Departure (as related to accident flight)





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AEP Volume 2B / Sub-section 3K

The 'Appropriate' Ground Handling Agent(s) - GHA



Aircraft Accident / Incident Related Checklists

IMPORTANT - Until such time as the **XIA Emergency Operations Centre** (EOC) can itself assume C4 responsibilities for the crisis - the airport's '**normal**' (business) operations control centre' will typically assume temporary C4, on behalf of the EOC. The following 'GHA' checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Reminder - See again 'Note **7**' (page **3**) of **this** document

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

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

Reminder - Unless the **dead** have already been moved from the **initial** location where 'expiry of life' occurred - all bodies / body parts are to be left where they are - unless removal is considered overriding e.g. so as to preserve evidence for the eventual judicial & air accident enquiries

If such removal **is** required, photographs / sketches of such bodies / body parts should be made **before** removal (if possible & safe so to do). The same applies to personal effects (PEs) found close to bodies. All responders at the accident site must be made aware of this requirement





Sub-section 3K

Reminder: See 'Information' notes 1 & 2 on page 268. They are also relevant to this Sub-section 3K

Reminder: See 'VERY IMPORTANT' info and 'Notes 1 and 2 on page 332. They are also relevant to this Sub-section 3K

Reminder: See 'Notes' on page 336. They are also relevant to this Sub-section 3K

Important

This sub-section 3K typically assumes that the involved aircraft operator (primarily based on latter being a passenger airline) has **NO representation** at XIA Airport other than its contracted GHA.....**OR** that such airline representation exists but is **insufficient** (typically in terms of number of airline staff locally available at XIA) **to deal adequately** with its local emergency response accountabilities - without the **very significant** involvement of its / a local GHA

However, in circumstances where the involved 'airline' **does** have adequate resources (e.g. at its home [parent airport] base; at a significant hub airport) - then the following checklists have been designed to flexibly account for this i.e. they can be used for specific GHA purposes only - with the airline then being responsible for its own checklists as per (*separate*) sub-section 3J of *this* document

The 'appropriate' Ground Handling Agent(s)

Note

The term '**appropriate**' as used in the title above (& elsewhere in this Sub-section 3K) refers to:

A specific **XIA based** GHA which is supporting (is legally / quasi-legally contracted to [for the purposes of 'normal operations / business']) the aircraft operator (passenger airline or otherwise) experiencing the emergency at, near to or otherwise having some form of XIA involvement.....

AND / OR a specific **XIA based** GHA(s) so * designated (requested) by the XYZ Airports Company (XIA Airport Operator) **to represent** (for whatever reason) an aircraft operator (passenger airline or otherwise) experiencing an emergency at, near to or otherwise having some form of XIA involvement - even if that GHA is not legally etc. contracted so to do

* Where the GHA concerned is actually part (e.g. a subsidiary) of the XYZ International Airport Company it can, of course 'be instructed' to participate accordingly

AND / OR a specific **XIA based** GHA **voluntarily** acting as itself in general support of XYZ Airports Company (XIA Airport Operator) during a related (major) and relevant aircraft operator (passenger airline or otherwise) emergency type crisis having some form of XIA involvement

All of the above being as appropriate and according to actual circumstances prevailing 'on the day'





Aircraft Accident - On Airport - The 'appropriate' Ground Handling Agent(s)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process
- Maintain written log of events
- Set up, man & operate a joint / combined accident airline LACC (as appropriate for latter) and GHA emergency response room (depending on requirements of next bullet point below)
- Where so directed / required, concurrently (additionally) carry out **accident airline's** equivalent checklists (in addition to carrying out your own GHA equivalent checklists)
- Deploy GHA manpower resources to airport information desk(s) - as appropriate
- Contribute GHA manpower (as appropriate / available) to XIA's Immediate Care Team (ICT)
- Provide GHA representation to XIA EOC
- Assist with provision / deployment of appropriate transport, ground equipment & operators / drivers
- Assist with Victim disembarkation from accident aircraft - as appropriate
- Assist in evacuation, set-up, manning & operation of CRC (A), SRC (A), FRRC & RA (A) facilities
- Assist in information gathering & distribution re CRC (A), SRC (A) and FRRC
- Assist in provision of welfare, humanitarian, emotional & other care / support at CRC (A), SRC (A), FRRC & RA (A) facilities
- Assist with matching & re-uniting process at RA (A) (as appropriate / available)
- Unloading, transportation, storage and security of baggage, cargo, mail etc.
- Re-directing media enquiries to appropriate agencies
- Anything else - as required by actual circumstances 'on the day'
- Ensure affected staff receive appropriate emotional / welfare support as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

General Actions: See checklist starting just below:

Aircraft Accident - On Airport - The 'appropriate' Ground Handling Agent(s)

Action		☑ ?
1	Initiate own (GHA) Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
2	Maintain a (GHA) written log of events	
3	<p>a. Convert & man your (XIA) airport office to facilitate your own ('appropriate' GHA) emergency response accountabilities</p> <p>b. You might additionally need to assume certain, local responsibilities of the accident airline - one of which might mean your office (+ staff) taking on the additional role & responsibilities of the accident airline's 'Local Accident Control Centre - LACC'</p> <p>c. If checklist item 3b above becomes applicable, you (the 'appropriate' GHA) MUST address the requirements of checklist item 4 below. If not applicable, go straight to checklist item 5</p>	





Aircraft Accident - On Airport - The 'appropriate' Ground Handling Agent(s)

4	<p>As required (<i>and / or</i> as directed by XYZ Airports Company / appropriate higher authority <i>and / or</i> at own initiative) carry out the aircraft operator checklist as per below 'notes':</p> <p>Note 1: Carry out BOTH checklists CONCURRENTLY i.e. THIS GHA checklist itself (by continuing with checklist item 5 just below) - AND (+) the RELEVANT / APPROPRIATE / EQUIVALENT / CORRESPONDING checklist for the accident flight's aircraft operator (latter found on pages 333 to 336 of this document [the one you are reading now])</p> <p>Note 2: When complying with the requirements of 'Note 1' just above - use common sense, logic, available advice etc. so as to ensure (insofar as is possible) that everything that needs to be actioned gets done - but without associated confusion / repetition / lack of co-ordination / waste of resources etc.</p>	
5	<p>Deploy GHA rep(s) to appropriate Airport Terminal information desk(s) (as required / available) re initial reception of potentially involved MGFR at XIA. (<i>Insert details here of how to find.....etc.</i>) Note - ensure reps take with them the latest available versions of accident flight's passenger & crew lists and that they are further provided with associated and timely updates - as (if) they become available (<i>Insert details here of how to find.....etc.</i>)</p>	
6	<p>Source & deploy suitable aircraft steps, other required ground equipment (together with appropriate operators) etc. to designated staging area(s) (and / or RVP[s]) - ready for call-forward / escort to (or near to) on-airport accident site (<i>Insert details here of how to find.....etc.</i>)</p>	
7	<p>Source & deploy sufficient buses to designated staging area(s) (and / or RVP[s]) - ready for call-forward / escort to (or near to) on-airport accident site. Note - two additional buses (seats removed; with drivers etc.) are to also be made ready - to serve / deploy as a temporary casualty clearance (triage) station and / or immediate medical care facility (<i>Insert details here of how to find.....etc.</i>)</p>	
8	<p>Provide GHA representation to XIA's EOC (see 'important' note on page 376 NOW) (<i>Insert details here of how to find.....etc.</i>)</p>	
9	<p>Assist with victim disembarkation from accident aircraft (as applicable & when so directed)</p>	
10	<p>Facilitate transportation ops for uninjured victims when they are cleared to leave accident location (i.e. going to CRC [A] for uninjured crew and SRC [A] for uninjured PAX)</p>	
11	<p>Set up of an appropriate shuttle transport service between accident site and designated airport locations (for use by airport based crisis responders and similar)</p>	
12	<p>(With appropriate permissions) Off-load (from the accident aircraft [circumstances permitting]) and transport baggage, cargo, mail etc. to any area so specified. Note - special arrangements will apply to the handling of dangerous goods and / or high value cargo</p>	
13	<p>Contribute manpower to the airport's Immediate Care Team (ICT) - as appropriate (<i>Insert details here of how to find.....etc.</i>)</p>	





Aircraft Accident - On Airport - The 'appropriate' Ground Handling Agent(s)

14	Assist in evacuation, set-up, manning & operation of CRC (A) , SRC (A) , FRRC & RA (A) as appropriate to actual circumstances 'on the day' <i>(Insert details here of how to find.....etc.)</i>	
15	Assist with provision of welfare, humanitarian & emotional care of uninjured victims and MGFR - at the centres referred to in checklist item 14 above <i>(Insert details here of how to find.....etc.)</i>	
16	Assist with obtaining / recording and processing essential information provided by uninjured victims at CRC (A) and SRC (A) (e.g. by using the XIA (4 in 1) Passenger/Victim Record Card (P/VRC) or equivalent form) and (+) MGFR at the FRRC (e.g. by using the XIA Family, Relatives & Friends Enquiry Card (FEC) or equivalent form) <i>(Insert details here of how to find.....etc.)</i>	
17	Assist with the (on-airport) matching process of uninjured victim with associated MGFR <i>(Insert details here of how to find.....etc.)</i>	
18	Assist with facilitation of CIQ clearance for all uninjured victims when cleared to leave the CRC (A) and SRC (A) - as appropriate <i>(Insert details here of how to find.....etc.)</i>	
19	Assist with the actual airport re-uniting process at the airport landside RA (A) - as appropriate <i>(Insert details here of how to find.....etc.)</i>	
20	Assist with facilitation of baggage and personal possessions reclaim from Customs - as appropriate <i>(Insert details here of how to find.....etc.)</i>	
21	Refer media queries to XIA's Normal Ops Control Centre and / or the XIA EOC - as appropriate <i>(Insert details here of how to find.....etc.)</i>	
22	Anything else as appropriate / required / directed / at own initiative etc. - until such time as XIA's participation in the emergency response is effectively complete	
23	Continue to support the accident flight's aircraft operator after such time as XIA's participation in the emergency response is complete - and subject to appropriate agreements / contracts / fees / voluntary assistance etc.	
24	Ensure that appropriate GHA staff receive appropriate, emotional support / debriefing / welfare etc. - if so required / requested	
25	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

CIQ	=	Customs, Immigration and Quarantine / Port Health (XIA Airport based)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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Aircraft Accident - Off-airport / On Land The 'appropriate' Ground Handling Agent(s)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process
- Maintain written log of events
- Set up, man & operate a joint / combined accident airline LACC (as appropriate for latter) and GHA emergency response room (depending on requirements of next bullet point below)
- Where so directed / required, concurrently (additionally) carry out **accident airline's** * equivalent checklists (in addition to carrying out your own GHA equivalent checklists)
- Deploy GHA manpower resources to airport information desk(s) - as appropriate
- Contribute GHA manpower (as appropriate / available) to XIA's Immediate Care Team (ICT)
- Provide GHA representation to XIA EOC
- Assist with provision / deployment of appropriate transport, ground equipment & operators / drivers *
- Assist in evacuation, set-up, manning & operation of CRC (A), SRC (A), FRRC & RA (A) facilities **
- Assist in information gathering & distribution re CRC (A), SRC (A) and FRRC **
- Assist in provision of welfare, humanitarian, emotional & other care / support at CRC (A), SRC (A), FRRC & RA (A) facilities **
- Assist with matching & re-uniting process at RA (A) (as appropriate / available) **
- Unloading, transportation, storage and security of baggage, cargo, mail etc. *
- Re-directing media enquiries to appropriate agencies
- Anything else - as required by actual circumstances 'on the day'
- Ensure affected staff receive appropriate emotional / welfare support as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

* Depending on actual **off-airport** circumstances prevailing 'on the day' - will depend on what the GHA is actually able to do / able to provide. 'Flexibility' and a 'Can Do' attitude will be of great help in such circumstances

** It might be that the off-airport authority (having local primacy at the off-airport accident location) decides **not** to use these **airport based** facilities

If so, the credible alternative for said off-airport authority would be to (itself) set up, man and operate such facilities at suitable / available off-airport locations - to which appropriate XIA Airport based organisations (including the accident airline rep and / or appropriate GHA) may (or may not) be invited to attend / participate

In this regard, 'what needs to be done, by whom, when and where' type questions need to be addressed in principle at e.g. AEP planning committee meetings (which all airports should be regularly scheduling - being a requirement of their formal / legal etc. 'certificate to operate' etc.)

It is important to clearly understand that at some airports and / or in some countries (mainly [but not always] in developing and least-developed countries) absolutely none of the above (or anything else AEP related for that matter) can be expected to be adequately addressed (if at all)





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / Glossary])

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

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

General actions required: See checklist next page:





Aircraft Accident - Off-airport / On Land The 'appropriate' Ground Handling Agent(s)

Action		☑ ?
1	Initiate own (GHA) Alerting and Activation Process <i>(Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx)</i>	
2	Maintain a (GHA) written log of events	
3	<p>a. Convert & man your (XIA) airport office to facilitate your own ('appropriate' GHA) emergency response accountabilities</p> <p>b. You might additionally need to assume certain, local responsibilities of the accident airline - one of which might mean your office (+ staff) taking on the additional role & responsibilities of the accident airline's 'Local Accident Control Centre - LACC'</p> <p>c. If checklist item 3b above becomes applicable, you (the 'appropriate' GHA) MUST address the requirements of checklist item 4 below. If not applicable, go straight to checklist item 5</p>	
4	<p>As required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the aircraft operator checklist as per below 'notes':</p> <p>Note 1: Carry out BOTH checklists CONCURRENTLY i.e. THIS GHA checklist itself (by continuing with checklist item 5 just below) - AND (+) the RELEVANT / APPROPRIATE / EQUIVALENT / CORRESPONDING checklist for the accident flight's aircraft operator (latter found on pages 340 to 342 of this document [the one you are reading now])</p> <p>Note 2: When complying with the requirements of 'Note 1' just above - use common sense, logic, available advice etc. so as to ensure (insofar as is possible) that everything that needs to be actioned gets done - without associated confusion / repetition / lack of co-ordination / waste of resources etc.</p>	
5	Deploy GHA rep(s) to appropriate Airport Terminal information desk(s) (as required / available) re initial reception of potentially involved MGFR at XIA. <i>(Insert details here of how to find.....etc.)</i> Note - ensure reps take with them the latest available versions of accident flight's passenger & crew lists and that they are further provided with associated and timely updates - as (if) they become available	
6	Source & deploy suitable aircraft steps, other ground equipment (together with appropriate operators) to designated XIA staging area(s), RVP(s) etc. - ready for call-forward & escort to off-airport accident site <i>(Insert details here of how to find.....etc.)</i>	
7	Source & deploy sufficient buses to designated XIA staging area(s), RVP(s) etc.) - ready for call-forward & escort to off-airport accident site. Note - two additional buses (seats removed; with drivers etc.) are to also be made ready - to serve / deploy as a temporary casualty clearance (triage) station and / or immediate medical care facility <i>(Insert details here of how to find.....etc.)</i>	
8	Provide GHA representation to XIA's EOC (see 'important' note on page 376 NOW) <i>(Insert details here of how to find.....etc.)</i>	
9	Facilitate transportation ops for uninjured victims when cleared to leave the off-airport accident location (i.e. going to CRC [A] for uninjured crew and SRC [A] for uninjured PAX) Note - this checklist assumes that latter centres will be those provided at XIA. This might not be the case 'on the day' e.g. such centres might be set up locally (off-airport) instead	





Aircraft Accident - Off-airport / On Land The 'appropriate' Ground Handling Agent(s)

Action		☑ ?
10	Set up an appropriate shuttle transport service to / from designated airport locations and the off-airport accident location (for use by airport based crisis responders and similar)	
11	(With appropriate permissions) Arrange off-load (from the accident aircraft [circumstances permitting]) and transport of baggage, cargo, mail etc. to any area so specified. Note - special arrangements will apply to the handling of dangerous goods and / or high value cargo	
12	Contribute manpower to the airport's Immediate Care Team (ICT) - as appropriate <i>(Insert details here of how to find.....etc.)</i>	
13	Assist in evacuation, set-up, manning & operation of on-airport located CRC (A) , SRC (A) , FRRC and RA (A) <i>(Insert details here of how to find.....etc.)</i>	
14	Assist with provision of welfare, humanitarian & emotional care of uninjured victims and MGFR - at the centres referred to in checklist item 13 above <i>(Insert details here of how to find.....etc.)</i>	
15	Assist with obtaining / recording and processing essential information provided by uninjured victims at CRC (A) and SRC (A) (e.g. by using the XIA (4 in 1) Passenger/Victim Record Card (P/VRC) or equivalent form) together with MGFR at the FRRC (e.g. by using the XIA Family, Relatives & Friends Enquiry Card (FEC) or equivalent form) <i>(Insert details here of how to find.....etc.)</i>	
16	Assist with the (on-airport) matching process of uninjured victim with associated MGFR <i>(Insert details here of how to find.....etc.)</i>	
17	Assist with facilitation of CIQ clearance for all uninjured victims when cleared to leave the CRC (A) and SRC (A) - as appropriate <i>(Insert details here of how to find.....etc.)</i>	
18	Assist with the actual airport re-uniting process at the airport landside RA (A) - as appropriate <i>(Insert details here of how to find.....etc.)</i>	
19	Assist with facilitation of baggage and personal possessions reclaim from Customs - as appropriate <i>(Insert details here of how to find.....etc.)</i>	
20	Refer media queries to XIA's Normal Ops Control Centre and / or the XIA EOC - as appropriate <i>(Insert details here of how to find.....etc.)</i>	
21	Anything else as appropriate / required / directed / at own initiative etc. - until such time as XIA's participation in the emergency response is effectively complete	
22	Continue to support the accident flight's aircraft operator after such time as XIA's participation in the emergency response is complete - and subject to appropriate agreements / contracts / fees / voluntary assistance etc.	
23	Ensure that involved GHA staff receive appropriate, emotional support / debriefing / welfare etc. - if so required / requested	
24	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

CIQ	=	Customs, Immigration and Quarantine / Port Health (XIA Airport based)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated ‘**on the day**’ by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water The 'appropriate' Ground Handling Agent(s)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process
- Maintain written log of events
- Set up, man & operate a joint / combined accident airline LACC (as appropriate for latter) and GHA emergency response room (depending on requirements of next bullet point below)
- Where so directed / required, concurrently (additionally) carry out **accident airline's** * equivalent checklists (in addition to carrying out your own GHA equivalent checklists)
- Deploy GHA manpower resources to airport information desk(s) - as appropriate
- Contribute GHA manpower (as appropriate / available) to XIA's Immediate Care Team (ICT)
- Provide GHA representation to XIA EOC
- Assist with provision / deployment of appropriate transport, ground equipment & operators / drivers *
- Assist in evacuation, set-up, manning & operation of CRC (A), SRC (A), FRRC & RA (A) facilities **
- Assist in information gathering & distribution re CRC (A), SRC (A) and FRRC **
- Assist in provision of welfare, humanitarian, emotional & other care / support at CRC (A), SRC (A), FRRC & RA (A) facilities **
- Assist with matching & re-uniting process at RA (A) (as appropriate / available) **
- Unloading, transportation, storage and security of baggage, cargo, mail etc. *
- Re-directing media enquiries to appropriate agencies
- Anything else - as required by actual circumstances 'on the day'
- Ensure affected staff receive appropriate emotional / welfare support as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

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

* Depending on actual **off-airport** circumstances prevailing 'on the day' - will depend on what the GHA is actually able to do / able to provide. 'Flexibility' and a 'Can Do' attitude might be of great help in such circumstances

** It might be that the off-airport authority (having local primacy at the off-airport accident location) decides **not** to use these **airport based** facilities. If so, the credible alternative for said off-airport authority would be to (itself) set up, man and operate such facilities at suitable / available off-airport locations - to which appropriate XIA Airport based organisations (including the accident airline rep and / or appropriate GHA) may (or may not) be invited to attend / participate

In this regard, 'what needs to be done, by whom, when and where' type questions need to be addressed in principle at e.g. AEP planning committee meetings (which all airports should be regularly scheduling - being a requirement of their formal / legal etc. 'certificate to operate' etc.)

It is important to clearly understand that at some airports and / or in some countries (mainly [but not always] in developing and least-developed countries) absolutely none of the above (or anything else AEP related for that matter) can be expected to be adequately addressed (if at all)





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

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

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

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





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

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

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

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically off-airport) **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport** **only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / Glossary])

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

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

General actions required: See next page:





Aircraft Accident - Off-airport / on or over Water The 'appropriate' Ground Handling Agent(s)

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

Action		☑ ?
1	Initiate own (GHA) Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
2	Maintain a (GHA) written log of events	
3	a. Convert & man your (XIA) airport office to facilitate your own ('appropriate' GHA) emergency response accountabilities b. You might additionally need to assume certain, local responsibilities of the accident airline - one of which might mean your office (+ staff) taking on the additional role & responsibilities of the accident airline's 'Local Accident Control Centre - LACC' c. If checklist item 3b above becomes applicable, you (the 'appropriate' GHA) MUST address the requirements of checklist item 4 below. If not applicable , go straight to checklist item 5	
4	As required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the aircraft operator checklist as per below 'notes': Note 1: Carry out BOTH checklists CONCURRENTLY i.e. THIS GHA checklist itself (by continuing with checklist item 5 just below) - AND (+) the RELEVANT / APPROPRIATE / EQUIVALENT / CORRESPONDING checklist for the accident flight's aircraft operator (latter found on pages 348 to 350 of this document [the one you are reading now]) Note 2: When complying with the requirements of 'Note 1' just above - use common sense, logic, available advice etc. so as to ensure (insofar as is possible) that everything that needs to be actioned gets done - without associated confusion / repetition / lack of co-ordination / waste of resources etc.	
5	Deploy GHA rep(s) to appropriate Airport Terminal information desk(s) (as required / available) re initial reception of potentially involved MGFR at XIA. (<i>Insert details here of how to find.....etc.</i>) Note - ensure reps take with them the latest available versions of accident flight's passenger & crew lists and that they are further provided with associated and timely updates - as (if) they become available	
6	Source & deploy suitable ground equipment & operators to designated XIA staging area(s), RVP(s) etc. - ready for call-forward & escort to designated off-airport location(s) (<i>Insert details here of how to find.....etc.</i>)	
7	Source & deploy sufficient buses to designated XIA staging area(s), RVP(s) etc. - ready for call-forward & escort to designated off-airport location(s). Note - two additional buses (seats removed; with drivers etc.) are to also be made ready - to serve / deploy as a temporary casualty clearance (triage) station and / or immediate medical care facility (<i>Insert details here of how to find.....etc.</i>)	
8	Provide GHA representation to XIA's EOC (see ' important ' note on page 376 NOW) (<i>Insert details here of how to find.....etc.</i>)	
9	Facilitate transportation ops for uninjured victims when cleared to leave designated off-airport location(s) (i.e. going to CRC [A] for uninjured crew and SRC [A] for uninjured PAX) Note - this checklist assumes that latter centres will be those provided at XIA. This might not be the case 'on the day' e.g. such centres might be set up locally (off-airport) instead	





Aircraft Accident - Off-airport / on or over Water The 'appropriate' Ground Handling Agent(s)

10	Set up of an appropriate shuttle transport service to / from designated airport locations and designated off-airport location(s) (for use by airport based crisis responders etc.)	
11	(With appropriate permissions) Arrange off-load (from accident aircraft [circumstances permitting]) and transport of baggage, cargo, mail etc. to any area so specified. Note - special arrangements will apply to the handling of dangerous goods and / or high value cargo	
12	Contribute manpower to the airport's Immediate Care Team (ICT) - as appropriate (Insert details here of how to find.....etc.)	
13	Assist in evacuation, set-up, manning & operation of on-airport located CRC (A) , SRC (A) , FRRC and RA (A) (Insert details here of how to find.....etc.)	
14	Assist with provision of welfare, humanitarian & emotional care of uninjured victims and MGFR - at the centres referred to in checklist item 13 above (Insert details here of how to find.....etc.)	
15	Assist with obtaining / recording and processing essential information provided by uninjured victims at CRC (A) and SRC (A) (e.g. by using the XIA (4 in 1) Passenger/Victim Record Card (P/VRC) or equivalent form) together with MGFR at the FRRC (e.g. by using the XIA Family, Relatives & Friends Enquiry Card (FEC) or equivalent form) (Insert details here of how to find.....etc.)	
16	Assist with the (on-airport) matching process of uninjured victim with associated MGFR (Insert details here of how to find.....etc.)	
17	Assist with facilitation of CIQ clearance for all uninjured victims when cleared to leave the CRC (A) and SRC (A) - as appropriate (Insert details here of how to find.....etc.)	
18	Assist with the actual airport re-uniting process at the airport landside RA (A) - as appropriate (Insert details here of how to find.....etc.)	
19	Assist with facilitation of baggage and personal possessions reclaim from Customs - as appropriate (Insert details here of how to find.....etc.)	
20	Refer media queries to XIA's Normal Ops Control Centre and / or the XIA EOC - as appropriate (Insert details here of how to find.....etc.)	
21	Anything else as appropriate / required / directed / at own initiative etc. - until such time as XIA's participation in the emergency response is effectively complete	
22	Continue to support the accident flight's aircraft operator after such time as XIA's participation in the emergency response is complete - and subject to appropriate agreements / contracts / fees / voluntary assistance etc.	
23	Ensure that involved GHA staff receive appropriate, emotional support / debriefing / welfare etc. - if so required / requested	
24	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

CIQ	=	Customs, Immigration and Quarantine / Port Health (XIA Airport based)
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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FULL EMERGENCY The 'appropriate' Ground Handling Agent

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process
- Maintain written log of events
- Prepare to set up, man & operate a joint / combined GHA emergency response room + involved airline's LACC (depending [for latter] on response to next bullet point below)
- Where so directed / required (own initiative etc.), concurrently (additionally) carry out involved airline's **FULL EMERGENCY** checklist (i.e. in addition to carrying out this equivalent **GHA** checklist)
- Prepare to Deploy GHA manpower (as appropriate / available) to airport's Terminal Information Desk(s) - as appropriate
- Prepare to contribute GHA manpower (as appropriate / available) to XIA Immediate Care Team
- Prepare to provide GHA representation to XIA EOC
- Prepare to provide / deploy appropriate transport, ground equipment & operators / drivers
- Prepare to assist with possible Victim disembarkation from incident aircraft
- Prepare to assist in evacuation, set-up, manning & op. of CRC (A), SRC (A), FRRC & RA (A)
- Prepare to assist in information gathering & distribution at CRC (A), SRC (A) and FRRC
- Prepare to assist with welfare & humanitarian assistance ops at CRC (A), SRC (A), FRRC & RA
- Prepare to assist with matching & re-uniting process at RA (A) (as appropriate / available)
- Prepare to assist unloading, transporting, storing, security etc. of baggage, cargo, mail
- Prepare to respond / assist with anything else - as per actual circumstances 'on the day'

General Actions:

Action		☑ ?
1	Initiate own (GHA) Alerting and Activation Process for 'Full Emergency' (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
2	Maintain a (GHA) written log of events	
3	<p>a. Prepare to convert, man etc. your local office to facilitate the GHA response should a 'Full Emergency' type situation become an 'aircraft accident'</p> <p>b. Prepare to additionally assume certain, local responsibilities of the accident airline - including use of your office (+ you and your staff) taking on the additional role & responsibilities of the accident airline's 'Local Accident Control Centre - LACC'</p> <p>c. If checklist item 3b above becomes applicable, you (the 'appropriate' GHA) MUST address the requirements of checklist item 4 below. If not applicable, go straight to checklist item 5</p>	





FULL EMERGENCY The 'appropriate' Ground Handling Agent

	Action	☑ ?
4	As required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the aircraft operator checklist as per below 'notes': Note 1: Carry out BOTH checklists CONCURRENTLY i.e. THIS GHA checklist itself (by continuing with checklist item 5 just below) - AND (+) the RELEVANT / APPROPRIATE / EQUIVALENT / CORRESPONDING checklist for the accident flight's aircraft operator (latter found on pages 352 to 353 of this document [the one you are reading now]) Note 2: When complying with the requirements of 'Note 1' just above - use common sense, logic, available advice etc. so as to ensure (insofar as is possible) that everything that needs to be actioned gets done - but without associated confusion / repetition / lack of co-ordination / waste of resources etc.	
5	Prepare to Deploy GHA manpower (as appropriate/available) to airport's Terminal Information Desk(s) - as appropriate	
6	Prepare to contribute manpower (as appropriate/available) to XIA Immediate Care Team	
7	Prepare to provide a GHA rep to the XIA EOC (see ' important ' note on page 376 NOW)	
8	Prepare to assist with provision / deployment of appropriate transport, ground equipment & operators / drivers	
9	Prepare to assist with possible Victim disembarkation from incident aircraft	
10	Prepare to assist with off-loading, transport, security & storage of cargo, mail etc.	
11	Prepare to assist with CRC (A) , SRC (A) , FRRC & RA (A) securing & set-up	
12	Prepare to assist in info gathering & distribution at centres shown in 11 above	
13	Prepare to assist with provision of welfare, humanitarian etc. services to potential uninjured victims & MGFR at the centres referred to in 11 above	
14	Prepare to assist in any 'matching' & re-uniting process at the RA (A)	
15	Act / deploy in support of incident as directed / required (Using logic, common sense, experience, direction from above etc. to decide on what particular actions to take 'on the day')	
16	Refer media queries to XIA's Normal (Business) Ops Control Centre and/or the XIA EOC	
17	if Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3K	
18	If aircraft lands safely - resume normal business ops	
End of Checklist		

CRC (A) =	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
EOC =	(XIA's) Emergency Operations Centre
FR =	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC =	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA =	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
ICT =	(Airport Operator's) Immediate Care Team [as available]
MGFR =	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
MICC =	(XIA's) Mobile Incident Command Centre
RA (A) =	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A) =	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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LOCAL STANDBY - Aircraft In-flight The 'appropriate' Ground Handling Agent

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own Alerting and Activation process as required
- Place selected staff on an appropriate state of readiness to activate
- Where so directed / required (own initiative etc.), concurrently (additionally) carry out involved **airline's LOCAL STANDBY** checklist (i.e. in addition to carrying out this equivalent **GHA** checklist)
- Take other, precautionary measures, as required by actual circumstances 'on the day'
- Respond as required by actual circumstances 'on the day'

General Actions Required - See checklist starting next page:

Action		☑ ?
1	Initiate own Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxxxx</i>)	
2	Maintain written log of events	
3	Bring selected staff to an appropriate state of readiness	
4	Provide all necessary support to the aircraft operator involved	
7	Respond as (if) so required by developing circumstances 'on the day'	
8	If the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3K	
9	Stand-down to normal operations readiness when incident terminated Advise any associated parties, staff etc. accordingly and as required	
End of Checklist		





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

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

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





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Aircraft Ground Incident The 'appropriate' Ground Handling Agent

General Info

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

The following occurrences are typical examples of the above:

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

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

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

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

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

Important Note

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





Aircraft Ground Incident The 'appropriate' Ground Handling Agent

Alerted By: AFS / Others as appropriate

Alerts Whom: TBA

General Responsibilities:

- Initiate own (GHA) Alerting and Activation process
- Maintain written log of events
- Place selected staff at an appropriate state of readiness to activate / deploy
- Prepare to set up, man and operate a local (GHA) emergency response room
- Where so directed / required (own initiative etc.), concurrently (additionally) carry out involved **airline's AIRCRAFT GROUND INCIDENT** checklist (i.e. in addition to carrying out this **GHA** checklist)
- Take appropriate measures, as required by actual circumstances prevailing 'on the day'
- Provide required co-ordination / liaison and support from GHA viewpoint
- Prepare to activate appropriate 'aircraft accident' checklist
- Respond to actual situation 'on the ground' / 'on the day' - as required

General Actions Required - See checklist starting below:

Action		☑ ?
1	Initiate own (GHA) Alerting and Activation Process for 'Aircraft Ground Incident' (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
2	Maintain a (GHA) written log of events	
3	<p>a. Prepare to convert, man etc. your local office to facilitate the GHA response should an 'Aircraft Ground Incident' type situation become an 'aircraft accident'</p> <p>b. Prepare to additionally assume certain, local responsibilities of the accident airline - including use of your office (+ you and your staff) taking on the additional role & responsibilities of the accident airline's 'Local Accident Control Centre - LACC'</p> <p>c. If checklist item 3b above becomes applicable, you (the 'appropriate' GHA) MUST address the requirements of checklist item 4 below. If not applicable, go straight to checklist item 5</p>	
4	<p>As required (and / or as directed by XYZ Airports Company / appropriate higher authority and / or at own initiative) carry out the aircraft operator checklist as per below 'notes':</p> <p>Note 1: Carry out BOTH checklists CONCURRENTLY i.e. THIS GHA checklist itself (by continuing with checklist item 5 just below) - AND (+) the RELEVANT / APPROPRIATE / EQUIVALENT / CORRESPONDING checklist for the accident flight's aircraft operator (latter found on pages 360 to 361 of this document [the one you are reading now])</p> <p>Note 2: When complying with the requirements of 'Note 1' just above - use common sense, logic, available advice etc. so as to ensure (insofar as is possible) that everything that needs to be actioned gets done - but without associated confusion / repetition / lack of co-ordination / waste of resources etc.</p>	
5	Prepare to deploy GHA rep(s) to appropriate Airport Terminal information desk(s) / wherever	





Aircraft Ground Incident The 'appropriate' Ground Handling Agent

	Action	☑ ?
6	Source and prepare to deploy suitable aircraft steps, ground equipment & operators	
7	Source & prepare to deploy sufficient buses. Note: 2 additional buses (seats removed; with drivers etc.) are to also be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility - as required	
8	Prepare to provide GHA representation to XIA ' normal ops control centre' + (as required) to the XIA EOC (see ' important ' note page 376)	
9	Prepare to assist with crew & passenger disembarkation	
10	Prepare to assist with off-loading, transport, security, storage etc. of baggage, cargo and mail etc.	
11	Prepare to contribute GHA manpower to airport's Immediate Care Team (as appropriate)	
12	Prepare to assist with securing, set-up etc. of CRC (A) , SRC (A) , FRRC and RA (A) (as appropriate)	
13	Prepare to assist in information gathering & distribution at centres shown in checklist item 12 above	
14	Prepare to assist with provision of welfare, humanitarian etc. services to potential uninjured victims & MGFR at the centres referred to in checklist items 12 and 13 above	
15	Prepare to assist in any 'matching' & re-uniting process at the RA (A)	
16	Act / deploy in support of incident as directed / required (Using logic, common sense, experience, direction from above etc. to decide on what particular actions to take 'on the day')	
17	Refer media queries to XIA's Normal (Business) Ops Control Centre and/or the XIA EOC	
18	If Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3K	
19	When 'aircraft ground incident' is terminated - stand-down (all those that you have already alerted) accordingly	
20	Prepare for/participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

CRC (A) =	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
EOC =	(XIA's) Emergency Operations Centre
FR =	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC =	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA =	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
ICT =	(Airport Operator's) Immediate Care Team [as available]
MGFR =	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
MICC =	(XIA's) Mobile Incident Command Centre
RA (A) =	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A) =	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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

The '*appropriate*' Ground Handling Agent

IMPORTANT

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3K** checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the '**bomb threat**' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate '**bomb threat**' checklist must **ALSO** continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the '**bomb threat**' situation might be combined with an act (further act) of '**unlawful interference** (*aircraft related*)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

**** Assuming of course** that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences**





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

It is anticipated that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead off-airport police / security / intelligence / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is also typically required in order to represent the interests of the **Airport Operator** and to facilitate / support the **appropriate authority**

Reminder 1

See again 'Important Notes 1 to 3' - on pages 267 and 268 & apply them here - 'as required'

Reminder 2

Also see info provided on pages 332 and 336 again, as required

Reminder 3

To review the wider issues of aircraft related 'bomb warning' - see **this** document, pages 14 - 26





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

The 'appropriate' Ground Handling Agent

Alerted By: AFS / Various Inputs

Alerts Whom: TBA

General Responsibilities:

- Ensure aircraft commander, airport police / security, airline involved and XIA Airport are aware of threat
- Commence own alerting and activation process
- Maintain written log
- Bring selected GHA staff to a state of immediate readiness
- Convert & man your (XIA) airport office to facilitate own security response accountabilities
- Where so directed / required, (additionally / concurrently) carry out **bomb threat** airline's directly equivalent checklist
- Prepare to deploy GHA rep(s) to appropriate Airport Terminal information desk(s) / wherever
- Provide all necessary / available GHA support to the aircraft operator involved
- Establish & maintain SOP GHA Comms related to this particular type of incident
- Where 'so invited' by appropriate authority - participate in 'Threat Assessment' process
- Where 'so invited' by appropriate authority - participate in 'Countermeasures' operations
- Assist in evacuation of designated XIA ground facilities - as required
- Provide (GHA related) general co-ordination, liaison & technical / expert advice and services
- Deploy a GHA rep to XIA's **Normal** Ops Control Centre and / or XIA **EOC** - as appropriate
- Prepare to provide appropriate ground transport / equipment + **volunteer** drivers / operators
- Prepare to provide manpower to XIA Immediate Care Team
- Prepare to assist in set up and operation of XIA **CRC (A)**, **SRC (A)**, **FRRC & RA (A)** - as required
- Pass on (to appropriate agencies) media requests (made to / received by **GHA**) - as required
- In addition to all of above, respond as required by developing circumstances 'on the day' - and / or as directed by the 'appropriate authority'
- When incident resolved - stand-down to normal readiness
- Provide staff with appropriate, emotional & welfare support - as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

Note - In certain circumstances **some** of the responsibilities and actions required of the aircraft operator (see above and following pages) **will necessarily be** (can only be) the responsibility of the **Aircraft Commander alone** to accomplish

General Actions Required - see checklist starting next page:

- It is assumed that the incident aircraft is close to (XIA) or on the ground at XIA
- It is assumed that the aircraft operator (airline) is taking direction / advice from appropriate (*specialist / expert*) external security agencies regarding security specific requirements. It is also assumed that one of these security agencies (known herein as the '**appropriate authority**') has been appointed (probably from government level) to undertake absolute / ultimate C4 of the entire security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted ground facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.





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

The 'appropriate' Ground Handling Agent

Action		☑ ?
1	As required , ensure (by all means available / possible) that involved aircraft commander, airport police, airline HQ, XIA Airport Operator etc. - are aware of security threat	
2	Initiate own (GHA) Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....xxxxxxx</i>)	
3	Maintain written log of events	
4	Bring selected staff to a state of immediate readiness	
5	<ul style="list-style-type: none"> a. Convert & man your (XIA) airport office to facilitate your own ('appropriate' GHA) security response accountabilities b. You might additionally need to assume certain, local responsibilities of the airline involved - one of which might mean your office (+ staff) taking on the additional role & responsibilities of that airline's 'Local Accident Control Centre - LACC' c. If checklist item 3b above becomes applicable, you (the 'appropriate' GHA) MUST address the requirements of checklist item 6 below. If not applicable, go straight to checklist item 7 	
6	<p>As required (and / or as directed by XYZ Airports Company / Appropriate Authority - and / or at own initiative) carry out the aircraft operator checklist as per below 'notes':</p> <p>Note 1: Carry out BOTH checklists CONCURRENTLY i.e. THIS GHA checklist itself (by continuing with checklist item 7 just below) - AND (+) the RELEVANT / APPROPRIATE / EQUIVALENT / CORRESPONDING checklist for the security incident flight's aircraft operator (latter found on pages 366 to 368 of this document [the one you are reading now])</p> <p>Note 2: When complying with the requirements of 'Note 1' just above - use common sense, logic, available advice etc. so as to ensure (insofar as is possible) that everything that needs to be actioned gets done - without associated confusion / repetition / lack of co-ordination / waste of resources etc.</p>	
7	Deploy GHA rep(s) to appropriate Airport Terminal information desk(s) (as required / available) re initial reception of potentially involved MGFR at XIA. (<i>Insert details here of how to find.....etc.</i>) Note - ensure reps take with them the latest available versions of accident flight's passenger & crew lists and that they are further provided with associated and timely updates - as (if) they become available	
8	Provide all necessary / available GHA support to the aircraft operator (if / as appropriate) experiencing the security incident	
9	Establish & maintain SOP GHA Comms related to this particular type of incident	
10	Participate in 'threat assessment' process as 'invited' and as appropriate (<i>Insert details here of how to find.....etc.</i>)	
11	Participate in 'countermeasures' process as 'invited' and as appropriate (<i>Insert details here of how to find.....etc.</i>)	
12	Assist in evacuation of nominated ground facilities - as required / directed (<i>Insert details here of how to find.....etc.</i>)	
13	Provide (GHA related) co-ordination, liaison & technical / expert advice and services	
14	Prepare to provide GHA representation to XIA's EOC (but see 'IMPORTANT' note page 376) (<i>Insert details here of how to find.....etc.</i>)	





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

The 'appropriate' Ground Handling Agent

15	Prepare to contribute manpower to airport's ICT (as appropriate) <i>(Insert details here of how to find.....etc.)</i>	
16	Assist in providing appropriate aircraft ground equipment / transport - as required / directed. Note 1 - Complete with ' volunteer ' operators / drivers. Note 2 - Ground equipment to be compatible with operation / configuration of 'bomb threat' aircraft. Note 3 - 'Voluntary' participation (Operators & Drivers etc.) applies during Bomb Threat assessment RED only. Note 4 - Two additional buses (seats removed) are to be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility. Note 5 - Deploy all of above when so directed (typically via a designated staging area[s] / RVP[s] etc.)	
17	Prepare to assist with crew & passengers disembarkation - as required / directed <i>(Insert details here of how to find.....etc.)</i>	
18	Prepare to assist with off-loading, transport, security & storage of baggage, cargo, mail etc. - as required / directed <i>(Insert details here of how to find.....etc.)</i>	
19	Prepare to assist securing, set-up and operation of CRC (A) , SRC (A) , FRRC and RA (A) (as appropriate) <i>(Insert details here of how to find.....etc.)</i>	
20	Act / deploy in support of incident as directed / required (Using logic, common sense, experience, direction from above etc. to decide on what particular actions to take 'on the day')	
21	Refer media queries to the ' appropriate authority ' in overall charge of the security response (via XIA EOC if active - otherwise via XIA's Normal Ops Control Centre)	
22	Should the bomb threat incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - concurrently follow the appropriate checklist(s) located elsewhere in this sub-section 3K and / or be guided by the 'appropriate authority' in overall charge of the security response	
23	When incident resolved stand down to normal readiness	
24	Ensure involved GHA staff receive appropriate, emotional support / debriefing etc. - if so required / requested	
25	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

Note - use all above for guidance re lower security alert declarations related to bomb threat etc.

CRC (A) =	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
EOC =	(XIA's) Emergency Operations Centre
FR =	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC =	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA =	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
ICT =	(Airport Operator's) Immediate Care Team [as available]
MGFR =	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
MICC =	(XIA's) Mobile Incident Command Centre
RA (A) =	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A) =	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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UNLAWFUL INTERFERENCE - Aircraft (HIJACK) The 'appropriate' Ground Handling Agent

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out flexibly i.e. as applicable to actual circumstances prevailing 'on the day' i.e. for a hi-jack actually occurring at or very close to XIA airport it is expected that the required actions will **all** be considered and **most** (if not all) carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting the airspace of **XXX** (e.g. the XIA Control Area and / or the **XXX** Area Control Centre / Flight Information Region etc.), many of the required checklist actions (starting page 414) will / may **not** be applicable - and / or might need 'adjustment'

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

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

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

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**





It is anticipated that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA.

He / she is expected to lead off-airport police / security / intelligence / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is also typically required in order to represent the interests of the **Airport Operator** and to facilitate / support the **appropriate authority**

Reminder 1

See again 'Important Notes 1 to 3' - on pages 267 and 268 & apply them here - 'as required'

Reminder 2

Also see again info provided on pages 332 and 336 again, as required

Reminder 3

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





UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

The 'appropriate' Ground Handling Agent

Alerted By: AFS / Various Inputs

Alerts Whom: TBA

General Responsibilities:

- Ensure airport police / security, airline involved and XIA Airport Operator aware of threat
- Commence own alerting and activation process
- Maintain written log
- Bring selected GHA staff to a state of immediate readiness
- Convert & man your (XIA) airport office to facilitate own security response accountabilities
- Where so directed / required, (additionally / concurrently) carry out **unlawful interference** airline's directly equivalent checklist
- Prepare to deploy GHA rep(s) to appropriate Airport Terminal information desk(s) / wherever
- Provide all necessary / available GHA support to the aircraft operator involved
- Establish & maintain SOP GHA Comms related to this particular type of incident
- Where 'so invited' by appropriate authority - participate in 'Threat Assessment' process
- Where 'so invited' by appropriate authority - participate in 'Countermeasures' operations
- Assist in evacuation of designated XIA ground facilities - as required
- Provide (GHA related) general co-ordination, liaison & technical / expert advice and services
- Deploy a GHA rep to XIA's **Normal** Ops Control Centre and / or XIA **EOC** - as appropriate
- Prepare to provide appropriate ground transport / equipment + **volunteer** drivers / operators
- Prepare to provide manpower to XIA Immediate Care Team
- Prepare to assist in set up and operation of XIA **CRC (A)**, **SRC (A)**, **FRRC & RA (A)** - as required
- Pass on (to appropriate agencies) media requests (made to / received by **GHA**) - as required
- In addition to all of above, respond / deploy as required by developing circumstances 'on the day' - and / or as directed by the appropriate 'authority'
- When incident resolved - stand-down to normal readiness
- Provide staff with appropriate, emotional & welfare support - as required
- Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings

Note - In certain circumstances *some* of the responsibilities and actions required of the aircraft operator (see above and following pages) will necessarily be (can only be) the responsibility of the *Aircraft Commander alone* to accomplish

General Actions Required - see checklist starting next page:

- It is assumed that the incident aircraft is close to (XIA) or on the ground at XIA
- It is assumed that the aircraft operator (airline) is taking direction / advice from appropriate (*specialist / expert*) external security agencies regarding security specific requirements. It is also assumed that one of these security agencies (known herein as the '**appropriate authority**') has been appointed (probably from government level) to undertake absolute / ultimate C4 of the entire security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted ground facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.





UNLAWFUL INTERFERENCE - Aircraft (HIJACK) The 'appropriate' Ground Handling Agent

Action		☑ ?
1	As required , ensure (by all means available / possible) that airport police / security, airline involved, XIA Airport Operator etc. - are aware of security threat	
2	Initiate own (GHA) Alerting and Activation Process (<i>Insert details here of how to find associated contacts list, SOP etc.....XXXXXX</i>)	
3	Maintain written log of events	
4	Bring selected staff to a state of immediate readiness	
5	a. Convert & man your (XIA) airport office to facilitate your own ('appropriate' GHA) security response accountabilities b. You might additionally need to assume certain, local responsibilities of the airline involved - one of which might mean your office (+ staff) taking on the additional role & responsibilities of that airline's 'Local Accident Control Centre - LACC' c. If checklist item 3b above becomes applicable, you (the 'appropriate' GHA) MUST address the requirements of checklist item 6 below. If not applicable , go straight to checklist item 7	
6	As required (and / or as directed by XYZ Airports Company / Appropriate Authority - and / or at own initiative) carry out the aircraft operator checklist as per below 'notes': Note 1: Carry out BOTH checklists CONCURRENTLY i.e. THIS GHA checklist itself (by continuing with checklist item 7 just below) - AND (+) the RELEVANT / APPROPRIATE / EQUIVALENT / CORRESPONDING checklist for the security incident flight's aircraft operator (latter found on pages 371 to 374 of this document [the one you are reading now]) Note 2: When complying with the requirements of 'Note 1' just above - use common sense, logic, available advice etc. so as to ensure (insofar as is possible) that everything that needs to be actioned gets done - without associated confusion / repetition / lack of co-ordination / waste of resources etc.	
7	Deploy GHA rep(s) to appropriate Airport Terminal information desk(s) (as required / available) re initial reception of potentially involved MGFR at XIA. (<i>Insert details here of how to find.....etc.</i>) Note - ensure reps take with them the latest available versions of accident flight's passenger & crew lists and that they are further provided with associated and timely updates - as (if) they become available	
8	Provide all necessary / available GHA support to the aircraft operator (if / as appropriate) experiencing the security incident	
9	Establish & maintain SOP GHA Comms related to this particular type of incident	
10	Participate in 'threat assessment' process as 'invited' and as appropriate (<i>Insert details here of how to find.....etc.</i>)	
11	Participate in 'countermeasures' process as 'invited' and as appropriate (<i>Insert details here of how to find.....etc.</i>)	
12	Assist in evacuation of nominated ground facilities - as required / directed (<i>Insert details here of how to find.....etc.</i>)	
13	Provide (GHA related) co-ordination, liaison & technical / expert advice and services	
14	Prepare to provide GHA representation to XIA's EOC (but see 'IMPORTANT' note page 376) (<i>Insert details here of how to find.....etc.</i>)	





UNLAWFUL INTERFERENCE - Aircraft (HIJACK) The 'appropriate' Ground Handling Agent

15	Prepare to contribute manpower to airport's ICT (as appropriate) <i>(Insert details here of how to find.....etc.)</i>	
16	Assist in providing appropriate aircraft ground equipment / transport etc. - as required / directed. Note 1 - Complete with 'volunteer' operators / drivers. Note 2 - Ground equipment to be compatible with operation / configuration of 'security incident' aircraft. Note 3 - 'Voluntary' participation (Operators & Drivers etc.) applies during Unlawful Interference assessment RED only. Note 4 - Two additional buses (seats removed) are to be made ready for immediate deployment - to serve as a temporary casualty clearance (triage) and / or immediate medical care facility. Note 5 Provision of catering & commissary type items, toilet-emptying, heating / cooling, medicines, medical & hygiene services, rubbish removal etc. (to the incident aircraft) should be anticipated Note 6 - Deploy all of above when so directed (typically via a designated staging area[s] / RVP[s] etc.)	
17	Prepare to assist with crew & passengers disembarkation - as required / directed <i>(Insert details here of how to find.....etc.)</i>	
18	Prepare to assist with off-loading, transport, security & storage of baggage, cargo, mail etc. - as required / directed <i>(Insert details here of how to find.....etc.)</i>	
19	Prepare to assist securing, set-up and operation of CRC (A) , SRC (A) , FRRC and RA (A) (as appropriate) <i>(Insert details here of how to find.....etc.)</i>	
20	Act / deploy in support of incident as directed / required (Using logic, common sense, experience, direction from above etc. to decide on what particular actions to take 'on the day')	
21	Refer media queries to the 'appropriate authority' in overall charge of the security response (via XIA EOC if active - otherwise via XIA's Normal Ops Control Centre)	
22	Should the security incident become the equivalent of an Aircraft Accident (e.g. the aircraft crashes; mass murders take place etc.) - concurrently follow the appropriate checklist(s) located elsewhere in this sub-section 3K and / or be guided by the 'appropriate authority' in overall charge of security response	
23	When incident resolved stand down to normal readiness	
24	Ensure involved GHA staff receive appropriate, emotional support / debriefing etc. - if so required / requested	
25	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

Note - use above for guidance re lower security alert declarations related to unlawful interference

CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
EOC	=	(XIA's) Emergency Operations Centre
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including any FR) - usually waiting in airport's landside arrivals area
MICC	=	(XIA's) Mobile Incident Command Centre
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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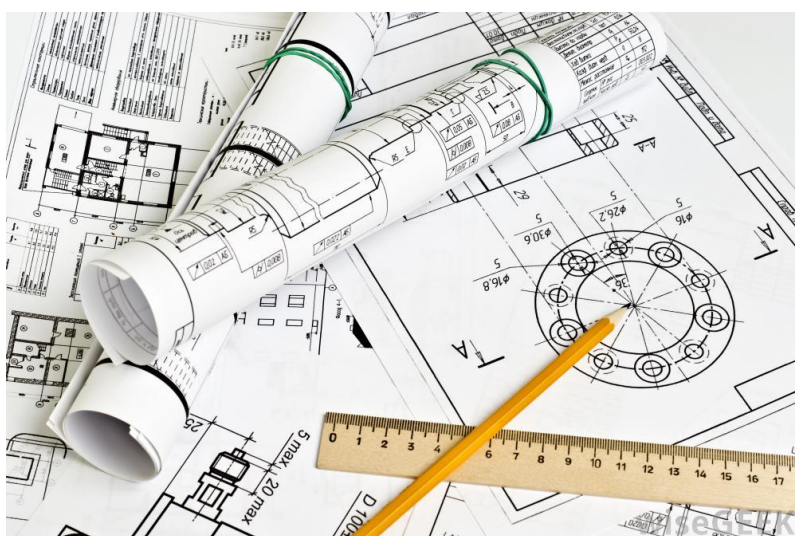
AEP Volume 2B / Sub-section 3L

Airport Engineering Services

Comprising **Structural, Mechanical & Electrical / Electronic** etc Engineering Services

Note - not applicable to aircraft (line maintenance & similar) engineering services

Note - not applicable to IT related engineering services



Aircraft Accident / Incident Related Checklists

IMPORTANT - Until such time as the **XIA Emergency Operations Centre** (EOC) can itself assume C4 responsibilities for the crisis - the airport's '**normal**' (business) operations control centre' will typically assume temporary C4, on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'

Reminder - See again 'Note 7' (page 3) of *this* document

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





Sub-section 3L

Information 1

It may be that the **airport** operator can provide 'temporary shelter' for triage / immediate medical care ops at / close to accident site. Such shelter typically takes the form of inflatable tents - possibly with power, lighting and temperature control (e.g. via generators etc.). Enough inflatable tents are procured by some airports (and colour coded accordingly) for the different levels of triage to be used (using standard triage colour codes) and associated / subsequent on-site medical treatment. At the relatively few airports having such a facility, AFS typically deploys and sets up the inflatable tents (in conjunction with others present e.g. medical services responders [e.g. from AMC]; Airport Police / Security; XYZ Airports Authority [airport operator] staff; airline / GHA staff etc.)

Information 2

Airport provided buses (& similar) are a possible option for use as an accident site victim collection point and also for triage and immediate medical care operations (with seats removed for latter two types of operation). If such buses etc. **are** available, their deployment (on and off-airport as appropriate / permitted) and use should already be **PRE**-planned, documented, trained and exercised (and re-trained / re-exercised) by / with all concerned (i.e. appropriate on **and** off airport agencies). Provision of such buses is typically a shared responsibility e.g. of airport operator, accident aircraft operator and / or the appropriate Ground Handling Agent(s) - GHA

Note - Assumption has been made in this AEP guideline that XIA has both inflatable tents and modified buses (can be used off-airport if required) - for uses as described above

Aircraft Accident On-Airport

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Maintaining water and foam supply for Fire Fighting purposes etc.
- Withdrawing Navigation Aids & similar from service - as directed by a competent authority
- Supply of appropriate technical equipment and operators etc.
- Inspections of Airfield Paving / Lighting / etc. (as required)
- Emergency Repairs - particularly to Movements Area & vital Electrical / Electronic Equipment
- Participate in Aircraft Recovery / Removal / Salvage task (as appropriate)
- Acquisition of required resources (where latter cannot be provided by airport itself)
- Stand-down and associated matters





Aircraft Accident On-Airport

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

General actions:

	Action	☑ ?
1	Initiate own internal alerting and activation process	
2	Maintain written log of events	
3	Provide a rep to XIA EOC / MICC if required / appropriate (see important note - page 417)	
4	Standby to cease all 'work in progress' ops on airport's manoeuvring area as (if) directed by a competent and relevant authority (if actioned, check that the 'appropriate agency' has initiated associated NOTAM action)	
4	Standby to withdraw navigation aids etc. as (if) directed by a competent and relevant authority (if actioned, check that the 'appropriate agency' has initiated associated NOTAM action)	
5	Together with other appropriate responders, mobilise and deploy appropriate, available equipment (e.g. mobile cranes; bulldozers etc.) + operators to nominated airport locations	
6	<ul style="list-style-type: none"> Deploy to accident location if so directed / required Use all endeavour to ensure adequate water and foam supply for fire & rescue operations etc. continues to be available (as required) Supervise deployment and operation of associated equipment (as per checklist item 5 above) as directed and / or on own initiative (if appropriate) <p>(Priorities are saving of life; prevention of injury / further injury; preservation of evidence; limitation of damage; re-assumption of 'normal business' etc.)</p>	
7	Movements Area inspections and recommendations for action	
8	Effect repairs (structural, mechanical, electrical / electronic - as required)	
9	Contribute manpower, equipment and expertise for accident aircraft recovery / removal / salvage task (as appropriate)	
10	Co-ordinate with appropriate Government departments, external contractors etc. for assistance with required resources which are beyond airport provided capabilities	
11	When incident resolved recover deployed equipment etc. and assume normal readiness	
12	Provide involved staff with appropriate, emotional support / debriefing etc. as required	
13	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

- Note - this checklist is **not** applicable to **aircraft related** engineering (line maintenance & similar)
- Note - this checklist is **not** applicable to **ICT related** engineering





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Aircraft Accident Off-airport / On Land

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Maintaining water and foam supply for Fire Fighting purposes etc. (e.g. if off-accident site is **very** close to an appropriate point on airport boundary)
- Withdrawing Navigation Aids & similar from service - as directed by a competent authority
- Supply of appropriate Technical Equipment and Operators etc.
- Participate in Aircraft Recovery / Removal / Salvage task (as appropriate)
- Stand-down and associated matters

General actions:

	Action	☑ ?
1	Initiate own internal alerting and activation process	
2	Maintain written log of events	
3	Withdraw navigation aids etc. - as (if) directed by a competent and relevant authority (+ check that the 'appropriate agency' has initiated associated NOTAM action)	
4	Together with other appropriate responders, mobilise and deploy appropriate, available equipment (e.g. mobile cranes; bulldozers etc.) + operators to nominated airport locations (staging area; RVPs etc) - ready for immediate call forward to off-airport accident location (depending on actual circumstances prevailing 'on the day')	
5	<ul style="list-style-type: none"> ▪ Deploy to off-airport accident location if so directed by an appropriate authority (consider requesting an appropriate escort e.g. by off-airport police / equivalent) ▪ Use all endeavour to ensure adequate water and foam supply continues for fire & rescue operations (if possible / practicable / as required) ▪ Deploy and operate equipment as directed and / or as per any standing 'mutual aid emergency support' agreement and / or on own initiative <p>(Priorities are saving of life; prevention of injury / further injury; preservation of evidence; limitation of damage; re-assumption of 'normal business' etc.)</p>	
6	Provide a rep to XIA EOC / MICC if required / appropriate (see important note - page 417)	
7	Contribute manpower, equipment and expertise for accident aircraft recovery / removal / salvage task (as appropriate)	
8	When incident resolved recover deployed equipment etc. and assume normal readiness	
9	Provide involved staff with appropriate, emotional support / debriefing etc. as required	
10	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		

- Note - this checklist is **not** applicable to **aircraft related** engineering (Line maintenance & similar)
- Note - this checklist is **not** applicable to **ICT related** engineering





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated ‘**on the day**’ by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Withdrawing Navigation Aids & similar from service - as directed by a competent authority
- Supply of appropriate Technical Equipment and Operators etc.
- Participate in Aircraft Recovery / Removal / Salvage task (as appropriate)
- Stand-down and associated matters

General actions:

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

	Action	☑ ?
1	Initiate own internal alerting and activation process	
2	Maintain written log of events	
3	Withdraw navigation aids etc. - as (if) directed by a competent and relevant authority (+ check that the 'appropriate agency' has initiated associated NOTAM action)	
4	Together with other appropriate responders, mobilise and deploy appropriate, available equipment (e.g. mobile cranes; bulldozers; marine equipment etc.) + operators to nominated airport locations (staging area; RVPs etc) - ready for immediate call forward to designated off-airport location (depending on actual circumstances prevailing 'on the day')	
5	<ul style="list-style-type: none"> ▪ Deploy to designated off-airport location if so directed by an appropriate authority (request an appropriate escort e.g. by off-airport police / equivalent) ▪ Use all endeavour to ensure adequate water and foam supply continues for fire & rescue operations (if possible / practicable / as required / as appropriate) ▪ Deploy and operate equipment as directed and / or as per any standing 'mutual aid emergency support' agreement and / or on own initiative <p>(Priorities are saving of life; prevention of injury / further injury; preservation of evidence; limitation of damage; re-assumption of 'normal business' etc.)</p>	
6	Provide a rep to XIA EOC / MICC if required / appropriate (see important note - page 417)	
7	Contribute manpower, equipment and expertise for accident aircraft recovery / removal / salvage task (as appropriate)	
8	When incident resolved recover deployed equipment etc. and assume normal readiness	
9	Provide involved staff with appropriate, emotional support / debriefing etc. as required	
10	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
<i>End of Checklist</i>		

- Note - this checklist is **not** applicable to **aircraft related** engineering (i.e. line maintenance & similar)
- Note - this checklist is **not** applicable to **ICT related** engineering





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FULL EMERGENCY

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- **Review** appropriate plans / SOPs etc. re maintaining continuity of an adequate on-airport supply of water and foam (for fire-fighting purposes)
- **Review** plans / SOPs etc. for withdrawal of Navigation Aids (and similar) from service
- **Review** plans / SOPs etc. re providing / deploying appropriate tech equipment & operators
- **Prepare** to cease all 'work in progress' operations on airport's manoeuvring area
- **Prepare** for airfield paving / lighting / etc. inspections (as required)
- **Prepare** to undertake emergency repairs - particularly to the XIA Movements Area
- **Prepare** to participate in Aircraft Recovery / Removal / Salvage task
- **Prepare** to acquire / engage additional resources (where latter cannot be provided by airport)
- Stand-down and associated matters

General actions:

Action		☑ ?
1	Initiate own internal alerting and activation process	
2	Maintain written log of events	
3	Place relevant personnel, equipment etc. on immediate standby to activate and deploy	
4	Time permitting, 'review' and 'prepare' as per ' <i>General Responsibilities</i> ' shown a little further above	
5	If Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3L	
6	If aircraft lands safely - stand-down to normal operations readiness and advise other associated parties accordingly	
End of Checklist		

- Note - this checklist is **not** applicable to **aircraft related** engineering (i.e. line maintenance & similar)
- Note - this checklist is **not** applicable to **ICT related** engineering





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LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities & Actions Required:

- Initiate own internal alerting and activation process as required
- Maintain log of events
- Bring selected staff to a state of immediate readiness
- In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3L**
- Stand-down to normal operations readiness when incident terminated

The above should be used as a simple checklist for responding to this type of 'minor' occurrence

- Note - this checklist is **not** applicable to **aircraft related** engineering (i.e. line maintenance & similar)
- Note - this checklist is **not** applicable to **ICT related** engineering





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

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

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





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Aircraft Ground Incident

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

General Info

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

The following occurrences are typical examples of the above:

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

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

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

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

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

Important Note

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





Aircraft Ground Incident

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process
- Maintain written log of events
- Bring selected staff to a state of immediate readiness
- Standby to maintain an adequate water / foam supply for fire-fighting purposes
- Standby to supply and deploy appropriate technical equipment and operators
- Standby to cease all 'work in progress' operations on airport's manoeuvring area
- Standby to prepare for airfield paving / lighting / etc. inspections
- Standby to prepare for emergency repairs - particularly to XIA Movements Area
- Standby to deploy in support of crisis - as appropriate
- In the event that the **Aircraft Ground Incident** becomes an **Aircraft Accident** - follow the appropriate, documented procedure located elsewhere in this Sub-section 3L
- Stand-down to normal operations readiness when incident terminated

General actions:

The above should be used as a simple checklist for responding to this type of occurrence

- Note - this checklist is **not** applicable to **aircraft related** engineering (i.e. line maintenance & similar)
- Note - this checklist is **not** applicable to **ICT related** engineering





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Bomb Threat - Aircraft RED Security Alert / RED Threat Assessment Made

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

IMPORTANT

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3L checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. ***If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences***





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning' - see **this** document, pages 14 - 26





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

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process
- Maintain written log of events
- Bring selected staff to a state of immediate readiness
- Standby to establish / maintain an adequate water / foam supply for fire-fighting purposes
- Standby to supply and deploy appropriate technical equipment and * operators
- Standby to cease all 'work in progress' operations on airport's manoeuvring area
- Standby to shut-down airport services (Power, Lighting, Radios and Navigation Aids etc.) - if so directed by the organisation responsible for overall management of security incident (known herein as the '**appropriate authority**')
- Standby to assist in 'runway blocking' procedure' - if so directed by the appropriate authority
- Standby to prepare for airfield paving / lighting / etc. inspections
- Standby to prepare for emergency repairs - particularly to XIA Movements Area
- Standby to deploy in support of crisis
- Should security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section 31 or otherwise act as directed by the appropriate authority
- Stand-down to normal operations readiness when incident terminated

* At all times when a security threat assessment is classified as **RED** - all such operators should be requested to provide their services on a voluntary basis **ONLY**

- Note - the above is **not** applicable to **aircraft related** engineering (i.e. line maintenance & similar)
- Note - the above is **not** applicable to **ICT related** engineering

General actions: Comply with the above 'general responsibilities' - as appropriate to actual circumstances 'on the day' - i.e. use them as a checklist

- It is assumed that the incident aircraft is close to (XIA) or on the ground at XIA
- It is assumed that the aircraft operator (airline) is taking direction / advice from appropriate (*specialist / expert*) external security agencies regarding security specific requirements. It is also assumed that one of these security agencies (known herein as the '**appropriate authority**') has been appointed (probably from government level) to undertake absolute / ultimate C4 of the entire security incident
- Due the security threat it may be necessary to consider evacuation of any adversely impacted ground facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.





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UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out flexibly i.e. as applicable to actual circumstances prevailing 'on the day' i.e. for a hi-jack actually occurring at or very close to XIA airport it is expected that the required actions will **all** be considered and **most** (if not all) carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting the airspace of **XXX** (e.g. the XIA Control Area and / or the **XXX** Area Control Centre / Flight Information Region etc.), many of the required actions (see page 439) will / may **not** be applicable - and / or might need 'adjustment'

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

'Unlawful Interference' - **COMBINED with** 'Concurrent & Associated Bomb Warning'

In the above circumstances it will be necessary to action both the 'Bomb Warning' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

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





UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

XYZ Airports Company - **Engineering** (Structural, Mechanical & Electrical / Electronic) **Services**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Initiate own alerting and activation process
 - Maintain written log of events
 - Bring selected staff to a state of immediate readiness
 - Standby to establish / maintain an adequate water / foam supply for fire-fighting purposes
 - Standby to supply and deploy appropriate technical equipment and * operators
 - Standby to cease all 'work in progress' operations on airport's manoeuvring area
 - Standby to shut-down airport services (Power, Lighting, Radios and Navigation Aids etc.) - if so directed by the organisation responsible for overall management of security incident (known herein as the '**appropriate authority**')
 - Standby to assist in 'runway blocking' procedure' - if so directed by the appropriate authority
 - Standby to prepare for airfield paving / lighting / etc. inspections
 - Standby to prepare for emergency repairs - particularly to XIA Movements Area
 - Standby to deploy in support of crisis
 - Should security incident become the equivalent of an **Aircraft Accident** (e.g. the aircraft crashes; mass murders take place etc.) - follow the appropriate checklist located elsewhere in this sub-section 3L or otherwise act as directed by the appropriate authority
 - Stand-down to normal operations readiness when incident terminated
-
- It is assumed that the incident aircraft is close to (XIA) or on the ground at XIA
 - It is assumed that the aircraft operator (airline) is taking direction / advice from appropriate (*specialist / expert*) external security agencies regarding security specific requirements. It is also assumed that one of these security agencies (known herein as the '**appropriate authority**') has been appointed (probably from government level) to undertake absolute / ultimate C4 of the entire security incident
 - Due the security threat it may be necessary to consider evacuation of any adversely impacted ground facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.
-
- * At all times when a security threat assessment is classified as **RED** - all such operators should be requested to provide their services on a voluntary basis **ONLY**

General actions: Comply with the above 'general responsibilities' - as appropriate to actual circumstances 'on the day' - i.e. use them as a checklist

- Note - the above is **not** applicable to **aircraft related** engineering (i.e. line maintenance & similar)
- Note - the above is **not** applicable to **ICT related** engineering





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AEP Volume 2B / Sub-section 3M

Aircraft Engineering (Line Maintenance)



Aircraft Accident / Incident Related Checklists

Aircraft Engineering / Line Maintenance & similar services can generally be sourced from several different types of 'provider' - typically by aircraft operators themselves (either directly or as sub-contracted between operators) and / or via a sub-contracted 'maintenance & repair organisation - MRO' service etc.

Note - not applicable to **airport** (structural, mechanical & electrical / electronic) related engineering

Note - not applicable to **ICT** related engineering services

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

Reminder - unless the dead have already been removed from the **initial** location where 'expiry of life' occurred - leave all bodies / body parts where they are - unless such removal is considered to be overriding in order to preserve evidence for the eventual police and air accident enquiries. If such removal **is** required, try to take photographs / make sketches of such bodies / body parts - before removing them (if possible and safe so to do). The same applies to any personal effects found close to bodies. Brief all other appropriate staff accordingly





Sub-section 3M

Aircraft Accident - On Airport Line Maintenance / Aircraft Engineering

Ideally conducted by a 'mechanical' aircraft engineer(s) - qualified on accident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Specialist Technical Support (as part of aircraft operator's 'Crash Site Team' or similar)
- Advise & assist with process for removal or salvage of accident aircraft / aircraft wreckage

General actions:

	Action	☑ ?
1	Continue own internal alerting and activation process	
2	Maintain a written log of events	
3	As directed (by an appropriate authority / agency) - deploy to accident location ASAP - as part (50%) of aircraft operator's 'Crash Site Team - CST' (other half being a suitable ramp / airside airport ops specialist [e.g. a qualified despatcher for accident aircraft type])	
4	Wear appropriate, identifying & protective clothing & display appropriate passes / permits. Take all essential equipment & documentation: (Tool kit; sample bottles; appropriate aircraft technical information [including 'crash / cut here type diagrams'] etc.)	
5	On arrival, report to On-scene Commander & offer appropriate technical support/ advice	
6	If so directed by an appropriate Air Accident Investigation agency / equivalent and competent so to do - carry out required technical actions on the accident aircraft (e.g. shut down engine[s], APU etc; remove FDRs and CVRs; take oil and fuel samples etc.) Note 1: Do not attempt latter (or actions as per 'Note 2') if situation assessed as unsafe / impossible. Note 2: Take all and any other actions as appropriate - e.g. for the preservation of life and / or evidence; prevention of injury / further injury; overriding safety reasons; prevention of further damage etc.	
7	Provide regular situation reports to aircraft operator management / local rep	
8	If aircraft operator is capable of removing the aircraft / aircraft wreckage, commence initial task assessment (if so competent) & brief aircraft & airport operator accordingly	
9	If aircraft operator is not capable of removing the aircraft / aircraft wreckage (using its own and / or procured resources) in a reasonable timeframe, obtain aircraft operator's permission to commence liaison with xxxxxxxx (via the MICC / EOC / whoever) for initial discussions as to accomplishing the task	
10	When clearance (from Air Accident Investigation agency / equivalent) is given for aircraft / aircraft wreckage to be removed (if appropriate) , assist in the op. if required + so qualified / experienced	
11	When xxxxxxxx has been requested to remove the accident aircraft /aircraft wreckage on behalf of the aircraft operator, request that it deploys a suitable liaison person to the XIA EOC, to advise on same	
End of Checklist		





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Aircraft Accident - Off-airport / On Land **Line Maintenance / Aircraft Engineering**

Ideally conducted by a 'mechanical' aircraft engineer(s) - qualified on accident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Deploy as part of aircraft operator's 'Crash Site Team' or similar
- Specialist Technical support (aircraft specialist) to person in charge having local jurisdiction / primacy at accident location
- Advise & assist with process for removal or salvage of accident aircraft / wreckage

General actions:

	Action	☑ ?
1	Continue own internal alerting and activation process	
2	Maintain a written / recorded log of events	
3	As directed (by an appropriate authority / agency) deploy to off-airport accident site ASAP - as part (50%) of aircraft operator's ' Crash Site Team - CST ' (other half being a suitable, ramp / airside airport ops specialist [e.g. a qualified despatcher for accident aircraft type])	
4	Wear appropriate, identifying & protective clothing & display appropriate passes / permits. Take all essential equipment & documentation: (Tool kit; sample bottles; appropriate aircraft technical information [including 'crash / cut here type diagrams'] etc.)	
5	On arrival, report to 'person in charge having local jurisdiction / primacy' and offer all & any appropriate technical support and advice	
6	If so directed by an appropriate Air Accident Investigation agency / equivalent and competent so to do - carry out required technical actions on the accident aircraft (e.g. shut down engine[s], APU etc; remove FDRs and CVRs; take oil and fuel samples etc.) Note 1: Do not attempt latter (or actions as per 'Note 2') if situation assessed as unsafe / impossible. Note 2: Take all and any other actions as appropriate - e.g. for the preservation of life and / or evidence; prevention of injury / further injury; overriding safety reasons; prevention of further damage etc.	
7	Provide regular situation reports to aircraft operator management / local rep	
8	If aircraft operator is capable of removing the aircraft / aircraft wreckage, commence initial task assessment (if so competent) & brief aircraft & airport operator accordingly	
9	If aircraft operator is not capable of removing the aircraft / aircraft wreckage (using its own and / or procured resources) in a reasonable timeframe, obtain aircraft operator's permission to commence liaison with xxxxxxxx (via the MICC / EOC / whoever) for initial discussions as to accomplishing the task	
10	When clearance (from Air Accident Investigation agency / equivalent) is given for aircraft / aircraft wreckage to be removed (if appropriate), assist in the op. if required + so qualified / experienced	
11	When xxxxxxxx has been requested to remove the accident aircraft / aircraft wreckage on behalf of the aircraft operator, request that it deploys a suitable liaison person to the XIA EOC, to advise on same	
End of Checklist		





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated '**on the day**' by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

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





Aircraft Accident - Off-airport / on or over Water Line Maintenance / Aircraft Engineering

Ideally conducted by a 'mechanical' aircraft engineer(s) - qualified on accident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Deploy as part of aircraft operator's 'Crash Site Team' or similar
- Specialist Technical support (aircraft specialist) to person in charge having local jurisdiction / primacy at Off-Loading / Landing Point(s) and / or any other designated location(s)
- Advise & assist with process for removal or salvage of accident aircraft / wreckage

General actions:

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

Action		☑ ?
1	Continue own internal alerting and activation process	
2	Maintain a written / recorded log of events	
3	As directed (by an appropriate authority / agency) deploy to designated off-airport location(s) ASAP - as part (50%) of aircraft operator's 'Crash Site Team - CST' (other half being a suitable, ramp / airside airport ops specialist [e.g. a qualified despatcher for accident aircraft type])	
4	Wear appropriate, identifying & protective clothing & display appropriate passes / permits. Take all essential equipment & documentation: (Tool kit; sample bottles; appropriate aircraft technical information [including 'crash / cut here type diagrams'] etc.)	
5	On arrival, report to 'person in charge having local jurisdiction / primacy' and offer all & any appropriate technical support and advice	
6	If so directed by an appropriate Air Accident Investigation agency / equivalent and competent so to do - carry out required technical actions on the accident aircraft (e.g. shut down engine[s], APU etc; remove FDRs and CVRs; take oil and fuel samples etc.) Note 1: Do not attempt latter (or actions as per 'Note 2') if situation assessed as unsafe / impossible. Note 2: Take all and any other actions as appropriate - e.g. for the preservation of life and / or evidence; prevention of injury / further injury; overriding safety reasons; prevention of further damage etc.	
7	Provide regular situation reports to aircraft operator management / local rep	
8	If aircraft operator is capable of removing the aircraft / aircraft wreckage, (e.g. via a Marine Salvage specialist entity) commence initial task assessment (if so competent) & brief aircraft & airport operator accordingly	
9	If aircraft operator is not capable of removing the aircraft / aircraft wreckage (using its own and / or procured resources) in a reasonable timeframe, obtain aircraft operator's permission to commence liaison with xxxxxxxx (via the MICC / EOC / whoever) for initial discussions as to accomplishing the task	





Aircraft Accident - Off-airport / on or over Water **Line Maintenance / Aircraft Engineering**

Action		☑ ?
10	When clearance (from Air Accident Investigation agency / equivalent) is given for aircraft / aircraft wreckage to be removed (if appropriate), assist in the op. if required + so qualified / experienced	
11	When xxxxxxx has been requested to remove the accident aircraft /aircraft wreckage on behalf of the aircraft operator, request that it deploys a suitable liaison person to the HQ of the 'person in charge having local jurisdiction' - to advise on same	
End of Checklist		





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FULL EMERGENCY

Line Maintenance / Aircraft Engineering

Ideally conducted by a 'mechanical' aircraft engineer(s) - qualified on accident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff (if any) to a state of immediate readiness
- Make initial preparations to deploy as part of aircraft operator's 'Crash Site Team' or similar
- Technical (aircraft specialist) support and advice - as required
- Initial survey of any requirements re aircraft removal / salvage - as required

General actions:

	Action	☑ ?
1	Continue own internal alerting and activation process	
2	Maintain a written log of events	
3	Prepare to deploy as part of the aircraft operator's (or aircraft operator representative's) 'Crash Site Team'	
4	Where it is anticipated that an 'organisation' other than the aircraft operator will be required / requested to potentially remove the 'full emergency' aircraft / aircraft wreckage as appropriate (e.g. should the 'Full Emergency' become an 'Aircraft Accident'), request said 'organisation' to bring its aircraft recovery team to a state of immediate readiness for deployment	
5	In the event that the Full Emergency becomes an Aircraft Accident or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3M	
6	If aircraft lands safely - stand-down to normal ops readiness & advise other associated parties accordingly	
End of Checklist		





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LOCAL STANDBY - Aircraft In-flight

Line Maintenance / Aircraft Engineering

Ideally conducted by a 'mechanical' aircraft engineer(s) - qualified on accident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff (if any) to a state of enhanced readiness
- Technical support and advice (aircraft specialist) - as required
- Review preparations to deploy as part of aircraft operator's 'Crash Site Team'

General actions:

Action		☑ ?
1	Continue own Alerting and Activation Process	
2	Maintain a written log of events	
3	Bring selected staff (if any) to a state of enhanced readiness	
4	Prepare to offer (aircraft) engineering specialist advice to all parties, as required	
5	Review preparations to potentially deploy as part of aircraft operator's 'Crash Site Team'	
6	In the event that the Local Standby becomes an Aircraft Accident or Full Emergency or Aircraft Ground Incident - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3M	
7	Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down	
End of Checklist		





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

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

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





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Aircraft Ground Incident

Line Maintenance / Aircraft Engineering

Ideally conducted by a 'mechanical' aircraft engineer(s) - qualified on accident aircraft type

General Info

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

The following occurrences are typical examples of the above:

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

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

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

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

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

Important Note

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





Aircraft Ground Incident

Line Maintenance / Aircraft Engineering

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff (if any) to a state of immediate readiness
- Make initial preparations to deploy as part of aircraft operator's 'Crash Site Team' or similar
- Technical (specialist) support and advice - as required
- Initial survey of any requirements re aircraft removal / salvage - as required

General actions:

Action		☑ ?
1	Continue own internal alerting and activation	
2	Maintain a written log of events	
3	Bring selected staff (if any) to a state of immediate readiness	
4	Offer aircraft engineering specialist advice to all parties, as required	
5	Where necessary and / or as directed - deploy to incident location as part of the aircraft operator's (or aircraft operator representative's) 'Crash Site Team' and / or as technical 'expert' Note - use logic and common sense to decide on what particular actions to take, depending on actual circumstances 'on the day'	
6	Where it is anticipated that an 'organisation' other than the aircraft operator will be required / requested to potentially remove the 'aircraft ground incident' aircraft / aircraft wreckage as appropriate (e.g. should the 'Aircraft Ground Incident' become an 'Aircraft Accident'), request said 'organisation' to bring its aircraft recovery team to a state of immediate readiness for deployment	
7	In the event that the Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3M	
8	Stand-down to normal operations readiness when incident terminated - and also advise any associated parties of the stand-down	
End of Checklist		





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

Line Maintenance / Aircraft Engineering

Ideally conducted by a 'mechanical' aircraft engineer(s) - qualified on accident aircraft type

IMPORTANT

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

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

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

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section **3M** checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed concurrently with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

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

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

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

**** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences**





IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning' - see **this** document, pages 14 - 26

Note

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





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

Line Maintenance / Aircraft Engineering

Ideally conducted by a 'mechanical' aircraft engineer(s) - qualified on accident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff (if any) to a state of immediate readiness
- Make initial preparations to deploy as part of aircraft operator's 'Crash Site Team' or similar
- Provide Specialist Technical support and advice - as required / competent / experienced
- Respond as required by developing circumstances

General actions:

	Action	☑ ?
1	Continue own internal alerting and activation	
2	Maintain a written log of events	
3	Bring selected staff (if any) to a state of immediate readiness	
4	Offer aircraft engineering specialist advice (as per your qualifications / experience etc. permits) to all relevant parties involved, as required	
5	If so requested (by the 'appropriate authority' or equivalent organisation) - deploy to incident location (on a voluntary basis) as part of the aircraft operator's (or aircraft operator representative's) 'Crash Site Team' and / or as technical 'expert'. Note 1: - Use logic and common sense to decide on what particular actions to take, depending on actual incident circumstances 'on the day'. Note 2: - Also cross-refer to your (separate) aircraft accident checklists for further guidance on your roles and responsibilities as part of the Crash Site Team	
6	Where it is anticipated that an 'organisation' (other than the aircraft operator) might be requested to potentially remove 'aircraft / aircraft wreckage' as appropriate (e.g. should the 'Bomb Threat Incident' become an 'Aircraft Accident'), request said 'organisation' to bring its aircraft recovery team to a state of immediate readiness for deployment	
7	Take all and any measures required (on a voluntary basis) to provide engineering support to the bomb threat aircraft	
8	Note - use above for guidance re lower security alert declarations related to 'bomb threat'	
9	Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section 3M	
10	When incident resolved - stand-down to normal readiness	
11	Provide involved staff with appropriate, emotional support / debriefing etc. as required	
12	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		





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UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Line Maintenance / Aircraft Engineering

Ideally conducted by a 'mechanical' aircraft engineer(s) - qualified on accident aircraft type

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hi-jack (or similar unlawful interference) situation at or affecting XIA, as documented (check-listed) herein - are to be interpreted and carried out flexibly i.e. as applicable to actual circumstances prevailing 'on the day' i.e. for a hi-jack actually occurring at or very close to XIA airport it is expected that the required actions will **all** be considered and **most** (if not all) carried out - as appropriate

Conversely, for a hi-jack where the aircraft is merely transiting the airspace of XXX (e.g. the XIA Control Area and / or the XXX Area Control Centre / Flight Information Region etc.), many of the required actions (see page 463) will / may **not** be applicable - and / or might need 'adjustment'. Common sense, logic, flexibility etc. (in huge amounts) should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances 'on the day'

'Unlawful Interference' - **COMBINED with** 'Concurrent & Associated Bomb Warning'

In the above circumstances it will be necessary to action both the 'Bomb Warning' **and** 'Unlawful Interference' checklists **concurrently**

IMPORTANT

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

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft; 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

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

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





UNLAWFUL INTERFERENCE - Aircraft (HIJACK)

Line Maintenance / Aircraft Engineering

Ideally conducted by a 'mechanical' aircraft engineer(s) - qualified on accident aircraft type

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Continue own internal alerting and activation process as required
- Bring selected staff (if any) to a state of immediate readiness
- Make initial preparations to deploy as part of aircraft operator's 'Crash Site Team' or similar
- Provide Specialist Technical support and advice - as required
- Respond as required by developing circumstances

General actions:

	Action	☑ ?
1	Continue own internal alerting and activation	
2	Maintain a written log of events	
3	Bring selected staff (if any) to a state of immediate readiness	
4	Offer aircraft engineering specialist advice (as per your qualifications / experience etc. permits) to all relevant parties involved, as required	
5	If so requested (by the 'appropriate authority' or equivalent organisation) - deploy to incident location (on a voluntary basis) as part of the aircraft operator's (or aircraft operator representative's) 'Crash Site Team' and / or as technical 'expert'. Note 1: - Use logic and common sense to decide on what particular actions to take, depending on actual incident circumstances 'on the day'. Note 2: - Also cross-refer to your (separate) aircraft accident checklists for further guidance on your roles and responsibilities as part of the Crash Site Team	
6	Where it is anticipated that an 'organisation' (other than the aircraft operator) might be requested to potentially remove 'aircraft / aircraft wreckage' as appropriate (e.g. should the 'Bomb Threat Incident' become an 'Aircraft Accident'), request said 'organisation' to bring its aircraft recovery team to a state of immediate readiness for deployment	
7	Take all and any measures required (on a voluntary basis) to provide engineering support to the incident aircraft	
8	Note - use above for guidance re lower security alerts related to 'unlawful interference'	
9	Should the security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section 3M	
10	When incident resolved - stand-down to normal readiness	
11	Provide involved staff with appropriate, emotional support / debriefing etc. as required	
12	Prepare for / participate in associated 'wash-up / debriefing / lessons learned' meetings	
End of Checklist		





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AEP Volume 2B / Sub-section 3N

'Into-plane' - Refuelling / Defuelling Operator / Company



Aircraft Accident / Incident Related Checklists

Note

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





Sub-section 3N

Note

Up to the end of 2019 checklists were provided here (in this sub-section **3N** [pages 466 - 486]) relating to the (aircraft accident etc.) responses of the 'Into-plane Refuelling / De-fuelling Operator / Agency' at XYZ International Airportand / or in the defined (geographical) off-airport limits agreed and issued by all involved (i.e. appropriate on and off-airport agencies for the latter)

However, at the end of 2019 the author / owner of this document (the one you are reading now) decided that whilst the 'Into-plane Refuelling / De-fuelling Operator / Agency' *does* have a role (de-fuelling; fuel analysis etc.) to play re aircraft accidents / incidents etc. occurring at or in the near vicinity of XIA Airport - such role is actually not significant enough to be included in this AEP Part 2B document

Accordingly, the associated checklists have been removed (except for the first two - which have been retained for interest and context purposes only)

However, to keep this document 'correct' in terms of original contents list, page numbering, internal cross-referencing etc. - all pages which originally formed Sub-section 3N have been retained herein BUT (apart from those mentioned in the para immediately above) are now '*deliberately blank*' - and are marked as such accordingly

Sub-section 4P continues as normal - starting on page 487





Aircraft Accident - On Airport

Into-plane Refuelling etc. Company / Operator

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- De-fuelling of accident aircraft (where appropriate / possible)
- Collect and Preserve any fuel samples removed as 'evidence' (where appropriate / possible)
- Facilitate testing and preparation of report on fuel samples removed - for use by Air Accident Investigation Agency

General actions:

Action		☑ ?
1	Continue own internal alerting and activation process	
2	Maintain written log of events	
3	Provide de-fuelling appliances and operators to the designated staging area	
4	Proceed to accident location when / if called forward	
5	Report to On-scene Commander on arrival at accident location	
6	De-fuel accident aircraft when / if so directed	
7	Secure and preserve samples of removed fuel as 'evidence' Also remind aircraft operator (or latter's local representative) that samples of the accident aircraft's fuel uploads for an appropriate period <i>prior</i> to the accident should also be arranged and subsequent analysis performed and reported upon	
8	Facilitate submission of appropriate report on fuel removed (chemical analysis etc.) to Air Accident Investigation Agency, aircraft operator and / or any other designated agency	
End of Checklist		





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Aircraft Accident - Off-airport / On Land

Into-plane Refuelling etc. Company / Operator

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- De-fuelling of accident aircraft (where appropriate / possible)
- Collect and Preserve any fuel samples removed as 'evidence' (where appropriate / possible)
- Facilitate testing and preparation of report on fuel samples removed - for use by Air Accident Investigation Agency

General actions required:

	Action	☑ ?
1	Continue own internal alerting and activation process	
2	Maintain written log of events	
3	Provide de-fuelling appliances and operators ready to be called forward (to nominated staging area / RVP) and held until (if) cleared to deploy off-airport	
4	Proceed to nominated staging area / RVP 'as directed'	
5	Proceed to off-airport accident location when / if called forward (request escort / guide vehicle if appropriate)	
6	Report to local jurisdiction person in charge (having primacy) on arrival at off-airport destination	
7	De-fuel accident aircraft when / if so directed by a 'competent' person. Note: - only proceed with latter if it is safe (in your professional opinion) so to do	
8	Secure and preserve samples of removed fuel as 'evidence' Also remind aircraft operator (or latter's local representative) that samples of the accident aircraft's fuel uploads for an appropriate period <i>prior</i> to the accident should also be arranged and subsequent analysis performed and reported upon	
9	Facilitate submission of appropriate report on fuel removed (chemical analysis etc.) to Air Accident Investigation Agency, aircraft operator and / or any other designated agency	
End of Checklist		





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AEP Volume 2B / Sub-section 3P

Airport Operator's (XIA) - Emergency Operations Centre - EOC



Aircraft Accident / Incident Related Checklists

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

Reminder - See again 'Note 7' (page 3) of **this** document

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

Note - Unless the dead have already been removed from the initial location where they were found - all bodies / body parts / personal effects should be left where they are, unless removal is considered overriding e.g. in order to preserve evidence for the eventual judicial & air accident enquiries, for humanitarian purposes etc.

If such removal should be required, photographs / sketches of such bodies / body parts / personal effects should be made before moving (if possible & safe to do so). Ensure that other appropriate responders are aware of this requirement accordingly





Sub-section 3P

Intro Notes - XIA's **NORMAL BUSINESS** Ops Control Centre *versus* the XIA **Emergency Ops Centre**

Note 1: IMPORTANT - Many airports operate under the serious *misassumption* that their emergency operations centre (**EOC** [if they have one!]) can activate & become effective **almost immediately** - following first declaration of a major airport related emergency. In reality, **the very quickest** that the 'most fit for purpose' airport EOCs (in the world) can be adequately manned and 'switched on' functionally is around 30 minutes. Most airports will need more time e.g. 60 minutes & possibly significantly longer - depending on time of day; day of week; public / religious holidays etc.

For example, on New Year's Eve at **5 minutes before midnight**, it can take several hours + for an airport EOC to become operational (same goes for Christmas; Eid al-Fitr; Diwali; Chinese New Year etc.)

Accordingly, **and until the EOC is ready to assume its crisis related roles and responsibilities** - it is the **airport's 'NORMAL BUSINESS** (day to day) **operations control centre**' (or equivalent facility) which must take over **ALL** airport related management (command, control, co-ordination & communication) of a major, airport related crisis response. (Note that for 'worst case' pre-planning purposes - it should be assumed that the XIA EOC will not become operational for at least 2 hours - following initial emergency declaration by the airport)

Note 2: IMPORTANT - Until the XIA EOC becomes operational (as per above), the airport's 'Normal Business Ops Control Centre' will thus need to **concurrently** deal with the emergency / crisis (as per 'Note 1' above) - **and also** with what it would have been doing 'on a day to day' basis as part of its **normal** operations duties (assuming for the moment that the airport remains operational after crisis occurrence) - **BUT** with only the **same** number of staff initially available (until [if] extra staff can be made available for duty [which will take considerable time {if possible at all } on e.g. New Year's Eve!])

However, in the great majority of **ON-airport** major accidents, **it is expected that the airport will close immediately** - possibly for several days or even longer. At many airports this is obviously going to cause massive **disruption** (**business continuity** related problems) to airport operations. Such **disruption** must **also** be concurrently managed of course - and the most significant player involved here is **again** the airport's 'Normal (Business) Ops Control Centre' - which (it will be recalled) is **also** concurrently managing the emergency (until such time as the EOC can take over)

Note - for 'worst case' **pre-planning** purposes, it should be assumed that XIA is required to **CONCURRENTLY** manage **1)** the **Emergency** / Crisis; **2)** **Normal** Airport Ops - and **3)** **Disrupted** Airport Operations. This is a perfectly feasible scenario e.g. in displaced parallel runways operations permitting the airport to remain operational; e.g. where the accident occurs off-airport but close by etc.)

As per 'Notes 1 & 2' above - associated (fit for purpose) plans, procedures etc. must obviously be **pre-prepared, documented, maintained, reviewed, trained for** (& re-trained on a cyclical basis) and **exercised for** (& re-exercised on a cyclical basis) etc. The associated resources (people, premises / facilities, ICT, equipment etc.) must also be available

Without all of the latter in place, expect the probability of the desired outcomes (from operational, financial, brand / image / reputation etc. viewpoints) **being achieved to be LOW to VERY LOW**





Note 3: IMPORTANT - The general responsibilities and associated checklist contents (contained in this sub-section 3P) have been written in a certain order. This 'order' is advisory and users *should adjust it as required* by the particular requirements of the actual airport involved; *as required* by actual circumstances 'on the day' etc.

Furthermore, associated **contact information** cross-references have been deliberately omitted from these Sub-section 3P checklists for simplicity, clarity and space-saving purposes. However, the instant availability of current, correct and appropriate / associated contact information is obviously **VITAL** and this matter must be addressed / included (in reality & as a priority) by the user

Note 4: IMPORTANT - An airside only location for the EOC is best avoided. Ideally the EOC will be accessible from **both** airside and landside and should provide a view of airport airside. Failing this, the EOC should be situated at the most operationally convenient (airport **landside**) location available

Information 1

It may be that the **airport** operator can provide 'temporary shelter' for triage / immediate medical care ops at / close to the accident site. Such shelter typically takes the form of inflatable tents - possibly with power, lighting and temperature control (e.g. via generators & associated appliances etc.)

Enough inflatable tents are procured by some airports (and colour coded accordingly) for the different levels of triage to be used (using standard triage colour codes) and associated / subsequent on-site medical treatment

At the relatively few airports having such a facility, AFS typically deploys and sets up the inflatable tents (in conjunction with others present e.g. medical services responders [e.g. from AMC]; Airport Police / Security; XYZ Airports Authority [airport operator] staff; airline / GHA staff etc.)

Information 2

Airport provided buses (& similar) are a possible option for use as an accident site victim collection point and also for triage and immediate medical care operations (with seats removed for latter two types of operation)

If such buses etc. **are** available, their deployment (on and off-airport as appropriate / permitted) and use should already be **PRE**-planned, documented, trained and exercised (and re-trained / re-exercised) by / with all concerned (i.e. appropriate on **and** off airport agencies). Provision of such buses is typically a shared responsibility e.g. of airport operator, accident aircraft operator and / or the appropriate Ground Handling Agent(s) - GHA

Note - The assumption has been made in this AEP guideline that XIA has both inflatable tents and modified buses (can be used off-airport if required) - for uses as described above





Aircraft Accident - On Airport XYZ Airports Company - Emergency Operations Centre (EOC)

Alerted By: XYZ Airports Company - (**Normal**) Ops Control Centre / AFS / Whoever

Alerts Whom: As required by actual circumstances 'on the day'

General Responsibilities:

- EOC 'general responsibilities' (shown below) **only** include those which are **ADDITIONAL** to those **already** documented (starting page 269 of this AEP Volume 2B document) for the equivalent (**General Responsibilities** of) XIA Airport's **Normal** Ops Control Centre
 - It is now assumed herein (at this point in time) that the EOC is specifically manned and functional to the extent that it can effectively, efficiently and expediently assume (take over) strategic C4 operations of the crisis from the XIA Airport's **Normal** Ops Control Centre
 - Note that when the EOC is fully active, it can be expected that most XIA alerting & activation tasks (in general) will have **already** been completed. The latter is assumed for the purposes of **this** Sub-section 3P
 - The manner in which the EOC 'general responsibilities' are written below is indicative of **just one person** (e.g. the EOC Overall Commander) being responsible for all of them in general. This has been done for the sake of simplicity & expediency. **In reality several different persons** will be responsible for completing specifically 'assigned' general responsibilities. Same goes for corresponding checklists - with 'everything' falling under the ultimate authority (insofar as XIA is concerned) of the XIA Overall Commander
- Continue own (**EOC** specific) alerting & activation procedure - **BUT**.....only to the extent not already addressed / actioned by the XIA Airport's **Normal** Op Control Centre
 - Take a **Strategic (GOLD)** C4 handover (from the XIA's **Normal** Operations Control Centre) of the entire emergency response effort (from Airport Operator viewpoint **only**)
 - Assume / exercise strategic (**GOLD**) C4 of the crisis (from Airport Operator viewpoint **only** [unless agreed otherwise with other, appropriate {off-airport} GOLD level commanders])
 - Prepare to temporarily assume / exercise tactical (**SILVER**) C4 of specific & limited elements of the on-airport crisis response operation, if (exceptionally) so required
 - Ensure all necessary communications links established / maintained - **BUT**.....only to the extent not already addressed by the XIA **Normal** Operations Control Centre (to include establishment of comms with other [off-airport] GOLD level commanders - as appropriate)
 - Ensure health / safety of appropriate responders / staff is adequately accounted for
 - Ensure appropriate & adequate resources (including manpower) and support for the airport response are available / will continue to be available
 - Oversee continuation of pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational info re the overall (big picture), ongoing crisis response operation (Updating and re-distributing same on a continual cycle basis, for as long as is necessary)
 - Acquire, retain and continually update the 'big picture' of the overall crisis response operation
 - Based on ongoing 'updating' of the big picture - continually make & communicate the appropriate decisions required of you
 - Oversee establishment and operation of a 'monitoring cycle' of 'actions required' vs 'actions completed' re associated 'big picture' decisions made and assigned by the EOC
 - Based on last 4 bullet points above, ensure subordinate EOC managers (and other on-airport equivalents) do likewise (in principle) within their specific areas of interest / accountability





- Provide regular situation reports to XYZ Airports Company top manager(s)
- Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' related operations
- Oversee (from airport viewpoint) humanitarian assistance, welfare & similar matters
- Oversee (from airport viewpoint) crisis communications related matters (unless 'top management' has assumed this responsibility themselves)
- Oversee (from airport viewpoint) dealings with Air Accident Investigation Agency
- Oversee (from airport viewpoint) dealings with any Judicial Investigation (as appropriate)
- Oversee associated aircraft 'removal / recovery / salvage' operations (as appropriate to the actual situation 'on the day')
- Ensure post crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible - as appropriate
- Ensure 'psychosocial' support is provided to airport responders / staff in need of same
- Oversee 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same

IMPORTANT NOTE - **EOC Checklist** versus XYZ Airport's **Normal Ops Control Centre's Checklist**

When (if) the XYZ Airports Company - **Emergency Operations Centre** (EOC) has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed [if any]) from the equivalent XYZ Airports Company ('**Normal Ops' Control Centre**) checklist (starts page 271) will be merged (transferred / amalgamated) with (to) those of the **separate EOC** check lists (starts page 492)

To facilitate the latter, it is vital that the primary / appropriate person(s) responsible for operating the XYZ Airports Company '**normal operations control centre**' checklist transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and sits next to the equivalent person(s) responsible for this checklist (starts page 492) - and that these persons thereafter work / liaise closely together to ensure that **all** items on **BOTH** of their respective check lists are **fully co-ordinated, addressed and** (eventually) **100% completed - without error, omission or confusion**

As per the above paragraph, it is anticipated that **other** (appropriate) staff at the '**Normal Operations' Control Centre** itself will now revert to conducting normal and business continuity operations **ONLY** (as applicable) - as required by actual circumstances 'on the day'

Important Reminder - See again information provided on pages 7 & 8 of **this** AEP Vol 2B guideline document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3P. This is particularly important with regard to what is contained in the important note shown immediately above, as it is possible (in fact, 'likely') that several **different** persons (in the EOC) might be assigned to **concurrently** address (action) the (any) particular EOC checklist (in use 'on the day')

Another way of saying this is - that for the sake of speed, workload sharing etc. - some of the individual EOC checklists which follow may be split up / shared (for the purpose of taking more appropriate & expedient action) between several **different** EOC persons. Thus it is vital that the primary / appropriate person(s) responsible for operating the XYZ Airports Company '**NORMAL Ops Control Centre**' check list works together with **ALL** such EOC persons, during the process described in said **important note**





General actions:

Aircraft Accident - On Airport XYZ Airports Company - Emergency Operations Centre (EOC)

Action		☑ ?
1	<p>Ensure EOC is fully set up, equipped, manned and secured re '24H / fit for purpose' ops.</p> <p>Note: Manning (for <i>each</i> EOC shift) <i>typically</i> comprises:</p> <ul style="list-style-type: none"> Overall Commander & deputy Operational Support Team - including reps from all major agencies (on & off-airport - as pre-planned and / or as required by actual circumstances 'on the day') required to respond to the particular crisis. Note 1: - to include an (XYZ Airports Company) 'Crisis Communications / PR' expert support team / person. Note 2: - to include an (XYZ Airports Company) 'Humanitarian Assistance' expert support team / person EOC Security Team Admin, Logistics & Welfare Support Team (including a 'log-keeper') Anyone else as appropriate to actual circumstances 'on the day' e.g. appropriate reps from off-airport agencies <p>Note: - Assume 12 hour shifts. If a manpower shortage exists, operate shifts exceeding 12 hours</p>	
2	Ensure EOC log of events is maintained	
3	When EOC is 'ready for operations' - take a full handover brief (ideally face to face) from the XIA ' Normal Ops Control Centre ' appropriate person - and then assume all airport related aspects of strategic C4 of the crisis response. Note: Advise all appropriate parties of the C4 transfer + remind them again of full EOC contact details. Reminder: - See again 'important note' on page 491 - and implement the associated requirements NOW	
4	See 'boxed' information on page 494 - and implement it NOW	
5	Where necessary, also conduct temporary and specific tactical (SILVER) C4 ops (airport operator aspects only) if no other responding agency is capable of so doing	
6	When issuing orders / commands / instructions / requests etc. - ensure (by whatever means necessary) that timely & reliable (i.e. effective, efficient and expedient) transmission, execution and completion of same is adequately monitored, managed & recorded	
7	<p>Re the accident flight - check that info below has been obtained & forwarded to all appropriate emergency response agencies needing same (if not - address URGENTLY):</p> <ul style="list-style-type: none"> Number of persons on board Estimated Fuel on Board (at time of accident) Details of Dangerous Goods on board (if any) Initial (unconfirmed) Crew & Passenger Lists Flight number / date, aircraft type & total route (all sectors - as per flight number) Verified (confirmed) Crew & Passenger Lists <p>Note: Also check details of cargo, baggage and mail carried (particularly high value and / or 'sensitive' cargo) + details of any VVIPs on board (if any). (Both ASAP but not urgent)</p>	
8	Ensure (where possible / available) that appropriate & adequate resources & support (for airport provided elements of the response) are provided / will continue to be provided	





Aircraft Accident - On Airport XYZ Airports Company - **Emergency Operations Centre (EOC)**

9	Establish / maintain regular liaison & co-ordination with the on-airport deployed On-scene Commander / MICC / FCP and provide appropriate direction (as required) together with all and any support / resources etc. required / requested. Note: - Where possible, do this via any AFS / MICC / FCP etc. rep present in the EOC	
10	Establish / maintain regular liaison & co-ordination with appropriate OFF-airport emergency response agencies. Note 1: Where possible, do this via the appropriate off-airport reps present in the EOC. Note 2: Where necessary, it may be necessary to conduct such liaison etc. via the appropriate off-airport GOLD commander - see also this checklist, item 18	
11	Double check all other required comms links established (as per <i>Radio Communications Plan at appendix P</i> to <i>separate</i> document - AEP Volume 1). Note 1: Where required, establish comms with appropriate off-airport GOLD commander(s). Note 2: Where required & jointly agreed, place an appropriately experienced / senior XIA EOC rep in the main / appropriate off-airport GOLD facility (EOC equivalent) and vice versa	
12	If accident flight's aircraft operator has insufficient / inadequate / nil representation at XIA, ensure that an appropriate agency is appointed to take on such representation (Typically the accident airline's contracted GHA at XIA AND / OR any XIA GHA designated / requested by the by EOC AND / OR members of the XIA Airline Operators' Committee (AOC) etc.	
13	Oversee ongoing, pro-active collection, collation, dissemination (to appropriate / designated recipients) of operational info re overall (big picture) crisis & crisis response situation / operation. (Updating & re-distributing same on a continual cycle basis)	
14	Ensure (insofar as is possible / practicable 'on the day') that the ongoing health, safety and security of airport based responders is being adequately accounted for (regardless of where such responses are being undertaken)	
15	Obtain regular situation reports (SITREPS) from accident site / wherever - and respond as required	
16	Obtain regular SITREPS from the various locations where humanitarian assistance, welfare etc. type support is being provided - and respond as required	
17	Provide regular SITREPS to XYZ Airports Company top manager(s)	
18	Maintain regular liaison / co-ordination / info exchange with the GOLD (strategic C4) HQ(s) of all supporting OFF-airport emergency response / support agencies (including at government level where appropriate) - as applicable	
19	Provide strategic oversight of the airport's emergency call / contact / info centre (if any) and appropriate web & social media / networking site operations. Note: Do this in close conjunction, co-ordination, co-operation etc. with other appropriate (non-airport operator) responding agencies e.g. accident airline; off-airport police etc. - as required	
20	Oversee humanitarian assistance / welfare ops re airport located victims, MGFR etc.	
21	Oversee matching / reuniting ops of airport located victims with associated MGFR	





Aircraft Accident - On Airport XYZ Airports Company - Emergency Operations Centre (EOC)

22	Oversee Crisis Comms management from the airport operator viewpoints. Note: Do this in close conjunction, co-ordination, co-operation etc. with other (non-airport operator) responding agencies e.g. accident airline; air accident investigation agency; government; judiciary etc. - as appropriate. (See Appendix T to [separate document] XIA AEP Volume 1)	
23	Fully support / co-operate with the Air Accident Investigation Agency	
24	Oversee (from airport viewpoint) dealings with any Judicial investigation (as appropriate)	
25	Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' operations	
26	Ensure short term post-crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible (as appropriate)	
27	Oversee initial aircraft 'removal / recovery / salvage' considerations - as appropriate	
28	Oversee humanitarian, welfare & psychosocial support of XIA based emergency responders, as required. Extend same to OFF -airport responders (when responding on -airport) as appropriate (but strictly subject to associated resources being available)	
29	Oversee ongoing 'what could we have done better' debriefings. Ensure resulting action points followed up (in an appropriate timeframe) by those responsible for managing same	
30	Anything else required which has not already been covered above	
End of Checklist		

In conjunction with the above checklist and for the duration of the crisis, the XIA EOC **Overall Commander** (via his / her EOC staff, other resources etc.) shall:

- Acquire / retain the developing 'big picture' of the overall crisis & crisis response operation
- Continually re-assess the big picture situation
- Make / take / review the associated & appropriate strategic C4 decisions required
- Ensure (however done) that such decisions are transmitted, co-ordinated, executed (effectively, efficiently and expeditiously), monitored (for timely completion, effectiveness etc.) - to / by all concerned
- Regularly / cyclically repeat **all** of the above - until crisis is concluded
- **Communicate, Communicate, Communicate** & keep on communicating

CIQ	=	XIA based Customs, Immigration & Port Health (Quarantine) Agencies
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FCP	=	XIA's Forward Command Post
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were not on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
MICC	=	XIA's Mobile Incident Command Centre
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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Reminder: See again 'important notes' (pages 488 - 489) before starting

Aircraft Accident - Off-airport / On Land XYZ Airports Company - **Emergency Ops Centre (EOC)**

Alerted By: XYZ Airports Company - (**Normal**) Ops Control Centre / AFS / Whoever

Alerts Whom: As required by actual circumstances 'on the day'

General Responsibilities:

- EOC 'general responsibilities' (shown below) **only** include those which are **ADDITIONAL** to those **already** documented (starting page 278 of this AEP Volume 2B document) for the equivalent (**General Responsibilities** of) XIA Airport's **Normal** Ops Control Centre
 - It is now assumed herein (at this point in time) that the EOC is specifically manned and functional to the extent that it can effectively, efficiently and expediently assume (take over) strategic C4 operations of the crisis from the XIA Airport's **Normal** Ops Control Centre
 - Note that when the EOC is fully active, it can be expected that most XIA alerting & activation tasks (in general) will have **already** been completed. The latter is assumed for the purposes of **this** Sub-section 3P
 - The manner in which the EOC 'general responsibilities' are written below is indicative of **just one person** (e.g. the EOC Overall Commander) being responsible for all of them in general. This has been done for the sake of simplicity & expediency. **In reality several different persons** will be responsible for completing specifically 'assigned' general responsibilities. Same goes for corresponding checklists - with 'everything' falling under the ultimate authority (insofar as XIA is concerned) of the XIA Overall Commander
- Continue own (**EOC** specific) alerting & activation procedure - **BUT**.....only to the extent not already addressed / actioned by the XIA Airport's **Normal** Op Control Centre
 - Take a **Strategic (GOLD)** C4 handover (from the XIA's **Normal** Operations Control Centre) of the entire emergency response effort (from Airport Operator viewpoint **only**)
 - Assume / exercise strategic (**GOLD**) C4 of the crisis (from Airport Operator viewpoint **only** [unless agreed otherwise with other, appropriate {off-airport} GOLD level commanders])
 - Prepare to temporarily assume / exercise tactical (**SILVER**) C4 of specific & limited elements of the on-airport crisis response operation, if (exceptionally) so required
 - Provide XIA representation (via deployed XIA FCP / MICC + other airport responders) at designated off-airport location(s)
 - Ensure all necessary communications links established / maintained - **BUT**.....only to the extent not already addressed by the XIA **Normal** Operations Control Centre (to include establishment of comms with other [off-airport] GOLD level commanders - as appropriate)
 - Ensure health / safety of airport responders / staff is adequately accounted for
 - Ensure that appropriate and adequate resources (including manpower) and support for the off-airport response (from airport viewpoint) are available / will continue to be available
 - Oversee (from airport viewpoint) continuation of pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational information re overall (big picture) crisis response operation. (Updating and re-distributing same on a continual cycle basis, for as long as is necessary)
 - Acquire, retain and continually update the 'big picture' of the overall crisis response operation
 - Based on ongoing '**updating**' of the big picture - continually make & communicate the appropriate decisions required of you
 - Oversee establishment and operation of a 'monitoring cycle' of 'actions required' vs 'actions completed' re associated 'big picture' decisions made and assigned by the EOC





- Based on last 4 bullet points above, ensure subordinate EOC managers (and other on-airport equivalents) do likewise (in principle) within their specific areas of interest / accountability
- Provide regular situation reports to XYZ Airports Company top manager(s)
- Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' related operations
- Oversee (from airport viewpoint) humanitarian assistance, welfare & related matters
- Where appropriate & possible etc. - provide resources and support to **OFF-airport** agencies delivering humanitarian assistance, welfare etc. type services at **OFF-airport** locations
- Oversee (from airport viewpoint) crisis communications related matters (unless 'top management' has assumed this responsibility themselves)
- Oversee (from airport viewpoint) dealings with Air Accident Investigation Agency
- Oversee (from airport viewpoint) dealings with any Judicial Investigation (as appropriate)
- Oversee (from airport viewpoint) associated aircraft 'removal / recovery / salvage' ops (as appropriate to the actual situation 'on the day')
- Ensure airport related post crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible - as appropriate
- Ensure 'psychosocial' support is provided to airport responders / staff in need of same
- Oversee 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same

IMPORTANT NOTE - EOC Checklist versus XYZ Airport's Normal Ops Control Centre's Checklist

When (if) the XYZ Airports Company - **Emergency Operations Centre** (EOC) has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed [if any]) from the XYZ Airports Company ('**Normal Ops**' **Control Centre**) equivalent checklist (starts page 283) will be merged (transferred / amalgamated) with (to) those of the **separate EOC** check lists (starts page 500)

To facilitate the latter, it is vital that the primary / appropriate person(s) responsible for operating **the XYZ Airports Company 'normal operations control centre'** checklist transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and sits next to the equivalent person(s) responsible for this checklist (starts page 500) - and that these persons thereafter work / liaise closely together to ensure that **all** items on **BOTH** of their respective check lists are **fully co-ordinated, addressed and** (eventually) **100% completed - without error, omission or confusion**

As per the above paragraph, it is anticipated that **other** (appropriate) staff at the '**Normal Operations**' **Control Centre** itself will now revert to conducting normal and business continuity operations **ONLY** (as applicable) - as required by actual circumstances 'on the day'

Important Reminder - See again information provided on pages 7 & 8 of **this** AEP Vol 2B guideline document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3P. This is particularly important with regard to what is contained in the important note shown immediately above, as it is possible (in fact, 'likely') that several **different** persons (in the EOC) might be assigned to **concurrently** address (action) the (any) particular EOC checklist (in use 'on the day'). Another way of saying this is - that for the sake of speed, workload sharing etc. - some of the individual EOC checklists which follow may be split up / shared (for the purpose of taking more appropriate & expedient action) between several **different** EOC persons. Thus it is vital that the primary / appropriate person(s) responsible for operating the XYZ Airports Company '**NORMAL Ops Control Centre**' check list works together with **ALL** such EOC persons, during the process described in said **important note**





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

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

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

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends (FR)** of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

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

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

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

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





Appropriate security, transportation, set-up, manning, escort etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / ignorance etc. needlessly getting in the way. Similar applies to the **airport** (or near airport) located **FRRRC** and **RA (A)** - except that access should be easier as these facilities are typically located at an airport (or near-airport) **landside** facility

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

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

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

Note 2 - Airlines and airports are typically required (due associated legislation / best practice etc.) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree. Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' **only** - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [AEP Volume 1 {**separate document**} / **Glossary**])

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

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

General actions required: See checklist next page:





Aircraft Accident - Off-airport / On Land XYZ Airports Company - **Emergency Ops Centre (EOC)**

Action		☑ ?
1	<p>Ensure EOC is fully set up, equipped, manned and secured re '24H / fit for purpose' ops.</p> <p>Note: Manning (for <i>each</i> EOC shift) <i>typically</i> comprises:</p> <ul style="list-style-type: none"> Overall Commander & deputy Operational Support Team - including reps from all major agencies (on & off-airport - as pre-planned and / or as required by actual circumstances 'on the day') required to respond to the particular crisis. Note 1: - to include an (XYZ Airports Company) 'Crisis Communications / PR' expert support team / person. Note 2: - to include an (XYZ Airports Company) 'Humanitarian Assistance' expert support team / person EOC Security Team Admin, Logistics & Welfare Support Team (including a 'log-keeper') Anyone else as appropriate to actual circumstances 'on the day' e.g. appropriate reps from off-airport agencies <p>Note: - Assume 12 hour shifts. If a manpower shortage exists, operate shifts exceeding 12 hours</p>	
2	Ensure EOC log of events is maintained	
3	When EOC is 'ready for operations' - take a full handover brief (ideally face to face) from the XIA ' Normal Ops Control Centre ' appropriate person - and then assume all airport related aspects of strategic C4 of the crisis response. Note: Advise all appropriate parties of the C4 transfer + remind them again of full EOC contact details. Reminder: - See again 'important note' on page 497 - and implement the associated requirements NOW	
4	See 'boxed' information on page 502 - and implement it NOW	
5	Where necessary, also conduct temporary and specific tactical (SILVER) C4 ops (airport operator aspects only) if no other responding agency is capable of so doing	
6	In extremis be prepared to also assume strategic AND tactical C4 of the OFF -airport situation e.g. where 'no-one else appropriate' is capable of so doing	
7	When issuing orders / commands / instructions / requests etc. - ensure (by whatever means necessary) that timely & reliable (i.e. effective, efficient and expedient) transmission, execution and completion of same is adequately monitored, managed & recorded	
8	<p>Re the accident flight - check that info below has been obtained & forwarded to all appropriate emergency response agencies needing same (if not - address URGENTLY):</p> <ul style="list-style-type: none"> Number of persons on board Estimated Fuel on Board (at time of accident) Details of Dangerous Goods on board (if any) Initial (unconfirmed) Crew & Passenger Lists Flight number / date, aircraft type & total route (all sectors - as per flight number) Verified (confirmed) Crew & Passenger Lists <p>Note: Also check details of cargo, baggage and mail carried (particularly high value and / or 'sensitive' cargo) + details of any VVIPs on board (if any). (Both ASAP but not urgent)</p>	
9	Ensure (where possible / available) that appropriate & adequate resources & support (for airport provided elements of the response) are provided / will continue to be provided	





Aircraft Accident - Off-airport / On Land XYZ Airports Company - **Emergency Ops Centre (EOC)**

10	Establish / maintain regular liaison & co-ordination with the (off-airport deployed) XIA On-scene Commander / MICC / FCP and provide appropriate direction (as required) together with all and any support / resources etc. required / requested. Note: - Where possible, do this via any AFS / MICC / FCP etc. rep present in the EOC	
11	Establish / maintain regular liaison & co-ordination with appropriate OFF-airport emergency response agencies. Note 1: Where possible, do this via the appropriate off-airport reps present in the EOC. Note 2: Where necessary, conduct such liaison etc. via the appropriate off-airport GOLD commander - see also this checklist, item 19. Note 3: Keep the off-airport deployed XIA On-scene Commander 'in the communication loop' - as required	
12	Double check all other required comms links established (as per Radio Communications Plan at appendix P to separate document - AEP Volume 1). Note 1: Where required, establish comms with appropriate off-airport GOLD commander(s). Note 2: Where required & jointly agreed, place an appropriately experienced / senior XIA EOC rep in the main / appropriate off-airport GOLD facility (EOC equivalent) and vice versa	
13	If accident flight's aircraft operator has insufficient / inadequate / nil representation at XIA, ensure that an appropriate agency is appointed to take on such representation (Typically the accident airline's contracted GHA at XIA AND / OR any XIA GHA designated / requested by the by EOC AND / OR members of the XIA Airline Operators' Committee (AOC) etc.	
14	Oversee ongoing, pro-active collection, collation, dissemination (to appropriate / designated recipients) of operational info re overall (big picture) crisis & crisis response situation / operation. (Updating & re-distributing same on a continual cycle basis)	
15	Ensure (insofar as is possible / practicable 'on the day') that the ongoing health, safety and security of airport based responders is being adequately accounted for (regardless of where such responses are being undertaken)	
16	Obtain regular situation reports (SITREPS) from accident site / wherever - and respond as required	
17	Obtain regular SITREPS from the various locations where humanitarian assistance, welfare etc. type support is being provided - and respond as required	
18	Provide regular SITREPS to XYZ Airports Company top manager(s)	
19	Maintain regular liaison / co-ordination / info exchange with the GOLD (strategic C4) HQ(s) of all supporting OFF-airport emergency response / support agencies (including at government level where appropriate) - as applicable	
20	Provide strategic oversight of the airport's emergency call / contact / info centre (if any) and appropriate web & social media / networking site operations. Note: Do this in close conjunction, co-ordination, co-operation etc. with other appropriate (non-airport operator) responding agencies e.g. accident airline; off-airport police etc. - as required	
21	Oversee humanitarian assistance / welfare ops re airport located victims, MGFR etc.	
22	Oversee matching / reuniting ops of airport located victims with associated MGFR	





Aircraft Accident - Off-airport / On Land XYZ Airports Company - **Emergency Ops Centre (EOC)**

23	Where appropriate & possible / practicable etc. - provide resources, expertise and other appropriate XIA based support to OFF-airport agencies delivering humanitarian assistance, welfare and similar type services at OFF-airport locations	
24	Oversee Crisis Comms management from the airport operator viewpoints. Note: Do this in close conjunction, co-ordination, co-operation etc. with other (non-airport operator) responding agencies e.g. accident airline; air accident investigation agency; government; judiciary etc. - as appropriate. (See Appendix T to [separate document] XIA AEP Volume 1)	
25	Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' operations	
26	Fully support / co-operate (from airport viewpoint with Air Accident Investigation Agency	
27	Oversee (from airport viewpoint) dealings with any Judicial investigation (as appropriate)	
28	Ensure short term post-crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible (as appropriate)	
29	Assist with initial aircraft 'removal / recovery / salvage' considerations - as appropriate	
30	Oversee humanitarian, welfare & psychosocial support of XIA based emergency responders, as required	
31	Participate (from an airport viewpoint) in 'what could we have done better' type debriefings and ensure that resulting action points are followed up (again from an airport viewpoint - and also in an appropriate timeframe) by those responsible for managing same	
32	Anything else required which has not already been covered above	
<i>End of Checklist</i>		

In conjunction with the above checklist and for the duration of the crisis, the XIA EOC **Overall Commander** (via his / her EOC staff, other resources etc.) shall:

- Acquire / retain the developing 'big picture' of the overall crisis & crisis response operation
- Continually re-assess the big picture situation
- Make / take / review the associated & appropriate strategic C4 decisions required
- Ensure (however done) that such decisions are transmitted, co-ordinated, executed (effectively, efficiently and expeditiously), monitored (for timely completion, effectiveness etc.) - to / by all concerned
- Regularly / cyclically repeat **all** of the above - until crisis is concluded
- **Communicate, Communicate, Communicate** & keep on communicating

CIQ	=	XIA based Customs, Immigration & Port Health (Quarantine) Agencies
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FCP	=	XIA's Forward Command Post
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
MICC	=	XIA's Mobile Incident Command Centre
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

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

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated ‘**on the day**’ by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

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

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

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

Where emergency / similar responders in the ‘**surrounding community**’ are able to **adequately** provide at least the equivalent (or more) of what is listed in the bullet points above - the airport operator should enter into an associated ‘**Mutual Aid Emergency Support Agreement**’ accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to then dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose





Reminder: See again 'important notes' (pages 488 - 489) before starting

Aircraft Accident - Off-airport / on or over Water XYZ Airports Company - **Emergency Ops Centre**

Alerted By: XYZ Airports Company - (**Normal**) Ops Control Centre / AFS / Whoever

Alerts Whom: As required by actual circumstances 'on the day'

General Responsibilities:

- EOC 'general responsibilities' (shown below) **only** include those which are **ADDITIONAL** to those **already** documented (starting page 291 of this AEP Volume 2B document) for the equivalent (**General Responsibilities** of) XIA Airport's **Normal** Ops Control Centre
- It is now assumed herein (at this point in time) that the EOC is specifically manned and functional to the extent that it can effectively, efficiently and expediently assume (take over) strategic C4 operations of the crisis from the XIA Airport's **Normal** Ops Control Centre
- Note that when the EOC is fully active, it can be expected that most XIA alerting & activation tasks (in general) will have **already** been completed. The latter is assumed for the purposes of **this** Sub-section 3P
- The manner in which the EOC 'general responsibilities' are written below is indicative of **just one person** (e.g. the EOC Overall Commander) being responsible for all of them in general. This has been done for the sake of simplicity & expediency. **In reality several different persons** will be responsible for completing specifically 'assigned' general responsibilities. Same goes for corresponding checklists - with 'everything' falling under the ultimate authority (insofar as XIA is concerned) of the XIA Overall Commander

- Continue own (**EOC** specific) alerting & activation procedure - **BUT**.....only to the extent not already addressed / actioned by the XIA Airport's **Normal** Op Control Centre
- Take a **Strategic (GOLD)** C4 handover (from the XIA's **Normal** Operations Control Centre) of the entire emergency response effort (from Airport Operator viewpoint **only**)
- Assume / exercise strategic (**GOLD**) C4 of the crisis (from Airport Operator viewpoint **only** [unless agreed otherwise with other, appropriate {off-airport} GOLD level commanders])
- Prepare to temporarily assume / exercise tactical (**SILVER**) C4 of specific & limited elements of the on-airport crisis response operation, if (exceptionally) so required
- Provide XIA representation (via deployed XIA FCP / MICC + other airport responders) at designated off-loading / landing point(s) and / or any other designated off-airport location(s)
- Ensure all necessary communications links established / maintained - **BUT**.....only to the extent not already addressed by the XIA **Normal** Operations Control Centre
- Ensure health / safety of airport responders / staff is adequately accounted for
- Ensure that appropriate and adequate resources (including manpower) and support for the off-airport response (from airport viewpoint) are available / will continue to be available
- Oversee (from airport viewpoint) continuation of pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational information re overall (big picture) crisis response operation. (Updating and re-distributing same on a continual cycle basis, for as long as is necessary)
- Acquire, retain & continually update the 'big picture' of the overall crisis response operation





Aircraft Accident - Off-airport / on or over Water XYZ Airports Company - **Emergency Ops Centre**

- Based on ongoing '**updating**' of the big picture - continually make & communicate the appropriate decisions required of you
- Oversee establishment and operation of a 'monitoring cycle' of 'actions required' vs 'actions completed' re associated 'big picture' decisions made and assigned by the EOC
- Based on last 4 bullet points above, ensure subordinate EOC managers (and other on-airport equivalents) do likewise (in principle) within their specific areas of interest / accountability
- Provide regular situation reports to XYZ Airports Company top manager(s)
- Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' related operations
- Oversee (from airport viewpoint) humanitarian assistance, welfare & related matters
- Where appropriate & possible etc. - provide resources and support to **OFF-airport** agencies delivering humanitarian assistance, welfare etc. type services at **OFF-airport** locations
- Oversee (from airport viewpoint) crisis communications related matters (unless 'top management' has assumed this responsibility themselves)
- Oversee (from airport viewpoint) dealings with Air Accident Investigation Agency
- Oversee (from airport viewpoint) dealings with any Judicial Investigation (as appropriate)
- Oversee (from airport viewpoint) associated aircraft 'removal / recovery / salvage' operations (as appropriate to actual 'on or over water' situation 'on the day')
- Ensure airport related post crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible - as appropriate
- Ensure 'psychosocial' support is provided to airport responders / staff in need of same
- Oversee 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same

IMPORTANT NOTE - **EOC Checklist** versus XYZ Airport's **Normal Ops Control Centre's Checklist**

When (if) the XYZ Airports Company - **Emergency Operations Centre** (EOC) has been set-up / is fully operational, it is expected that **outstanding** items (i.e. those not yet completed [if any]) from the XYZ Airports Company ('**Normal Ops' Control Centre**) equivalent checklist (starts page 296) will be merged (transferred / amalgamated) with (to) those of the **separate EOC** check lists (starts page 510)

To facilitate the latter, it is vital that the primary / appropriate person(s) responsible for operating **the** XYZ Airports Company '**normal operations control centre**' checklist transfers location (i.e. **physically moves** to the **XIA EOC** facility itself) and sits next to the equivalent person(s) responsible for this checklist (starts page 510) - and that these persons thereafter work / liaise closely together to ensure that **all** items on **BOTH** of their respective check lists are **fully co-ordinated, addressed and** (eventually) **100% completed - without error, omission or confusion**

As per the above paragraph, it is anticipated that **other** (appropriate) staff at the '**Normal Operations' Control Centre** itself will now revert to conducting normal and business continuity operations **ONLY** (as applicable) - as required by actual circumstances 'on the day'





Important Reminder - See again information provided on pages 7 & 8 of **this** AEP Vol 2B guideline document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section 3P. This is particularly important with regard to what is contained in the **important note** shown immediately above, as it is possible (in fact, 'likely') that several **different** persons (in the EOC) might be assigned to **concurrently** address (action) the (any) particular EOC checklist (in use 'on the day'). Another way of saying this is - that for the sake of speed, workload sharing etc. - some of the individual EOC checklists which follow may be split up / shared (for the purpose of taking more appropriate & expedient action) between several **different** EOC persons. Thus it is vital that the primary / appropriate person(s) responsible for operating the XYZ Airports Company '**NORMAL Ops Control Centre**' check list works together with **ALL** such EOC persons, during the process described in said **important note**

IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (**ON-airport [airside]**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services - to **uninjured** aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A).....and
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends (FR)** of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

The final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport) - RA (A)**' - used to eventually (physically) re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (together with the XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **OFF-airport** commander having overall **accident site [off-airport]** jurisdiction & primacy) to achieve the preferred option i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) & SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC





Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it is important to note that some of these facilities are located **AIRSIDE** at XIA. Accordingly, robust procedures should be **pre-established**, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access at airport) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning, escort etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / ignorance etc. needlessly getting in the way

Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located at an airport (or near-airport) **landside** facility.

Should the above 'preferred option' **not** be practical / desirable / possible (for whatever reason) 'on the day' - the **same principle** should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. CRC [A]; SRC [A]; **FRRC**; **RA (A)**) e.g. by use of local hotels, schools, gymnasiums / sports facilities, government shelters, churches / mosques etc. - and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises etc.

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically off-airport) **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies.

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

Note 2 - Airlines and airports are typically required (due associated legislation / best practice etc.) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist)

That is, the latter are generally (but not exclusively) deployed '**on-airport**' **only** - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [AEP Volume 1 {**separate document**} / Glossary])





As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of **'local' airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the associated **on-airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the associated **on-airport FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See **glossary** in (**separate document**) **AEP Volume 1** for more information on the HAC, if required

General actions required: See checklist starting on next page:





Aircraft Accident - Off-airport / on or over Water XYZ Airports Company - **Emergency Ops Centre**

Lifejackets / similar buoyancy aids MUST always be worn for work carried out over/close to water

Action		☑ ?
1	<p>Ensure EOC is fully set up, equipped, manned and secured re '24H / fit for purpose' ops.</p> <p>Note: Manning (for <i>each</i> EOC shift) <i>typically</i> comprises:</p> <ul style="list-style-type: none"> Overall Commander & deputy Operational Support Team - including reps from all major agencies (on & off-airport - as pre-planned and / or as required by actual circumstances 'on the day') required to respond to the particular crisis. Note 1: - to include an (XYZ Airports Company) 'Crisis Communications / PR' expert support team / person. Note 2: - to include an (XYZ Airports Company) 'Humanitarian Assistance' expert support team / person EOC Security Team Admin, Logistics & Welfare Support Team (including a 'log-keeper') Anyone else as appropriate to actual circumstances 'on the day' e.g. appropriate reps from off-airport agencies <p>Note: - Assume 12 hour shifts. If a manpower shortage exists, operate shifts exceeding 12 hours</p>	
2	Ensure EOC log of events is maintained	
3	When EOC is 'ready for operations' - take a full handover brief (ideally face to face) from the XIA ' Normal Ops Control Centre ' appropriate person - and then assume all airport related aspects of strategic C4 of the crisis response. Note: Advise all appropriate parties of the C4 transfer + remind them again of full EOC contact details. Reminder: - See again 'important note' on page 506 - and implement the associated requirements NOW	
4	See 'boxed' information on page 512 - and implement it NOW	
5	Where necessary, also conduct temporary and specific tactical (SILVER) C4 ops (airport operator aspects only) if no other responding agency is capable of so doing	
6	In extremis be prepared to also assume strategic AND tactical C4 of the OFF -airport situation e.g. where 'no-one else appropriate' is capable of so doing	
7	When issuing orders / commands / instructions / requests etc. - ensure (by whatever means necessary) that timely & reliable (i.e. effective, efficient and expedient) transmission, execution and completion of same is adequately monitored, managed & recorded	
8	<p>Re the accident flight - check that info below has been obtained & forwarded to all appropriate emergency response agencies needing same (if not - address URGENTLY):</p> <ul style="list-style-type: none"> Life-saving aids + location aids carried on board Number of persons on board Estimated Fuel on Board (at time of accident) Details of Dangerous Goods on board (if any) Initial (unconfirmed) Crew & Passenger Lists Flight number / date, aircraft type & total route (all sectors - as per flight number) Verified (confirmed) Crew & Passenger Lists <p>Note: Also check details of cargo, baggage and mail carried (particularly high value and / or 'sensitive' cargo) + details of any VVIPs on board (if any). (Both ASAP but not urgent)</p>	





Aircraft Accident - Off-airport / on or over Water XYZ Airports Company - **Emergency Ops Centre**

9	Ensure (where possible / available) that appropriate & adequate resources & support (for airport provided elements of the response) are provided / will continue to be provided	
10	Establish / maintain regular liaison & co-ordination with the (off-airport deployed) XIA On-scene Commander / MICC / FCP and provide appropriate direction (as required) together with all and any support / resources etc. required / requested. Note: - Where possible, do this via any AFS / MICC / FCP etc. rep present in the EOC	
11	Establish / maintain regular liaison & co-ordination with appropriate OFF-airport emergency response agencies. Note 1: Where possible, do this via the appropriate off-airport reps present in the EOC. Note 2: Where necessary, conduct such liaison etc. via the appropriate off-airport GOLD commander - see also this checklist, item 19. Note 3: Keep the off-airport deployed XIA On-scene Commander 'in the communication loop' - as required	
12	Double check all other required comms links established (as per Radio Communications Plan at appendix P to separate document - AEP Volume 1). Note 1: Where required, establish comms with appropriate off-airport GOLD commander(s). Note 2: Where required & jointly agreed, place an appropriately experienced / senior XIA EOC rep in the main / appropriate off-airport GOLD facility (EOC equivalent) and vice versa	
13	If accident flight's aircraft operator has insufficient / inadequate / nil representation at XIA, ensure that an appropriate agency is appointed to take on such representation (Typically the accident airline's contracted GHA at XIA AND / OR any XIA GHA designated / requested by the by EOC AND / OR members of the XIA Airline Operators' Committee (AOC) etc.	
14	Oversee ongoing, pro-active collection, collation, dissemination (to appropriate / designated recipients) of operational info re overall (big picture) crisis & crisis response situation / operation. (Updating & re-distributing same on a continual cycle basis)	
15	Ensure (insofar as is possible / practicable 'on the day') that the ongoing health, safety and security of airport based responders is being adequately accounted for (regardless of where such responses are being undertaken).	
16	Obtain regular situation reports (SITREPS) from accident site / wherever - and respond as required	
17	Obtain regular SITREPS from the various locations where humanitarian assistance, welfare etc. type support is being provided - and respond as required	
18	Provide regular SITREPS to XYZ Airports Company top manager(s)	
19	Maintain regular liaison / co-ordination / info exchange with the GOLD (strategic C4) HQ(s) of all supporting OFF-airport emergency response / support agencies (including at government level where appropriate) - as applicable	
20	Provide strategic oversight of the airport's emergency call / contact / info centre (if any) and appropriate web & social media / networking site operations. Note: Do this in close conjunction, co-ordination, co-operation etc. with other appropriate (non-airport operator) responding agencies e.g. accident airline; off-airport police etc. - as required	
21	Oversee humanitarian assistance / welfare ops re airport located victims, MGFR etc.	





Aircraft Accident - Off-airport / on or over Water XYZ Airports Company - **Emergency Ops Centre**

22	Oversee matching / reuniting ops of airport located victims with associated MGFR	
23	Where appropriate & possible / practicable etc. - provide resources, expertise and other appropriate XIA based support to OFF-airport agencies delivering humanitarian assistance, welfare and similar type services at OFF-airport locations	
24	Oversee Crisis Comms management from the airport operator viewpoints. Note: Do this in close conjunction, co-ordination, co-operation etc. with other (non-airport operator) responding agencies e.g. accident airline; air accident investigation agency; government; judiciary etc. - as appropriate. (See Appendix T to [separate] document] XIA AEP Volume 1)	
25	Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' operations	
26	Fully support / co-operate (from airport viewpoint with Air Accident Investigation Agency	
27	Oversee (from airport viewpoint) dealings with any Judicial investigation (as appropriate)	
28	Ensure short term post-crisis operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible (as appropriate)	
29	Assist with initial aircraft 'removal / recovery / salvage' considerations - as appropriate	
30	Oversee humanitarian, welfare & psychosocial support of XIA based emergency responders, as required	
31	Participate (from an airport viewpoint) in 'what could we have done better' type debriefings and ensure that resulting action points are followed up (again from an airport viewpoint - and also in an appropriate timeframe) by those responsible for managing same	
32	Anything else required which has not already been covered above	
End of Checklist		

In conjunction with the above checklist and for the duration of the crisis, the XIA EOC **Overall Commander** (via his / her EOC staff, other resources etc.) shall:

- Acquire / retain the developing 'big picture' of the overall crisis & crisis response operation
- Continually re-assess the big picture situation
- Make / take / review the associated & appropriate strategic C4 decisions required
- Ensure (however done) that such decisions are transmitted, co-ordinated, executed (effectively, efficiently and expeditiously), monitored (for timely completion, effectiveness etc.) - to / by all concerned
- Regularly / cyclically repeat **all** of the above - until crisis is concluded
- **Communicate, Communicate, Communicate** & keep on communicating

CIQ	=	XIA based Customs, Immigration & Port Health (Quarantine) Agencies
CRC (A)	=	Uninjured (Survivor) Crew Reception Centre - Airside at Airport
FCP	=	XIA's Forward Command Post
FR	=	Family, Relatives & Friends (of accident victims i.e. FR were <u>not</u> on board the accident flight)
FRRC	=	FR Reception Centre - Landside at Airport (or other suitable location very near airport)
GHA	=	Ground Handling Agent (frequently doubles as aircraft operator's LOCAL representative)
ICT	=	(Airport Operator's) Immediate Care Team [as available]
MGFR	=	Meeters & Greeters (including FR) at airport (associated in some way with accident victims)
MICC	=	XIA's Mobile Incident Command Centre
RA (A)	=	Re-uniting Area - Airport - Landside at Airport (or other suitable location very near airport)
SRC (A)	=	Uninjured (Survivor) Passenger Reception Centre - Airside at Airport





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FULL EMERGENCY

XYZ Airports Company - **Emergency Ops Centre** (EOC)

Alerted By: Not applicable

Alerts Whom: Not applicable

General Responsibilities & General Actions required:

Note that the XIA EOC is typically *not* activated for a 'Full Emergency' situation

In the event that the **Full Emergency** becomes an **Aircraft Accident** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3P** - as to the set-up, manning and operation of an **XIA EOC**

Note: Where it is (exceptionally) necessary to operate an EOC during a FULL EMERGENCY, take advice from the equivalent checklist found in Sub-section **3H** (starts page **304**) of this AEP Volume 2B document





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LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - **Emergency Ops Centre** (EOC)

Alerted By: Not applicable

Alerts Whom: Not applicable

General Responsibilities & General Actions required:

Note that the XIA EOC is typically *not* activated for a 'Local Standby' situation

In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3P** - as to the set-up, manning and operation of an **XIA EOC**





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Aircraft Ground Incident

XYZ Airports Company - **Emergency Ops Centre** (EOC)

Alerted By: Not applicable

Alerts Whom: Not applicable

General Responsibilities & General Actions required:

Note that the XIA EOC is typically *not* activated for an 'Aircraft Ground Incident' type situation

In the event that the **Aircraft Ground Incident** becomes an **Aircraft Accident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3P** - as to the set-up, manning and operation of an **XIA EOC**

Note: Where it is (exceptionally) necessary to operate an EOC during an AIRCRAFT GROUND INCIDENT type situation, take advice from the equivalent checklist found in Sub-section **3H** (starts page **313**) of this AEP Volume 2B document





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Bomb Threat - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XYZ Airports Company - **Emergency Ops Centre** (EOC)

IMPORTANT

The following checklists relate to 'bomb threat' *as associated with aircraft operations DIRECTLY impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) *OR* on the ground at XIA

Depending on the actual 'bomb threat' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will typically declare any of '**Full Emergency**', '**Aircraft Ground Incident**' or '**Local Standby**'. (Each of these declarations has its own, associated [& *separate*] checklist located elsewhere in this sub-section 3P)

In such circumstances it will be necessary for all responders to be guided by **BOTH** the appropriate 'bomb threat' checklist - *and also* (concurrently / at the same time) by the appropriate 'Full Emergency' *OR* 'Aircraft Ground Incident' *OR* 'Local Standby' checklist

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3P checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed **CONCURRENTLY** with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (*aircraft related*)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

So long as all of the above is clearly understood by ALL concerned / involved (along with associated implications, complications & consequences) it might be better for such * **COMBINED** responses (as outlined above) to be handled flexibly and logically 'on the day' - rather than trying to prepare & mandate for the use of a (one) single, integrated checklist to cover such a complex situation

* For example - such a flexible, 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist + the 'bomb threat' checklist + the 'unlawful interference' checklist!

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ** manageable to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. '*..... commence alerting & activation.....*'

** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences





IMPORTANT

At appropriate stages of a security related incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

For a **major** security alert involving aircraft operations, specialist security services etc. only should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

It is expected that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead local off-airport police / security / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is typically required in order to represent the interests of the **Airport Operator** and to also facilitate / support the **appropriate authority**

Implementation of all / any of what follows on below is only to be considered - insofar as this is not inconsistent with the overriding requirements / direction / instruction of the 'appropriate authority'. This is particularly applicable to all forms of crisis related communications - whether written (including electronically) or spoken

Reminder 1

See again 'Important Notes 1 to 3' - on pages 267 and 268

Reminder 2

If you wish to refresh your memory on the wider issues of aircraft related 'bomb warning' - see **this** document, pages 14 - 26





Bomb Threat - Aircraft **RED** Security Alert / **RED** Threat Assessment Made

XYZ Airports Company - **Emergency Ops Centre** (EOC)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- EOC 'general responsibilities' (see next page) **only** include those which are **ADDITIONAL** to those **already** documented (starting page 318 of this AEP Volume 2B document) for the equivalent (**General Responsibilities** of) XIA Airport's **Normal** Ops Control Centre
- It is now assumed herein (at this point in time) that the EOC is specifically manned and functional to the extent that it can effectively, efficiently and expediently assume (take over) strategic C4 operations of the crisis from the XIA Airport's **Normal** Ops Control Centre
- Note that when the EOC is fully active, it can be expected that most XIA alerting & activation tasks (in general) will have **already** been completed. The latter is assumed for the purposes of **this** Sub-section 3P
- The manner in which the EOC 'general responsibilities' are written below is indicative of **just one person** (e.g. the EOC Overall Commander) being responsible for all of them in general. This has been done for the sake of simplicity & expediency. **In reality several different persons** will be responsible for completing specifically 'assigned' general responsibilities. Same goes for corresponding checklists - with 'everything' falling under the ultimate authority (insofar as XIA is concerned) of the XIA Overall Commander

IMPORTANT NOTE

This **specific** section of AEP Vol 2B assumes that the person primarily responsible for carrying out the XIA airport '**Normal** Operations Control Centre' **equivalent** (separate checklist - see page 320) **relocates to the EOC** when it activates / assumes its emergency response accountabilities which, up until this point in time, had been carried out by XIA's **Normal** Ops Control Centre

When this is done the EOC's (XIA) **Overall Commander**, shall liaise and co-ordinate closely / directly with this person to ensure that outstanding items on the latter person's checklist are completed effectively, efficiently - and in the closest conjunction with the EOC 'general responsibilities' - as per the table starting on the next page

If this is not / cannot be done (for whatever reason), take all and any appropriate action to ensure that the intent of the two paragraphs above are still achieved - however and by whomsoever this might be done





General Responsibilities: continued

- Continue own (**EOC** specific) alerting & activation procedure - **BUT**.....only to the extent not already addressed / actioned by the XIA Airport's **Normal** Op Control Centre
- Take a **Strategic (GOLD)** C4 handover (from the XIA's **Normal** Operations Control Centre) of the entire emergency response effort (from Airport Operator viewpoint **only**)
- Assume / exercise strategic (**GOLD**) C4 of the crisis (from Airport Operator viewpoint **only** [unless agreed otherwise with other, appropriate {off-airport} GOLD level commanders])
- Prepare to temporarily assume / exercise tactical (**SILVER**) C4 of specific & limited elements of the on-airport crisis response operation, if (exceptionally) so required
- Ensure all necessary communications links established / maintained - **BUT**.....only to the extent not already addressed by the XIA **Normal** Operations Control Centre (to include establishment of comms with other [off-airport] GOLD level commanders - as appropriate)
- Ensure health / safety of appropriate responders / staff is adequately accounted for
- Implement (or continue implementation of) allocated security situation countermeasures - as required / directed (by / with approval of the '**appropriate authority**')
- Ensure appropriate & adequate resources (including manpower) and support for the airport response are available / will continue to be available
- Make **EOC** & **MICC** etc. available to overall commander in absolute charge of security situation - if so directed / requested (or otherwise at own discretion)
- Assist (with approval of the 'appropriate authority') with continuation of pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational info re the overall (big picture), security operation (Updating and re-distributing same on a continual cycle basis, for as long as is necessary)
- Acquire, retain & continually update the 'big picture' (airport aspects) of the security operation
- Based on the updating big picture, continually make / communicate the appropriate decisions required of you (from airport operator viewpoint & with approval of 'appropriate authority')
- Oversee establishment and operation of a 'monitoring cycle' of 'actions required' vs 'actions completed' re associated 'big picture' decisions made and assigned by the EOC
- Based on last 4 bullet points above, ensure subordinate EOC managers (and other on-airport equivalents) do likewise (in principle) within their specific areas of interest / accountability (in conjunction with any associated constraints imposed by the 'appropriate authority')
- Provide regular situation reports to XYZ Airports Company top manager(s)
- Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' related operations
- Oversee (from airport viewpoint **only**) humanitarian assistance, welfare & similar matters
- Oversee (from airport viewpoint **only**) crisis comms related matters (unless XIA 'top management' assume this responsibility themselves. Regardless of latter, ALL such crisis comms are to be strictly conducted under the control / direction / constraints etc. imposed by the 'appropriate authority')
- Ensure post security situation operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible - as appropriate
- Ensure 'psychosocial' support is provided to airport responders / staff in need of same
- Oversee 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same





General actions required:

When (if) **EOC** is activated, the above list of '*General Responsibilities*' is to be used as a guideline for which *actions* need to be addressed (& then addressing them) i.e. a separate (dedicated) checklist is ***** *not* provided. A written log of events shall be maintained

***** Thus providing the necessary flexibility to better manage the required security response, so as to align with actual circumstance pertaining 'on the ground', 'on the day'

In conjunction with the above checklist and for the duration of the crisis, the XIA EOC **Overall Commander** (via his / her EOC staff, other resources etc.) shall:

- Acquire / retain the developing 'big picture' of the overall crisis & crisis response operation
 - Continually re-assess the big picture situation
 - Make / take / review the associated & appropriate strategic C4 decisions required
 - Ensure (however done) that such decisions are transmitted, co-ordinated, executed (effectively, efficiently and expeditiously), **monitored** (for timely completion, effectiveness etc.) - **to / by all concerned**
 - Regularly / cyclically repeat **all** of the above - until crisis is concluded
 - **Communicate, Communicate, Communicate** & keep on communicating
-
- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
 - Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident. This latter is known herein as the '**appropriate authority**'
 - Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

Should the **security incident** become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section **3P**

C4	=	Command, Control, Co-ordination & Communication
CRC (A)	=	Uninjured Crew Reception Centre - Airside at Airport
EOC	=	(Airport Operator's) Emergency Operations Centre
FR	=	Family, Relatives & Friends
FRRC	=	FR Reception Centre - Airport (or near airport)
ICT	=	(Airport Operator's) Immediate Care Team
MICC	=	(Airport Operator's) Mobile Incident Command Centre
RA (A)	=	Re-uniting Area - at Airport
SRC (A)	=	Uninjured Passenger Reception Centre - Airside at Airport





UNLAWFUL INTERFERENCE - Aircraft (Typically Hi-jack or Similar)

XYZ Airports Company - **Emergency Ops Centre** (EOC)

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) type situation at or affecting XIA - as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring **at** XIA, it is expected that the required actions will **ALL** be considered and **MOST** carried out - as appropriate

Conversely, for a hi-jack etc. where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre etc.) **airspace**, many of the required checklist actions (starting page **327** will / may **NOT** be applicable - and / or might need 'adjustment'. Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / requiredas per actual circumstances taking place 'on the day'

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated **Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **AND** 'Unlawful Interference' checklists **CONCURRENTLY** - in addition to any other checklists required (e.g. **LOCAL STANDBY** OR **FULL EMERGENCY** OR **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

See again 'Important Note' and 'Reminder 1' on page **521**. They also apply here

Reminder

For a reminder of the wider issues of aircraft related 'unlawful interference' - see pages **27** - **33**





UNLAWFUL INTERFERENCE - Aircraft XYZ Airports Company - Emergency Ops Centre (EOC)

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- EOC 'general responsibilities' (see next page) **only** include those which are **ADDITIONAL** to those **already** documented (starting page 325 of this AEP Volume 2B document) for the equivalent (**General Responsibilities** of) XIA Airport's **Normal** Ops Control Centre
- It is now assumed herein (at this point in time) that the EOC is specifically manned and functional to the extent that it can effectively, efficiently and expediently assume (take over) strategic C4 operations of the crisis from the XIA Airport's **Normal** Ops Control Centre
- Note that when the EOC is fully active, it can be expected that most XIA alerting & activation tasks (in general) will have **already** been completed. The latter is assumed for the purposes of **this** Sub-section 3P
- The manner in which the EOC 'general responsibilities' are written below is indicative of **just one person** (e.g. the EOC Overall Commander) being responsible for all of them in general. This has been done for the sake of simplicity & expediency. **In reality several different persons** will be responsible for completing specifically 'assigned' general responsibilities. Same goes for corresponding checklists - with 'everything' falling under the ultimate authority (insofar as XIA is concerned) of the XIA Overall Commander

IMPORTANT NOTE

This **specific** section of AEP Vol 2B assumes that the person primarily responsible for carrying out the XIA airport '**Normal** Operations Control Centre' **equivalent** (separate checklist - see page 327) **relocates to the EOC** when it activates / assumes its emergency response accountabilities which, up until this point in time, had been carried out by XIA's **Normal** Ops Control Centre

When this is done the EOC's (XIA) **Overall Commander**, shall liaise and co-ordinate closely / directly with this person to ensure that outstanding items on the latter person's checklist are completed effectively, efficiently - and in the closest conjunction with the EOC 'general responsibilities' - as per the table starting on the next page

If this is not / cannot be done (for whatever reason), take all and any appropriate action to ensure that the intent of the two paragraphs above are still achieved - however and by whomsoever this might be done





General Responsibilities: continued

- Continue own (**EOC** specific) alerting & activation procedure - **BUT**.....only to the extent not already addressed / actioned by the XIA Airport's **Normal** Op Control Centre
- Take a **Strategic (GOLD)** C4 handover (from the XIA's **Normal** Operations Control Centre) of the entire emergency response effort (from Airport Operator viewpoint **only**)
- Assume / exercise strategic (**GOLD**) C4 of the crisis (from Airport Operator viewpoint **only** [unless agreed otherwise with other, appropriate {off-airport} GOLD level commanders])
- Prepare to temporarily assume / exercise tactical (**SILVER**) C4 of specific & limited elements of the on-airport crisis response operation, if (exceptionally) so required
- Ensure all necessary communications links established / maintained - **BUT**.....only to the extent not already addressed by the XIA **Normal** Operations Control Centre (to include establishment of comms with other [off-airport] GOLD level commanders - as appropriate)
- Ensure health / safety of appropriate responders / staff is adequately accounted for
- Implement (or continue implementation of) allocated security situation countermeasures - as required / directed (by / with approval of the '**appropriate authority**')
- Ensure appropriate & adequate resources (including manpower) and support for the airport response are available / will continue to be available
- Make **EOC** & **MICC** etc. available to overall commander in absolute charge of security situation - if so directed / requested (or otherwise at own discretion)
- Assist (with approval of the 'appropriate authority') with continuation of pro-active collection, collation, dissemination (to appropriate recipients) etc. of operational info re the overall (big picture), security operation (Updating and re-distributing same on a continual cycle basis, for as long as is necessary)
- Acquire, retain & continually update the 'big picture' (airport aspects) of the security operation
- Based on the updating big picture, continually make / communicate the appropriate decisions required of you (from airport operator viewpoint & with approval of 'appropriate authority')
- Oversee establishment and operation of a 'monitoring cycle' of 'actions required' vs 'actions completed' re associated 'big picture' decisions made and assigned by the EOC
- Based on last 4 bullet points above, ensure subordinate EOC managers (and other on-airport equivalents) do likewise (in principle) within their specific areas of interest / accountability (in conjunction with any associated constraints imposed by the 'appropriate authority')
- Provide regular situation reports to XYZ Airports Company top manager(s)
- Ensure effective liaison / co-ordination with those overseeing 'normal' airport operations (as appropriate) and / or airport 'business continuity / recovery' related operations
- Oversee (from airport viewpoint **only**) humanitarian assistance, welfare & similar matters
- Oversee (from airport viewpoint **only**) crisis comms related matters (unless XIA 'top management' assume this responsibility themselves. Regardless of latter, ALL such crisis comms are to be strictly conducted under the control / direction / constraints etc. imposed by the 'appropriate authority')
- Ensure post security situation operations are completed expeditiously in order that normal airport operations may be resumed as quickly as possible - as appropriate
- Ensure 'psychosocial' support is provided to airport responders / staff in need of same
- Oversee 'what could we have done better' type debriefings and ensure that resulting action points are followed up (in an appropriate timeframe) by those responsible for managing same





General actions required:

When (if) **EOC** is activated, the above list of '*General Responsibilities*' is to be used as a guideline for which actions need to be addressed (& then addressing them) i.e. a separate (dedicated) checklist is *** not** provided. A written log of events shall be maintained

***** Thus providing the necessary flexibility to better manage the required security response, so as to align with actual circumstance pertaining 'on the ground', 'on the day'

In conjunction with the above checklist and for the duration of the crisis, the XIA EOC **Overall Commander** (via his / her EOC staff, other resources etc.) shall:

- Acquire / retain the developing 'big picture' of the overall crisis & crisis response operation
 - Continually re-assess the big picture situation
 - Make / take / review the associated & appropriate strategic C4 decisions required
 - Ensure (however done) that such decisions are transmitted, co-ordinated, executed (effectively, efficiently and expeditiously), **monitored** (for timely completion, effectiveness etc.) - **to / by all concerned**
 - Regularly / cyclically repeat **all** of the above - until crisis is concluded
 - **Communicate, Communicate, Communicate** & keep on communicating
-
- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
 - Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident. This latter is known herein as the '**appropriate authority**'
 - Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

Should the **security incident** become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; mass murders commence etc.) - follow the appropriate checklist located elsewhere in this sub-section **3P**

C4	=	Command, Control, Co-ordination & Communication
CRC (A)	=	Uninjured Crew Reception Centre - Airside at Airport
EOC	=	(Airport Operator's) Emergency Operations Centre
FR	=	Family, Relatives & Friends
FRRC	=	FR Reception Centre - Airport (or near airport)
ICT	=	(Airport Operator's) Immediate Care Team
MICC	=	(Airport Operator's) Mobile Incident Command Centre
RA (A)	=	Re-uniting Area - at Airport
SRC (A)	=	Uninjured Passenger Reception Centre - Airside at Airport





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AEP Volume 2B / Sub-section 3Q

Airport Operator's (XIA) - Mobile Incident Command Centre - MICC



Atlanta (USA) Airport's Mobile (*Incident*) Command Centre / Forward Command Post (FCP)

Aircraft Accident / Incident Related Checklists

IMPORTANT: - Unless the **dead** have already been removed from the **initial** location where 'expiry of life' occurred - all bodies / body parts are to be left where they are - unless such removal is considered overriding in order to preserve evidence for the eventual air accident investigation and judicial enquiries. If such removal **is** required, photographs / sketches of such bodies / body parts should be made before removal (if possible and safe so to do). The same applies to personal effects found close to bodies. All responders at accident site are to be made aware of this accordingly

Reminder - See again 'Note 7 (page 3) of **this** document

Reminder - See again information provided on pages 7 & 8 of this document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow in this Sub-section **3Q**





Sub-section 3Q

Information 1

It may be that the **airport** operator can provide 'temporary shelter' for triage / immediate medical care ops at / close to the accident site. Such shelter typically takes the form of inflatable tents - possibly with power, lighting and temperature control (e.g. via generators & associated appliances etc.)

Enough inflatable tents are procured by some airports (and colour coded accordingly) for the different levels of triage to be used (using standard triage colour codes) and associated / subsequent on-site medical treatment

At the relatively few airports having such a facility, AFS typically deploys and sets up the inflatable tents (in conjunction with others present e.g. medical services responders [e.g. from AMC]; Airport Police / Security; XYZ Airports Authority [airport operator] staff; airline / GHA staff etc.)

Information 2

Airport provided buses (& similar) are a possible option for use as an accident site victim collection point and also for triage and immediate medical care operations (with seats removed for latter two types of operation). If such buses etc. **are** available, their deployment (on and off-airport as appropriate / permitted) and use should already have been **PRE**-planned, documented, trained and exercised (and re-trained / re-exercised) by / with all concerned (i.e. appropriate on **and** off airport agencies)

Provision of such buses is typically a shared responsibility e.g. of airport operator, accident aircraft operator and / or the appropriate Ground Handling Agent(s) - GHA

Note - The assumption has been made in this AEP guideline that XIA has both inflatable tents and modified buses (can be used off-airport if required) - for uses as described above

Information 3

Until such time as the XIA **Emergency Operations Centre** (EOC) can assume full C4 responsibilities for the crisis - the airport's '**normal** operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this eventuality - as required by actual circumstances 'on the day'

Information 4

Where immediate direction from a superior authority is **unavailable** for whatever reason (and thus the **MICC** 'Operational Commander / Airport Operator' + Team might be required to make immediate **tactical** [in contrast to '**operational**'] decisions / take immediate **tactical** actions in the best interests of the immediate and / or overall crisis response) - then such **tactical** decisions / actions shall be taken / implemented accordingly - and then reported ASAP to the appropriate superior authority





Aircraft Accident - On Airport XYZ Airports Company - Mobile Incident Command Centre (MICC)

Alerted / Activated By: XIA '**Normal**' Operations' Control Centre and / or AFS and / or EOC etc.

General Responsibilities:

- Facilitate **OPERATIONAL** (Bronze) Command, Control, Co-ordination & Communication ops from a centralised, mobile facility (the **MICC**) - located at or near to accident location
- Deputise for XIA 'On-scene Commander'
- Provide a focal point facility for joint (responding) agency liaison, briefing, accommodation etc. - at or near to accident location
- Act as the XIA 'Central Communications Centre' - at or near to accident location
- Undertake all and any other actions as directed and / or as required (on own initiative where exceptionally required) by actual circumstances prevailing 'on the day'

General actions: (to be overseen / managed by MICC's [XIA's] '**Operational Commander / Airport Operator**')

Action		☑ ?
1	Maintain rapid MICC deployment capability during XIA operating hours (MICC always ready / equipped etc. to a fully fit for purpose level + operating team quickly available etc.)	
2	Initiate MICC team alerting and activation process	
3	When directed (exceptionally on own initiative) - deploy to / near to accident location. Note - title of person in charge of MICC is ' Operational Commander / Airport Operator '. Latter shall wear appropriate, identifying / coloured / marked apparel when on active duty	
4	Maintain written log of events throughout	
5	On arrival at accident location - establish contact with ' On-scene Commander ' (if latter not yet at accident location - report to senior fire & rescue officer present instead). Put yourself, the MICC + Team at disposal of ' On-scene Commander ' / equivalent person + any other equivalent on-site operational commanders present e.g. aircraft operator and/or rep; airport medical services; airport police/security; off-airport agencies etc.	
6	(Operational Commander / Airport Operator shall) deputise for XIA On-scene Commander	
7	Use MICC as primary comms link / centre between XIA EOC (or XIA Normal Ops Control Centre until EOC activates) & XIA On-scene Commander / other appropriate agencies present 'on-scene' . Note: - MICC to establish & maintain comms - as per 'Radio Comms Plan' - (see appendix P to separate document - AEP Volume 1). Note: - Operational Commander / Airport Operator to remain 'contactable' at all times via e.g. radio, mobile / smart phone, SAT phone, human 'runners / messengers' etc.	
8	Operational Commander / Airport Operator to liaise / co-ordinate closely with other, appropriate Op Commanders present to ensure that overall security of on-site ops is effectively maintained + associated traffic flow / ops is (are) controlled, marked / delineated, lit (as required) and maintained. (Note: - this is typically an oversight / monitoring function [as opposed to getting operationally involved])	
9	Pass regular 'accident site' situation reports (SITREPS) to EOC / XIA Normal Ops Control Centre as directed by On-scene Commander (exceptionally at own initiative)	
10	Take all & any other actions - as directed/required by actual circumstances 'on the day'	
11	See to the welfare (physical & emotional) of MICC staff - as appropriate	
12	Participate (post crisis) in 'what could we have done better' type debriefings	
End of Checklist		





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Aircraft Accident - Off-airport / On Land

XYZ Airports Company - **Mobile Incident Command Centre (MICC)**

Alerted / Activated By: XIA '**Normal**' Operations' Control Centre and / or AFS and / or EOC etc.

General Responsibilities:

- Deploy off-airport when so directed / cleared (**very** exceptionally, at own discretion)
- Where appropriate, use current mutual aid emergency support agreement(s) (if any) to guide / assist initial deployment and off-airport response (e.g. provision of an escort [as available / if possible etc.] to accident location - once 'off-airport')
- Facilitate (typically in an airport operator context **only**) * **OPERATIONAL** (Bronze) Command, Control, Co-ordination & Communication (C4) ops from a centralised, mobile facility (the **MICC**) - located at or near to off-airport accident location
- Liaise with and undertake tasks as requested by the local (**non-XIA**) on-scene commander (as appropriate) having local responsibility / primacy / jurisdiction for the overall (local [**off-airport**]) emergency / crisis response operation
- Provide a focal point facility for on-site (local [**off-airport**]) Joint (responding) Agency liaison, briefing, accommodation etc. - as required / permitted (e.g. if not provided by an appropriate off-airport agency)
- Act as the (XIA) airport operator's 'Central Communications Centre' - at or near to off-airport accident location
- Undertake all and any other actions as directed and / or as required (on own initiative where exceptionally required) by actual circumstances prevailing 'on the day'

* **IMPORTANT:** It may be necessary to **additionally** facilitate / conduct limited (or even full) **TACTICAL** (**Silver**) C4 operations, where actual circumstances 'on the day' so require e.g. no off-airport agency present at all or (if present) are typically not capable (for whatever reason) of assuming such responsibility themselves





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (**ON-airport [airside]**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services - to **uninjured** aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A).....and
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

The final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport) - RA (A)**' - used to eventually (physically) re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (together with the XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **OFF-airport** commander having overall **accident site [off-airport]** jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's FRRC**

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it is important to note that some of these facilities are located **AIRSIDE** at XIA. Accordingly, robust procedures should be **pre-established**, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access at airport) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning, escort etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / ignorance etc. needlessly getting in the way





Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located at an airport (or near-airport) **landside** facility.

Should the above 'preferred option' **not** be practical / desirable / possible (for whatever reason) 'on the day' - the **same principle** should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC [A]**; **SRC [A]**; **FRRC**; **RA [A]**) e.g. by use of local hotels, schools, gymnasiums / sports facilities, government shelters, churches / mosques etc. - and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises etc.

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

Note 2 - Airlines and airports are typically required (due associated legislation / best practice etc.) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' **only** - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / **Glossary**])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the associated **on-airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the associated **on-airport** **FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See **glossary** in (**separate document**) **AEP Volume 1** for more information on the HAC, if required

General actions required: See checklist next page: (To be overseen / managed by MICC's [XIA's] '**Operational Commander / Airport Operator**')





Aircraft Accident - Off-airport / On Land

XYZ Airports Company - **Mobile Incident Command Centre (MICC)**

	Action	☑ ?
1	Maintain rapid MICC deployment capability during XIA operating hours (MICC always ready / equipped etc. to a fully fit for purpose level + operating team quickly available etc.)	
2	Initiate MICC team alerting and activation process	
3	When directed (exceptionally on own initiative) - deploy to / near to off-airport accident location. Note - title of person in charge of MICC is ' Operational Commander / Airport Operator '. Latter shall wear appropriate, identifying / coloured / marked apparel when on active duty. (Where appropriate, use current mutual aid emergency support agreement(s) in place (if any) to guide initial deployment and off-airport response)	
4	Maintain written log of events throughout	
5a	On arrival at / near to accident location - establish contact with the local (non-XIA) on-scene commander having overall responsibility / primacy / jurisdiction for the (local [off-airport]) emergency / crisis response operation (if latter not yet at accident location / not available - report to senior fire & rescue officer [or equivalent person] present instead)	
5b	Put yourself, the MICC & your team at the disposal of either of the above (see 5a above) as required + any (Operational / Bronze) on-site commanders also present (including those deployed from the airport e.g. aircraft operator and/or rep; airport medical services; airport police/security + also including any other appropriate off-airport agencies etc. - as required by actual circumstances 'on the day')	
5c	If there is no appropriate off-airport command / management agency present which is capable of assuming appropriate C4 of the emergency situation - assume the latter yourself (until such time as [if] such an off-airport agency is present and so capable)	
6	Use MICC as primary comms link / centre between XIA EOC (or XIA Normal Ops Control Centre until EOC activates) and the local (non-XIA) on-scene commander (as per checklist item 5a above) - together with other appropriate agencies present at / near to accident. Note: - MICC to establish & maintain comms - as per 'Radio Comms Plan' - (see appendix P to separate document - AEP Volume 1). Note: - Operational Commander / Airport Operator to remain 'contactable' at all times via e.g. radio, mobile / smart phone, SAT phone, human 'runners / messengers' etc.	
7	With permission of the local (non-XIA) on-scene commander (if any) the Operational Commander / Airport Operator shall liaise / co-ordinate closely with other, appropriate Op Commanders present to ensure that overall security of on-site ops is effectively maintained + associated traffic flow / ops is (are) controlled, marked / delineated, lit (as required) and maintained. (Note: - this is typically an oversight / monitoring function [as opposed to getting operationally involved])	
8	Pass regular situation reports (SITREPS) to EOC / XIA Normal Ops Control Centre	
9	Take all & any other actions - as directed / required by actual circumstances 'on the day'	
10	See to the welfare (physical & emotional) of on-site MICC staff - as appropriate (to also include other airport deployed staff [but only whilst they are also present on site] - as required)	
11	Participate (post crisis) in 'what could we have done better' type debriefings	
End of Checklist		





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate (suitable) '**Off-loading / Landing point(s)**' shall be pre-designated and documented as part of any section of this XIA AEP dealing with aircraft accident **Off - Airport / on or over Water**

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated '**on the day**' by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

Off-loading / Landing Point(s) serve as land-based **staging areas** where emergency response, rescue and support personnel, vehicles, equipment etc. (including from XIA) can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

- One or more **suitable inshore marine rescue craft** (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max PAX capacity of largest aircraft** operating at airport
- **Life-raft(s)** of sufficient **capacity** related to **max PAX capacity of largest aircraft** operating at airport
- Sufficient **Emergency Location aids** - including pyrotechnics etc.
- Documented, specific and 'fit for purpose' **over water rescue procedures** etc. (Prepared / trained for / exercised / maintained / reviewed)
- **Associated manpower** (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide at least the equivalent (or more) of what is listed in the bullet points above - the airport operator should enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to then dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose





Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - **Mobile Incident Command Centre (MICC)**

Alerted / Activated By: XIA '**Normal**' Operations' Control Centre and / or AFS and / or EOC etc.

General Responsibilities:

- Load any equipment / kit etc. required specifically for the 'on or over-water' situation e.g. lifejackets; location aids; immersion suits; motion sickness tablets etc.
- Deploy off-airport when so directed / cleared (**very** exceptionally, at own discretion)
- Where appropriate, use current mutual aid emergency support agreement(s) (if any) to guide / assist initial deployment and off-airport response (e.g. provision of an escort [as available / if possible etc.] to designated off-airport location - once 'off-airport')
- Facilitate (typically in an airport operator context **only**) * **OPERATIONAL** (Bronze) Command, Control, Co-ordination & Communication (C4) ops from a centralised, mobile facility (the **MICC**) - located at or near to designated off-airport location(s)
- Liaise with and undertake tasks as requested by the local (**non**-XIA) on-scene commander (as appropriate) having local responsibility / primacy / jurisdiction for the overall (local [**off**-airport]) emergency / crisis response operation
- Provide a focal point facility for on-site (local [**off**-airport]) Joint (responding) Agency liaison, briefing, accommodation etc. - as required / permitted (e.g. if not provided by an appropriate off-airport agency)
- Act as the (XIA) airport operator's 'Central Communications Centre' - at or near to off-airport accident location
- Undertake all and any other actions as directed and / or as required (on own initiative where exceptionally required) by actual circumstances prevailing 'on the day'

* **IMPORTANT:** It may be necessary to **additionally** facilitate / conduct limited (or even full) **TACTICAL** (**Silver**) C4 operations, where actual circumstances 'on the day' so require e.g. no off-airport agency present at all or (if present) are typically not capable (for whatever reason) of assuming such responsibility themselves

Lifejackets / similar buoyancy aids MUST always be worn for work carried out over/close to water





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (**ON-airport [airside]**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services - to **uninjured** aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

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A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

The final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport) - RA (A)**' - used to eventually (physically) re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (together with the XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **OFF-airport** commander having overall **accident site [off-airport]** jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's FRRC**

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it is important to note that some of these facilities are located **AIRSIDE** at XIA. Accordingly, robust procedures should be **pre-established**, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access at airport) might be accomplished rapidly and easily 'on the day'. Appropriate security, transportation, set-up, manning, escort etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / ignorance etc. needlessly getting in the way

Similar applies to the **airport** (or near airport) located FRRC and RA (A) - except that access should be easier as these facilities are typically located at an airport (or near-airport) **landside** facility





Should the above 'preferred option' **not** be practical / desirable / possible (for whatever reason) 'on the day' - the **same principle** should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC [A]**; **SRC [A]**; **FRRC**; **RA [A]**) e.g. by use of local hotels, schools, gymnasiums / sports facilities, government shelters, churches / mosques etc. - and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises etc.

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As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the associated **on-airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the associated **on-airport** **FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See **glossary** in (**separate document**) **AEP Volume 1** for more information on the HAC, if required

General actions required: See below checklist (To be overseen / managed by MICC's [XIA's] '**Operational Commander / Airport Operator**')

Lifejackets / similar buoyancy aids MUST always be worn for work carried out over/close to water





Aircraft Accident - Off-airport / on or over Water

XYZ Airports Company - **Mobile Incident Command Centre (MICC)**

	Action	☑ ?
1	Maintain rapid MICC deployment capability during XIA operating hours (MICC always ready / equipped etc. to a fully fit for purpose level + operating team quickly available etc.) NB: Ensure that any equipment / kit etc. required specifically for the 'on or over-water' situation is also carried e.g. lifejackets; location aids; immersion suits, motion sickness tablets etc.	
2	Initiate MICC team alerting and activation process	
3	When directed (exceptionally on own initiative) - deploy to designated off-airport location. Note - title of person in charge of MICC is ' Operational Commander / Airport Operator '. Latter shall wear appropriate, identifying / coloured / marked apparel when on active duty. (Where appropriate, use current mutual aid emergency support agreement(s) in place (if any) to guide initial deployment and off-airport response)	
4	Maintain written log of events throughout	
5a	On arrival at designated off-airport location - establish contact with the local (non-XIA) on-scene commander having overall responsibility / primacy / jurisdiction for the (local [off-airport]) emergency / crisis response operation (if latter not yet at accident location / not available - report to senior fire & rescue officer [or equivalent person] present instead)	
5b	Put yourself, the MICC & your team at the disposal of either of the above (see 5a above) as required + any (Operational / Bronze) on-site commanders also present (including those deployed from the airport e.g. aircraft operator and/or rep; airport medical services; airport police/security + also including any other appropriate off-airport agencies etc. - as required by actual circumstances 'on the day')	
5c	If there is no appropriate off-airport command / management agency present which is capable of assuming appropriate C4 of the emergency situation - assume the latter yourself (until such time as [if] such an off-airport agency is present and so capable)	
6	Use MICC as primary comms link / centre between XIA EOC (or XIA Normal Ops Control Centre until EOC activates) and the local (non-XIA) on-scene commander (as per checklist item 5a above) - together with other appropriate agencies present at / near to accident. Note: - MICC to establish & maintain comms - as per 'Radio Comms Plan' - (see appendix P to separate document - AEP Volume 1). Note: - Operational Commander / Airport Operator to remain 'contactable' at all times via e.g. radio, mobile / smart phone, SAT phone, human 'runners / messengers' etc.	
7	With permission of the local (non-XIA) on-scene commander (if any) the Operational Commander / Airport Operator shall liaise / co-ordinate closely with other, appropriate Op Commanders present to ensure that overall security of on-site ops is effectively maintained + associated traffic flow / ops is (are) controlled, marked / delineated, lit (as required) and maintained. (Note: - this is typically an oversight / monitoring function [as opposed to getting operationally involved])	
8	Pass regular situation reports (SITREPS) to EOC / XIA Normal Ops Control Centre	
9	Take all & any other actions - as directed / required by actual circumstances 'on the day'	
10	See to the welfare (physical & emotional) of on-site MICC staff - as appropriate (to also include other airport deployed staff [but only whilst they are also present on site] - as required)	
11	Participate (post crisis) in 'what could we have done better' type debriefings	
End of Checklist		





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FULL EMERGENCY

XYZ Airports Company - **Mobile Incident Command Centre** (MICC)

Alerted / Activated By: XIA '**Normal**' Operations' Control Centre and / or AFS and / or EOC etc.

General Responsibilities:

- Ensure MICC & operating team are readied for immediate deployment
- Ensure an '**Operational Commander / Airport Operator**' is appointed
- If aircraft lands safely - stand-down to 'normal operations' readiness

In the event that the **Full Emergency** becomes an **Aircraft Accident** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3P** - as to the set-up, manning and operation of an **XIA EOC**

Note: Where it is (exceptionally) felt necessary to deploy / operate the MICC during a FULL EMERGENCY, take guidance from the equivalent checklists found on pages **532** - **543** and page **550** of this Sub-section **3Q**





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LOCAL STANDBY - Aircraft In-flight

XYZ Airports Company - **Mobile Incident Command Centre** (MICC)

Alerted By: Not applicable

Alerts Whom: Not applicable

General Responsibilities & General Actions required:

Note that the XIA MICC is typically *not* alerted or activated for a 'Local Standby' situation

In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3Q**





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Aircraft Ground Incident

XYZ Airports Company - **Mobile Incident Command Centre** (MICC)

General Info

An Aircraft Ground Incident is an occurrence, **other than an aircraft accident**, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation

The following occurrences are typical examples of the above:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences) etc.

It is generally not practicable to include a **detailed** check-list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an **outline** checklist *has* been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of aircraft ground incidents (if required so to do) - should use logic, common sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the outline checklist), depending on developing, actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume **2B** may **also** be used / adapted for additional guidance in how to respond to aircraft ground incidents. **Off-airport** responders are invited to do likewise, if appropriate

Important Note

An aircraft **incident** (on the ground **OR** in the air) is **not** the same thing as an aircraft **accident**. Consequences of an incident do **NOT** typically lead to death, serious injury, serious damage to an aircraft (or to anything else of similar severity) etc.

Aircraft Ground Incident

XYZ Airports Company - **Mobile Incident Command Centre** (MICC)

Alerted / Activated By: XIA '**Normal** Operations' Control Centre and / or AFS and / or EOC etc.





General Responsibilities:

- Facilitate **OPERATIONAL** (Bronze) Command, Control, Co-ordination & Communication ops from a centralised, mobile facility (the **MICC**) - located at or near to ground incident location
- Provide a focal point facility for joint (responding) agency liaison, briefing, accommodation etc. - at or near to ground incident location
- Act as the XIA 'Central Communications Centre' - at or near to ground incident location
- Undertake all and any other actions as directed and / or as required (on own initiative where exceptionally required) by actual circumstances prevailing 'on the day'

General actions: (to be overseen / managed by MICC's [XIA's] 'Operational Commander / Airport Operator')

	Action	☑ ?
1	Maintain rapid MICC deployment capability during XIA operating hours (MICC always ready / equipped etc. to a fully fit for purpose level + operating team quickly available etc.)	
2	Initiate MICC team alerting and activation process	
3	When directed (exceptionally on own initiative) - deploy to / near to incident location. Note - title of person in charge of MICC is ' Operational Commander / Airport Operator '. Latter shall wear appropriate, identifying / coloured / marked apparel when on active duty	
4	Maintain written log of events throughout	
5	On arrival at incident location - establish contact with ' On-scene Commander ' (if latter not yet at incident location - report to senior fire & rescue officer present instead). Put yourself, the MICC + Team at disposal of ' On-scene Commander ' / equivalent person + any other equivalent on-site operational commanders present e.g. aircraft operator and/or rep; airport medical services; airport police/security; off-airport agencies etc.	
6	(Operational Commander / Airport Operator shall) deputise for XIA On-scene Commander	
7	Use MICC as primary comms link / centre between XIA EOC (or XIA Normal Ops Control Centre until EOC activates) & XIA On-scene Commander / other appropriate agencies present 'on-scene' . Note: - MICC to establish & maintain comms - as per 'Radio Comms Plan' - (see appendix P to separate document - AEP Volume 1). Note: - Operational Commander / Airport Operator to remain 'contactable' at all times via e.g. radio, mobile / smart phone, SAT phone, human 'runners' / messengers' etc.	
8	Operational Commander / Airport Operator to liaise / co-ordinate closely with other, appropriate Op Commanders present to ensure that overall security of on-site ops is effectively maintained + associated traffic flow / ops is (are) controlled, marked / delineated, lit (as required) and maintained. (Note: - this is typically an oversight / monitoring function [as opposed to getting operationally involved])	
9	Pass regular 'accident site' situation reports (SITREPS) to EOC / XIA Normal Ops Control Centre as directed by On-scene Commander (exceptionally at own initiative)	
10	Take all & any other actions - as directed/required by actual circumstances 'on the day'	
11	In the event that an Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3Q	
12	See to the welfare (physical & emotional) of MICC staff - as appropriate	
13	Participate (post crisis) in 'what could we have done better' type debriefings	
End of Checklist		





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Bomb Threat - **Aircraft Related** - XIA **MICC**

RED Security Alert / **RED** Threat Assessment Made

IMPORTANT

The following checklists relate to 'bomb threat' *as associated with aircraft operations DIRECTLY impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) OR on the ground at XIA

Depending on the actual 'bomb threat' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will typically declare any of '**Full Emergency**', '**Aircraft Ground Incident**' or '**Local Standby**'. (Each of these declarations has its own, associated [& *separate*] checklist located elsewhere in this sub-section 3Q)

In such circumstances it will be necessary for all responders to be guided by **BOTH** the appropriate 'bomb threat' checklist - *and also* (concurrently / at the same time) by the appropriate 'Full Emergency' OR 'Aircraft Ground Incident' OR 'Local Standby' checklist

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3Q checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (*aircraft related*)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

So long as all of the above is clearly understood by ALL concerned / involved (along with associated implications, complications & consequences) it might be better for such ** combined* responses (as outlined above) to be handled flexibly and logically 'on the day' - rather than trying to prepare & mandate for the use of a (one) single, integrated checklist to cover such a complex situation

** For example - such a flexible, 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist + the 'bomb threat' checklist + the 'unlawful interference' checklist!*

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be **** manageable to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. '*..... commence alerting & activation.....*'

*** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences***





IMPORTANT

At appropriate stages of a security related incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

For a **major** security alert involving aircraft operations, specialist security services etc. **only** should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

It is anticipated that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead off-airport police / security / intelligence / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is also typically required in order to represent the interests of the **Airport Operator** and to facilitate / support the **appropriate authority**

Reminder - To review the wider issues of aircraft related 'bomb warning' - see pages **14 - 26**





Bomb Threat - **Aircraft Related** - XIA **MICC**

RED Security Alert / **RED** Threat Assessment Made

Alerted / Activated By: XIA '**Normal** Operations' Control Centre and / or AFS and / or EOC etc.

Alerts Whom: TBA

General Responsibilities (if MICC activated):

- Facilitate **OPERATIONAL** (Bronze) Command, Control, Co-ordination & Communication ops from a centralised, mobile facility (the **MICC**) - located at or near to incident location (as appropriate)
- Deputise for XIA 'On-scene Commander' - as required
- Provide a focal point facility for joint (responding) agency liaison, briefing, accommodation etc. - at or near to incident location (as appropriate)
- Act as the XIA 'Central Communications Centre' - at or near to incident location (as appropriate)
- Make MICC facility + team available to * '**appropriate authority**' - if so directed (as appropriate)
- Undertake all and any other actions as directed and / or as required

* See definition on previous page

General actions: (to be overseen / managed by MICC's [XIA's] '**Operational Commander** / **Airport Operator**')

When (if) **MICC** is activated, the above list of '**General Responsibilities**' is to be used as a guideline for which actions need to be addressed (& then addressing them) i.e. a separate (dedicated) checklist is * **not** provided. A written log of events shall be maintained

* Thus providing the necessary flexibility to better manage the required security response, so as to align with actual circumstance pertaining 'on the ground', 'on the day'

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident. (Said agency being known herein as the '**appropriate authority**')
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

Should the **security incident** become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section **3Q**





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UNLAWFUL INTERFERENCE - Aircraft

XYZ Airports Company - **Mobile Incident Command Centre** (MICC)

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) type situation at or affecting XIA - as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring **at** XIA, it is expected that the required actions will **ALL** be considered and **MOST** carried out - as appropriate

Conversely, for a hi-jack etc. where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre etc.) **airspace**, many of the required actions will / may **NOT** be applicable - and / or might need 'adjustment'

Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / required - as per actual circumstances prevailing 'on the day'

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated **Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **AND** 'Unlawful Interference' checklists **CONCURRENTLY** - in addition to any other checklists required (e.g. **LOCAL STANDBY** OR **FULL EMERGENCY** OR **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

See again 'Important Note' on page **553**. It also applies here

Reminder

For a reminder of the wider issues of aircraft related 'unlawful interference' - see pages **27** - **33**





UNLAWFUL INTERFERENCE - Aircraft

XYZ Airports Company - **Mobile Incident Command Centre (MICC)**

Alerted / Activated By: XIA '**Normal**' Operations' Control Centre and / or AFS and / or EOC etc.

Alerts Whom: TBA

General Responsibilities (if MICC activated):

- Facilitate **OPERATIONAL** (Bronze) Command, Control, Co-ordination & Communication ops from a centralised, mobile facility (the **MICC**) - located at or near to incident location (as appropriate)
- Deputise for XIA 'On-scene Commander' - as required
- Provide a focal point facility for joint (responding) agency liaison, briefing, accommodation etc. - at or near to incident location (as appropriate)
- Act as the XIA 'Central Communications Centre' - at or near to incident location (as appropriate)
- Make MICC facility + team available to * '**appropriate authority**' - if so directed (as appropriate)
- Undertake all and any other actions as directed and / or as required

* See definition page 553

General actions: (to be overseen / managed by MICC's [XIA's] '**Operational Commander / Airport Operator**')

When (if) **MICC** is activated, the above list of '**General Responsibilities**' is to be used as a guideline for which actions need to be addressed (& then addressing them) i.e. a separate (dedicated) checklist is * **not** provided. A written log of events shall be maintained

* Thus providing the necessary flexibility to better manage the required security response, so as to align with actual circumstance pertaining 'on the ground', 'on the day'

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident. (Said agency being known herein as the '**appropriate authority**')
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

Should the **security incident** become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; mass murders commence etc.) - follow the appropriate checklist located elsewhere in this sub-section **3Q**





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AEP Volume 2B / Sub-section 3R

Airport Operator's (XIA) - Crisis Communications (PR etc.)



External & Internal Crisis Communications (including website & social networking / communications)

Aircraft Accident / Incident Related Checklists

Note 1 - Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis in progress - the airport's '**normal**' operation control centre' temporarily assumes such C4 on behalf of the EOC. The following checklists should be 'interpreted and adapted' accordingly to account for this significant possibility - as required by actual circumstances 'on the day'

Note 2 - In conjunction with effective and efficient use of these XIA Crisis Communications checklists, it will be necessary for all appropriate persons (who might be appointed to carry out such checklists) to have acquired an excellent working knowledge of the overarching 'XYZ International Airport - Crisis Communications Plan', found at appendix T of **separate** document - AEP Volume 1





Sub-section 3R

Aircraft Accident - On Airport

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

Alerted By: AFS & XYZ Airport Company (Typically by XIA's '**Normal** Ops' Control Centre for latter)

Alerts Whom: TBA

General Responsibilities:

- Continue own alerting & activation task
- Obtain a 'situation brief' and continually update it throughout the crisis
- Release 'generic' (ready to go) first (holding) XIA press release ASAP
- Develop and implement an overall (accident specific) XIA **crisis communications strategy**
- Decide & implement methods for handling the flow of crisis related information (inbound and outbound to / from XIA) - as related to the crisis comms task
- Set up, man and operate an XIA Crisis Communications Centre
- Provide an experienced & senior 'crisis comms' liaison / co-ordination person to the XIA '**normal** operations control centre' and / or (as applicable) to the XIA EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use XIA 'social media' to best advantage
- **Prioritise** crisis communications with airport located (surviving) accident victims + their associated airport located MGFR (if any) + their FR worldwide
- Appoint a 'Spokesperson(s)' to be the PR 'face' of XYZ Airports Company
- Prepare & distribute subsequent Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press / Media Enquiries
- Organise & Manage Press Conferences
- If requested, assist accident victims and associated FR / MGFR in dealings with the Media
- Clear all of the above at each major stage (of the developing situation) - with the **Overall Commander** - XIA **EOC** or appropriate, alternate person (e.g. XIA **Normal** Ops Control Centre manager - until EOC is active)

Do all of the above in close conjunction and consultation with other appropriate and relevant Parties potentially involved - particularly the Aircraft Operator and / or its local rep (e.g. GHA); appropriate levels of 'government' type agencies; specialist / expert crisis comms advisors etc.

General Actions: See checklist starting on next page:





Aircraft Accident - On Airport

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

	Action	☑ ?
1	Initiate / continue own internal alerting and activation process	
2	Maintain own log of events	
3	Issue first 'pre-prepared & pre-approved (generic)' press release ASAP	
4	Advise XIA's Corporate Comms / PR 'top manager' (or equivalent person) directly (i.e. face to face or by telephone) of crisis details - as applicable	
5	Report to XIA EOC (or XIA 'Normal Operations Control Centre if EOC' not yet active) & obtain a brief on the accident situation (and thereafter keep continually updated). Note: - If not possible to report quickly to above facility, make contact by telephone instead, until you get there	
6	Where appropriate - make contact with the Corporate Comms / PR department / Local PR rep of the aircraft operator concerned (for liaison & co-ordination purposes)	
7	Jointly formulate the crisis comms and info flow strategy with other 'vested interest' parties e.g. the aircraft operator, the local Air Accident Investigation agency, the appropriate Search & Rescue agency, the local Civil Aviation Authority, Local Government etc. Once done, present strategy to airport EOC's Overall Commander (or equivalent person if EOC not yet activated) for clearance to proceed from the airport's viewpoint. Note: - devise and implement crisis comms strategy unilaterally (in the shorter term) if 'vested interest' parties are unavailable / unable to participate. Note: - Regularly review the strategy and update / communicate it as required	
8	If so decided as per checklist item 7 above - ensure that the XIA 'dark site' is activated and is used to best advantage, in support of overall XIA crisis comms	
9	If so decided as per checklist item 7 above - ensure that appropriate 'social media' facilities are used to best advantage, in support of overall XIA crisis comms	
10	IMPORTANT - (In close conjunction with any other responders / vested interest parties involved) ensure that crisis comms with (airport located) surviving accident victims and any associated MGFR - takes priority over any other forms of crisis comms. If possible / practicable etc. do likewise with other FR (of accident victims) i.e. off-airport / worldwide - as appropriate	
11	Ensure that airport FIDS and PA systems are used to best effect from a 'crisis communications' viewpoint (as appropriate)	
12	Prepare & distribute further press releases - as per the strategy decided at 7. above - or otherwise as required by actual circumstances 'on the day'	





Aircraft Accident - On Airport

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

13	Set up, man and operate a dedicated 24H XIA Crisis Communications Centre Note: - this facility is not the same thing as an 'Emergency Call / Contact / Information Centre' Note: - a Crisis Communications Centre can be co-located with the airport's EOC if thought advantageous. However, there are typically more advantages in having this facility separate (but close) to the EOC - provided a senior crisis communications rep still attends the EOC	
14	Ongoing dealings with 'Media' (e.g. Press; TV; Radio; Social etc.) - as per decided strategy	
15	Jointly (with other relevant parties where appropriate) identify and appoint a 'spokesperson(s)' for press conferences and similar. Note: - appoint an XIA spokesperson unilaterally (in the shorter term) if 'vested interest' parties are not available / able to participate	
16	Jointly (with other relevant parties where appropriate) identify, acquire & prepare a suitable location for press conferences. Note: - choose press conference location unilaterally (in the shorter term) if 'vested interest' parties are not available / able to participate	
17	Brief and mentor those XIA staff (presenting at press conferences) on 'how to manage / conduct it'; how to handle the 'Media' etc.	
18	Provide those presenting at press conferences with a list of appropriate 'frequently asked questions' and 'fast facts' (as related to the accident) - for distribution to the Media present (and also for insertion in dark site; social media sites etc. etc.)	
19	Participate in joint press conferences and similar according to the decided crisis communications strategy. Note: - hold press conferences unilaterally (in the shorter term) if 'vested interest' parties are not available / able to participate	
20	Deal with ' internal communications ' issues within the XIA airport and closely associated entities e.g. parent group; direct subsidiaries etc.	
21	Advise Overall Commander on ' crisis communications aspects ' of requests from the Media to visit the accident location	
22	In conjunction with aircraft operator and / or local rep + appropriate off-airport agencies, offer to provide suitable media relations staff in support of accident victims + their associated FR - in their own (local i.e. at or near to XIA) dealings with the Media. (As applicable + if so requested / needed)	
23	Take all & any other actions - as directed / required by actual circumstances 'on the day'	
24	See to the welfare (physical & emotional) of XIA Crisis Comms staff - as appropriate	
25	Participate (post crisis) in 'what could we have done better' type debriefings	
End of Checklist		





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Aircraft Accident - Off-airport / On Land

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

Alerted By: AFS & XYZ Airport Company (Typically by XIA's '**Normal**' Ops' Control Centre for latter)

Alerts Whom: TBA

General Responsibilities:

- Continue own alerting & activation task
- Obtain a 'situation brief' and continually update it throughout the crisis
- Release 'generic' (ready to go) first (holding) XIA press release ASAP
- Develop and implement an overall (accident specific) XIA **crisis communications strategy**
- Decide & implement methods for handling the flow of crisis related information (inbound and outbound to / from XIA) - as related to the crisis comms task
- Set up, man and operate an XIA Crisis Communications Centre
- Provide an experienced & senior 'crisis comms' liaison / co-ordination person to the XIA '**normal**' operations control centre' and / or (as applicable) to the XIA EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use XIA 'social media' to best advantage
- **Prioritise** crisis communications with airport located (surviving) accident victims + their associated airport located MGFR (if any) + their FR worldwide
- Appoint a 'Spokesperson(s)' to be the PR 'face' of XYZ Airports Company
- Prepare & distribute subsequent Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press / Media Enquiries
- Organise & Manage Press Conferences
- If requested, assist accident victims and associated FR / MGFR in dealings with the Media
- Clear all of the above at each major stage (of the developing situation) - with the **Overall Commander** - XIA **EOC** or appropriate, alternate person (e.g. XIA **Normal** Ops Control Centre manager - until EOC is active)

Do all of the above in close conjunction and consultation with other appropriate and relevant Parties potentially involved - particularly the Aircraft Operator and / or its local rep (e.g. GHA); appropriate levels of 'government' type agencies; specialist / expert crisis comms advisors; other appropriate off-airport agencies etc.

General Actions: See checklist starting on page 567:





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (**ON-airport [airside]**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services - to **uninjured** aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A).....and
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

The final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - used to eventually (physically) re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (together with the XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **OFF-airport** commander having overall **accident site [off-airport]** jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it is important to note that some of these facilities are located **AIRSIDE** at XIA. Accordingly, robust procedures should be **pre-established**, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access at airport) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning, escort etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / ignorance etc. needlessly getting in the way





Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located at an airport (or near-airport) **landside** facility.

Should the above 'preferred option' **not** be practical / desirable / possible (for whatever reason) 'on the day' - the **same principle** should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC [A]**; **SRC [A]**; **FRRC**; **RA [A]**) e.g. by use of local hotels, schools, gymnasiums / sports facilities, government shelters, churches / mosques etc. - and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises etc.

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

Note 2 - Airlines and airports are typically required (due associated legislation / best practice etc.) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1 {separate document} / Glossary**])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the associated **on-airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the associated **on-airport FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See **glossary** in (**separate document**) **AEP Volume 1** for more information on the HAC, if required





Aircraft Accident - Off-airport / On Land

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

	Action	☑ ?
1	Initiate / continue own internal alerting and activation process	
2	Maintain own log of events	
3	Issue first 'pre-prepared & pre-approved (generic)' press release ASAP	
4	Advise XIA's Corporate Comms / PR 'top manager' (or equivalent person) directly (i.e. face to face or by telephone) of crisis details - as applicable	
5	Report to XIA EOC (or XIA ' Normal ' Operations Control Centre if EOC' not yet active) & obtain a brief on the accident situation (and thereafter keep continually updated). Note: - If not possible to report quickly to above facility, make contact by telephone instead, until you get there	
6	Where appropriate - make contact with the Corporate Comms / PR department / Local PR rep of the aircraft operator concerned (for liaison & co-ordination purposes)	
7	Jointly formulate the crisis comms and info flow strategy with other 'vested interest' parties e.g. the aircraft operator, the local Air Accident Investigation agency, the appropriate Search & Rescue agency, the local Civil Aviation Authority, Local (& possibly regional and national) Government etc. Once done, present strategy to airport EOC's Overall Commander (or equivalent person if EOC not yet activated) for approval from the airport's viewpoint. Note: - devise and implement crisis comms strategy unilaterally (in the shorter term) if other 'vested interest' parties are unavailable / unable to participate. Note: - Regularly review the strategy and update / communicate it as required	
8	If so decided as per checklist item 7 above - ensure that the XIA 'dark (web)site' is activated and is used to best advantage, in support of overall XIA crisis comms	
9	If so decided as per checklist item 7 above - ensure that appropriate 'social media' facilities are used to best advantage, in support of overall XIA crisis comms	
10	IMPORTANT - (In close conjunction with any other responders / vested interest parties involved) ensure that crisis comms with (airport located) surviving accident victims and any associated MGFR - take priority over any other forms of crisis comms. If possible / practicable etc. do likewise with other FR (of accident victims) i.e. off-airport / worldwide - as appropriate	
11	Ensure that airport FIDS and PA systems are used to best effect from a 'crisis communications' viewpoint (as appropriate)	
12	Prepare & distribute further press releases - as per the strategy decided at 7. above - or otherwise as required by actual circumstances 'on the day'	





Aircraft Accident - Off-airport / On Land

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

13	<p>Set up, man and operate a dedicated 24H XIA Crisis Communications Centre</p> <p>Note: - this facility is not the same thing as an 'Emergency Call / Contact / Information Centre'</p> <p>Note: - a Crisis Communications Centre can be co-located with the airport's EOC if thought advantageous. However, there are typically more advantages in having this facility separate (but close) to the EOC - provided a senior crisis communications rep still attends the EOC</p>	
14	Ongoing dealings with 'Media' (e.g. Press; TV; Radio; Social etc.) - as per decided strategy	
15	Jointly (with other relevant parties where appropriate) identify and appoint a 'spokesperson(s)' for press conferences and similar. Note: - appoint an XIA spokesperson unilaterally (in the shorter term) if 'vested interest' parties are not available / able to participate	
16	Jointly (with other relevant parties where appropriate) identify, acquire & prepare a suitable location for press conferences. Note: - choose press conference location unilaterally (in the shorter term) if 'vested interest' parties are not available / able to participate	
17	Brief and mentor those XIA staff (presenting at press conferences) on 'how to manage / conduct it'; how to 'handle the Media' etc.	
18	Provide those presenting at press conferences with a list of appropriate 'frequently asked questions' and 'fast facts' (as related to the accident) - for distribution to the Media present (and also for insertion in dark [web]site, social media sites etc.)	
19	Participate in joint press conferences and similar according to the decided crisis communications strategy. Note: - hold press conferences unilaterally (in the shorter term) if 'vested interest' parties are not available / able to participate	
20	Deal with ' internal communications ' issues within the XIA airport and closely associated entities e.g. parent group; direct subsidiaries; airport tenants / franchisees etc.	
21	Provide XIA input (to the appropriate off-airport 'authorities) on ' crisis communications aspects ' of requests from Media (as appropriate) to visit the off-airport accident location	
22	In conjunction with aircraft operator and / or local rep + appropriate off-airport agencies, offer to provide suitable media relations staff in support of accident victims + their associated FR - in their own (local i.e. at or near to XIA) dealings with the Media. (As applicable + if so requested / needed)	
23	Take all & any other actions - as directed / required by actual circumstances 'on the day'	
24	See to the welfare (physical & emotional) of XIA Crisis Comms staff - as appropriate	
25	Participate (post crisis) in 'what could we have done better' type debriefings	
End of Checklist		





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate (suitable) '**Off-loading / Landing point(s)**' shall be pre-designated and documented as part of any section of this XIA AEP dealing with aircraft accident **Off - Airport / on or over Water**

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated '**on the day**' by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

Off-loading / Landing Point(s) serve as land-based **staging areas** where emergency response, rescue and support personnel, vehicles, equipment etc. (including from XIA) can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

- One or more **suitable inshore marine rescue craft** (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max PAX capacity of largest aircraft** operating at airport
- **Life-raft(s)** of sufficient **capacity** related to **max PAX capacity of largest aircraft** operating at airport
- Sufficient **Emergency Location aids** - including pyrotechnics etc.
- Documented, specific and 'fit for purpose' **over water rescue procedures** etc. (Prepared / trained for / exercised / maintained / reviewed)
- **Associated manpower** (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide at least the equivalent (or more) of what is listed in the bullet points above - the airport operator should enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to then dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose





Aircraft Accident - Off-airport / on or over Water

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

Alerted By: AFS & XYZ Airport Company (Typically by XIA's '**Normal**' Ops' Control Centre for latter)

Alerts Whom: TBA

General Responsibilities:

- Continue own alerting & activation task
- Obtain a 'situation brief' and continually update it throughout the crisis
- Release 'generic' (ready to go) first (holding) XIA press release ASAP
- Develop and implement an overall (accident specific) XIA **crisis communications strategy**
- Decide & implement methods for handling the flow of crisis related information (inbound and outbound to / from XIA) - as related to the crisis comms task
- Set up, man and operate an XIA Crisis Communications Centre
- Provide an experienced & senior 'crisis comms' liaison / co-ordination person to the XIA '**normal**' operations control centre' and / or (as applicable) to the XIA EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use XIA 'social media' to best advantage
- **Prioritise** crisis communications with airport located (surviving) accident victims + their associated airport located MGFR (if any) + their FR worldwide
- Appoint a 'Spokesperson(s)' to be the PR 'face' of XYZ Airports Company
- Prepare & distribute subsequent Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press / Media Enquiries
- Organise & Manage Press Conferences
- If requested, assist accident victims and associated FR / MGFR in dealings with the Media
- Clear all of the above at each major stage (of the developing situation) - with the **Overall Commander** - XIA **EOC** or appropriate, alternate person (e.g. XIA **Normal** Ops Control Centre manager - until EOC is active)

Do all of the above in close conjunction and consultation with other appropriate and relevant Parties potentially involved - particularly the Aircraft Operator and / or its local rep (e.g. GHA); appropriate levels of 'government' type agencies; specialist / expert crisis comms advisors; other appropriate off-airport agencies etc.

Lifejackets / similar buoyancy aids MUST always be worn for work carried out over/close to water





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (**ON-airport [airside]**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services - to **uninjured** aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A).....and
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

The final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport) - RA (A)**' - used to eventually (physically) re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (together with the XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **OFF-airport** commander having overall **accident site [off-airport]** jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's FRRC**

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it is important to note that some of these facilities are located **AIRSIDE** at XIA. Accordingly, robust procedures should be **pre-established**, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access at airport) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning, escort etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / ignorance etc. needlessly getting in the way





Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located at an airport (or near-airport) **landside** facility.

Should the above 'preferred option' **not** be practical / desirable / possible (for whatever reason) 'on the day' - the **same principle** should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC [A]**; **SRC [A]**; **FRRC**; **RA [A]**) e.g. by use of local hotels, schools, gymnasiums / sports facilities, government shelters, churches / mosques etc. - and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises etc.

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically off-airport) **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See **glossary** in (**separate document**) **AEP Volume 1** for more information on the HAC, if required





Aircraft Accident - Off-airport / on or over Water

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

Note

Up to the end of 2019, further checklists (and supporting text) were originally provided here (in this sub-section **3R** [pages 574 - 582) relating to the (aircraft accident etc.) responses of the XYZ International Airport Corporate Communication / PR department

However, at the end of 2019 the author / owner of this document (the one you are reading now) decided that the associated checklists for '**Aircraft Accident - Off-airport / on or over Water**'; '**Full Emergency**'; '**Local Standby**' and '**Aircraft Ground Incident**' did not need to be documented herein

Instead, the interested reader / user is referred to the checklists shown on pages 561 - 562 and 567 - 568 to guide production of the checklists referred to immediately above - *if so required*

Accordingly, these checklists (referred to in the second para above) have now been permanently removed from this AEP Vol 2B document

However, to keep this document 'correct' in terms of original contents list, page numbering, internal cross-referencing etc. - all pages which originally contained those checklists (referred to above) have been retained herein BUT are now '*deliberately blank*' - and are marked as such accordingly

Sub-section 3R checklists for 'Bomb Warning' and 'Unlawful Interference' *have* been retained in full. You will find then starting on page 583





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Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

IMPORTANT

The following checklists relate to 'bomb threat' *as associated with aircraft operations DIRECTLY impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) *OR* on the ground at XIA

Depending on the actual 'bomb threat' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will typically declare any of '**Full Emergency**', '**Aircraft Ground Incident**' or '**Local Standby**'. (Each of these declarations has its own, associated [& *separate*] checklist located elsewhere in this sub-section 3R)

In such circumstances it will be necessary for all responders to be guided by **BOTH** the appropriate 'bomb threat' checklist - *and also* (concurrently / at the same time) by the appropriate 'Full Emergency' *OR* 'Aircraft Ground Incident' *OR* 'Local Standby' checklist

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3R checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed concurrently with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

So long as all of the above is clearly understood by ALL concerned / involved (along with associated implications, complications & consequences) it might be better for such * **combined** responses (as outlined above) to be handled flexibly and logically 'on the day' - rather than trying to prepare & mandate for the use of a (one) single, integrated checklist to cover such a complex situation

* For example - such a flexible, 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist + the 'bomb threat' checklist + the 'unlawful interference' checklist!

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ** manageable to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. '*..... commence alerting & activation.....*'

** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. ***If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences***





IMPORTANT

At appropriate stages of a security related incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

For a **major** security alert involving aircraft operations, specialist security services etc. **only** should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

It is anticipated that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead off-airport police / security / intelligence / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is also typically required in order to represent the interests of the **Airport Operator** and to facilitate / support the **appropriate authority**

Reminder - To review the wider issues of aircraft related 'bomb warning' - see pages 14 - 26





Bomb Threat - Aircraft Related

RED Security Alert / RED Threat Assessment Made

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

Alerted / Activated By: XIA 'Normal Operations' Control Centre and / or AFS and / or EOC etc.

Alerts Whom: TBA

WARNING: At all times during an aircraft related bomb threat response - all relevant aspects of what follows below shall generally be PRE-CLEARED, co-ordinated etc. - by / with the APPROPRIATE AUTHORITY (see definition on previous page). This latter organisation is most likely to be a government sponsored off-airport 'specialist' agency - typically sourced from all / any of military, para-military, police etc.

General Responsibilities

- Continue own alerting & activation task
- Obtain a 'situation brief' and continually update it throughout the crisis
- Release 'generic' (ready to go) first (holding) XIA press release ASAP
- Develop and implement an overall (accident specific) XIA **crisis communications strategy**
- Decide & implement methods for handling the flow of crisis related information (inbound and outbound to / from XIA) - as related to the crisis comms task
- Set up, man and operate an XIA Crisis Communications Centre
- Provide an experienced & senior 'crisis comms' liaison / co-ordination person to the XIA 'normal operations control centre' and / or (as applicable) to the XIA EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use XIA 'social media' to best advantage
- **Prioritise crisis communications with airport located (surviving) accident victims + their associated airport located MGFR (if any) + their FR worldwide**
- Appoint a 'Spokesperson(s)' to be the PR 'face' of XYZ Airports Company
- Prepare & distribute subsequent Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press / Media Enquiries
- Organise & Manage Press Conferences
- If requested, assist accident victims and associated FR / MGFR in dealings with the Media
- Clear all of the above at each major stage (of the developing situation) - with the **Overall Commander** - XIA EOC or appropriate, alternate person (e.g. XIA Normal Ops Control Centre manager - until EOC is active). Note: - **Overall Commander** shall, in turn, seek appropriate (associated) permissions / direction/ clearances etc. from the '**appropriate authority**'

Subject to clearance from the 'appropriate authority' - do all of the above in close conjunction and consultation with other appropriate and relevant Parties potentially involved - particularly the Aircraft Operator and / or its local rep (e.g. GHA); appropriate levels of 'government' type agencies; specialist / expert crisis comms advisors etc.





General actions:

The above list of '*General Responsibilities*' is to be used as a guideline for which actions need to be addressed (& then addressing them) i.e. a separate (dedicated) checklist is * **not** provided. A written log of events shall be maintained

* Thus providing the necessary flexibility to better manage the required security response, so as to align with actual circumstance pertaining 'on the ground', 'on the day'

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident. (Said agency being known herein as the '*appropriate authority*')
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

Should the security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section **3R**





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UNLAWFUL INTERFERENCE - Aircraft

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) type situation at or affecting XIA - as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring **at** XIA, it is expected that the required actions will **ALL** be considered and **MOST** carried out - as appropriate

Conversely, for a hi-jack etc. where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre etc.) **airspace**, many of the required actions will / may **NOT** be applicable - and / or might need 'adjustment'

Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / required - as per actual circumstances prevailing 'on the day'

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated **Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **AND** 'Unlawful Interference' checklists **CONCURRENTLY** - in addition to any other checklists required (e.g. **LOCAL STANDBY** OR **FULL EMERGENCY** OR **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

See again 'Important Note' on page **584**. It also applies here

Reminder

For a reminder of the wider issues of aircraft related 'unlawful interference' - see pages **27** - **33**

WARNING: Unauthorised release of information (related to an unlawful interference situation) into the public domain can jeopardise the safety of all on board a hijacked aircraft or equivalent event - together with the safety of those responsible for resolving the situation - and possibly the safety of the 'general public' also

Accordingly, all relevant aspects of what follows below shall generally be PRE-CLEARED, co-ordinated etc. - by / with the APPROPRIATE AUTHORITY. The latter is most likely to be a government sponsored off-airport 'specialist' agency - typically sourced from all / any of military, para-military, police etc.





UNLAWFUL INTERFERENCE - Aircraft

Crisis Communications - (XYZ Airports Company Corporate Comms / PR Department + Associated PR Reps)

Alerted / Activated By: XIA '**Normal**' Operations' Control Centre and / or AFS and / or EOC etc.

Alerts Whom: TBA

General Responsibilities:

- Continue own alerting & activation task
- Obtain a 'situation brief' and continually update it throughout the crisis
- Release 'generic' (ready to go) first (holding) XIA press release ASAP
- Develop and implement an overall (accident specific) XIA **crisis communications strategy**
- Decide & implement methods for handling the flow of crisis related information (inbound and outbound to / from XIA) - as related to the crisis comms task
- Set up, man and operate an XIA Crisis Communications Centre
- Provide an experienced & senior 'crisis comms' liaison / co-ordination person to the XIA '**normal**' operations control centre' and / or (as applicable) to the XIA EOC
- Manage XIA web site(s) to best advantage - including 'dark site' implementation as required
- Use XIA 'social media' to best advantage
- **Prioritise** crisis communications with airport located (surviving) accident victims + their associated airport located MGFR (if any) + their FR worldwide
- Appoint a 'Spokesperson(s)' to be the PR 'face' of XYZ Airports Company
- Prepare & distribute subsequent Press Releases
- Prepare & distribute appropriate (crisis related) FAQs / Fast Facts etc.
- Manage Press / Media Enquiries
- Organise & Manage Press Conferences
- If requested, assist accident victims and associated FR / MGFR in dealings with the Media
- Clear all of the above at each major stage (of the developing situation) - with the **Overall Commander** - XIA **EOC** or appropriate, alternate person (e.g. XIA **Normal** Ops Control Centre manager - until EOC is active). Note: - **Overall Commander** shall, in turn, seek appropriate (associated) permissions / direction/ clearances etc. from the '**appropriate authority**'

Subject to clearance from the 'appropriate authority' - do all of the above in close conjunction and consultation with other appropriate and relevant Parties potentially involved - particularly the Aircraft Operator and / or its local rep (e.g. GHA); appropriate levels of 'government' type agencies; specialist / expert crisis comms advisors etc.





General actions:

The above list of '*General Responsibilities*' is to be used as a guideline for which actions need to be addressed (& then addressing them) i.e. a separate (dedicated) checklist is * **not** provided. A written log of events shall be maintained

* Thus providing the necessary flexibility to better manage the required security response, so as to align with actual circumstance pertaining 'on the ground', 'on the day'

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident. (Said agency being known herein as the '*appropriate authority*')
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.

Should the security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) - follow the appropriate checklist located elsewhere in this sub-section **3R**





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AEP Volume 2B / Sub-section 3S

Airport Operator's (XIA) - IT / Telecomms (ICT) Department



Aircraft Accident / Incident Related Checklists

Note - Until such time as the XIA Emergency Operations Centre (EOC) can assume C4 responsibilities for the crisis - the airport's '**NORMAL** operation control centre' temporarily assumes such C4 on behalf of the EOC.

The following checklists should be 'interpreted and adapted' accordingly to account for this - as required by circumstances 'on the day'





Sub-section 3S

XYZ Airports Company - IT & Telecommunications Department / Business Unit

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities & Actions:

- * The XYZ Airports Company **IT & Telecommunications** (ICT) **Business Unit** (or equivalent) shall support (or arrange for support of) any **Crisis Response Related Operation** of (XIA owned / operated) ICT equipment (hardware), operating systems and appropriate applications / software (including appropriate email and other internet / intranet type capabilities) - on a **24H basis** (for the duration of the crisis / until stood down by an appropriate manager)
- * Adequate numbers of appropriately experienced, trained & exercised ICT support personnel shall be positioned 24H in (or very close to i.e. absolute maximum of 5 minutes away from) the **EOC and at all other critical Crisis Action Sites** (e.g. ATC, Fire Station, airport's 'Normal' Operations Control Centre, MICC etc.) - as per appropriate (pre-crisis) **PRE**-planning and / or as otherwise directed by the Overall Commander and / or EOC Managers and / or other appropriately empowered XIA crisis response manager 'on the day'
- * Provide support at **off-airport** locations / facilities when so required / directed (e.g. as part of deployed MICC team)
- * Manage the **technical** aspects (only) of the set-up, operation and support of the XYZ Airports Company 'dark site' (as appropriate)
- * Manage the **technical** aspects (only) of the set-up, operation and support of the XYZ Airports Company 'social communications / networking site' e.g. TWITTER, FACEBOOK etc. (as appropriate)
- * Any other ICT related tasks - as directed / required

A list of the emergencies / crises expected to be supported follows below (NB: list is not exhaustive):

Aircraft Related

- Aircraft Accident / On Airport
- Aircraft Accident Off-airport / Land
- Aircraft Accident Off-airport / on or over Water
- Full Emergency
- Aircraft Ground Incident
- Bomb Warning
- Unlawful Interference & similar

Non-aircraft Related

- Ground / Structural Fire - On Airport
- Terminal Evacuation Plan (to be issued)
- Bomb Warning / Sabotage & similar (non-aircraft related)





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AEP Volume 2B / Sub-section 3T

Airport Customs Agency



Aircraft Accident / Incident Related Checklists

IMPORTANT - it is **vital** that all airport Customs Agency personnel be **FULLY FAMILIAR** with the requirements of **ICAO Annex 9 (Facilitation), Chapter 8, paragraphs 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48**. Associated details can be found in **separate** document AEP Volume **1** - appendix **R**. These requirements form part of appropriate, international (and thus national) legislation - and are thus mandatory in almost every country of the world

Note - Until such time as the XIA Emergency Operations Centre (**EOC**) can assume C4 responsibilities for the crisis - the airport's '**normal** operation control centre' temporarily assumes such C4 on behalf of the EOC

The following checklists / info should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'





Sub-section 3T

Aircraft Accident - On Airport XIA - (Airport) Customs / Excise / Revenue Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis response at XIA
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume **1** - appendix **R** - for details of above ICAO Annex 9)

General Actions:

	Action	☑ ?
1	Continue own alerting & activation process	
2	Maintain a written log of events	
3	Facilitate (from Customs viewpoint and in conjunction with XYZ Airports Company, Airport Police / Security, Airport Immigration etc.) the movement of emergency responders / volunteers from airport landside to airside [CRC (A) and SRC (A) etc.] and vice versa (as required). Note - this should be in accordance with an appropriate pre-planned procedure	
4	Provide a customs presence at CRC (A) and SRC (A) as and when required	
5	Facilitate customs clearance once uninjured victims released from CRC (A) and SRC (A)	
6	Deploy (as required) an appropriately senior & experienced airport customs officer to the XIA EOC - when activated (or XIA Normal Ops Control Centre until EOC is fully activated)	
7a	Deploy to accident location once air accident investigation agency (or equivalent authority) has cleared unloading of baggage, cargo, mail etc. from accident aircraft (as applicable)	
7b	Supervise (from a 'Customs' viewpoint) unloading of baggage, cargo and mail (as applicable)	
7c	(1): In conjunction with airport operator, aircraft operator (and / or local rep) + any other concerned parties - designate a suitable area for the storage of baggage, cargo and mail removed as per item 7b above. (2): Oversee (from a Customs viewpoint) removal of baggage, cargo and mail to this storage location (as applicable for both)	
7d	In conjunction with airport operator, aircraft operator (and / or rep) + other concerned / involved parties - provide customs clearance of baggage, cargo and mail (as applicable)	
7e	Facilitate baggage retrieval process for accident victims, including those at hospitals and / or mortuaries + also for associated families, relatives & friends subsequently travelling to your airport (where appropriate) + also for any 'relief' and air accident investigation teams sent to your airport by or on behalf of the accident airline (as applicable)	
8	Provide all and any other Customs related services as required - in order to better facilitate the overall emergency / crisis response	
9	See to the welfare (physical & emotional) of XIA Customs staff - as appropriate	
10	Participate (post crisis) in 'what could we have done better' type debriefings	
End of Checklist		

CRC (A) = Uninjured Crew Reception Centre - Airside at Airport

SRC (A) = Uninjured Passenger Reception Centre - Airside at Airport





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Aircraft Accident - Off-airport / On Land

XIA - (Airport) Customs / Excise / Revenue Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis response at both XIA + (probably in a subordinate role if so required) any, appropriate off-airport location(s) where Customs and Excise services are / might be required
- Fully liaise, co-ordinate etc. with appropriate off-airport agencies, as required (from an airport based Customs & Excise viewpoint)
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See *separate* document AEP Volume 1 - appendix R - for details of above ICAO Annex)





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (**ON-airport [airside]**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services - to **uninjured** aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A).....and
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

The final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - used to eventually (physically) re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (together with the XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **OFF-airport** commander having overall **accident site [off-airport]** jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it is important to note that some of these facilities are located **AIRSIDE** at XIA. Accordingly, robust procedures should be **pre-established**, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access at airport) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning, escort etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / ignorance etc. needlessly getting in the way





Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located at an airport (or near-airport) **landside** facility.

Should the above 'preferred option' **not** be practical / desirable / possible (for whatever reason) 'on the day' - the **same principle** should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC [A]**; **SRC [A]**; **FRRC**; **RA [A]**) e.g. by use of local hotels, schools, gymnasiums / sports facilities, government shelters, churches / mosques etc. - and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises etc.

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

Note 2 - Airlines and airports are typically required (due associated legislation / best practice etc.) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport**' **only** - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / **Glossary**])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the associated **on-airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the associated **on-airport** **FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See **glossary** in (**separate document**) **AEP Volume 1** for more information on the HAC, if required

General actions required: See next page:





Aircraft Accident - Off-airport / On Land

XIA - (Airport) Customs / Excise / Revenue Agency

1. Use the checklist found on page 596 and the information found on pages 598 - 600 to guide your actual response 'on the day'
2. It will be necessary to liaise / co-ordinate with off-airport Customs Agencies and other appropriate off-airport parties (e.g. Police and Immigration / Border Control etc.), in order to achieve some of the above. This is particularly important should the equivalent of a CRC (A) and SRC (A) be set up in an **OFF-airport** location(s)

CRC (A) = Uninjured Crew Reception Centre - Airside at Airport

SRC (A) = Uninjured Passenger Reception Centre - Airside at Airport





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate (suitable) **‘Off-loading / Landing point(s)’** shall be pre-designated and documented as part of any section of this XIA AEP dealing with aircraft accident **Off - Airport / on or over Water**

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated **‘on the day’** by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

Off-loading / Landing Point(s) serve as land-based **staging areas** where emergency response, rescue and support personnel, vehicles, equipment etc. (including from XIA) can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

- One or more **suitable inshore marine rescue craft** (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max PAX capacity of largest aircraft** operating at airport
- **Life-raft(s)** of sufficient **capacity** related to **max PAX capacity of largest aircraft** operating at airport
- Sufficient **Emergency Location aids** - including pyrotechnics etc.
- Documented, specific and ‘fit for purpose’ **over water rescue procedures** etc. (Prepared / trained for / exercised / maintained / reviewed)
- **Associated manpower** (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the **‘surrounding community’** are able to **adequately** provide at least the equivalent (or more) of what is listed in the bullet points above - the airport operator should enter into an associated **‘Mutual Aid Emergency Support Agreement’** accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to then dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose





Aircraft Accident - Off-airport / on or over Water

XIA - (Airport) Customs / Excise / Revenue Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis response at both XIA + (probably in a subordinate role if so required) any, appropriate off-airport location(s) where Customs and Excise services are / might be required
- Fully liaise, co-ordinate etc. with appropriate off-airport agencies, as required (from an airport based Customs & Excise viewpoint)
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume **1** - appendix **R** - for details of above ICAO Annex)





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (**ON-airport [airside]**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services - to **uninjured** aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A).....and
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

The final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport) - RA (A)**' - used to eventually (physically) re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (together with the XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **OFF-airport** commander having overall **accident site [off-airport]** jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's FRRC**

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it is important to note that some of these facilities are located **AIRSIDE** at XIA. Accordingly, robust procedures should be **pre-established**, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access at airport) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning, escort etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / ignorance etc. needlessly getting in the way





Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located at an airport (or near-airport) **landside** facility.

Should the above 'preferred option' **not** be practical / desirable / possible (for whatever reason) 'on the day' - the **same principle** should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. by use of local hotels, schools, gymnasiums / sports facilities, government shelters, churches / mosques etc. - and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises etc.

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically off-airport) **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

Note 2 - Airlines and airports are typically required (due associated legislation / best practice etc.) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport** **only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / **Glossary**])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local** **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the associated **on-airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the associated **on-airport FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See **glossary** in (**separate document**) **AEP Volume 1** for more information on the HAC, if required

General actions required: See next page:





Aircraft Accident - Off-airport / on or over Water

XIA - (Airport) Customs / Excise / Revenue Agency

*Lifejackets / similar buoyancy aids **MUST** always be worn for work carried out over/close to water*

1. Use the checklist found on page 596 and the information found on pages 604 - 606 to guide your actual response 'on the day'
2. It will be necessary to liaise / co-ordinate with off-airport Customs Agencies and other appropriate off-airport parties (e.g. Police and Immigration / Border Control etc.), in order to achieve some of the above. This is particularly important should the equivalent of a CRC (A) and SRC (A) be set up in an **OFF-airport** location(s)

CRC (A) = Uninjured Crew Reception Centre - Airside at Airport

SRC (A) = Uninjured Passenger Reception Centre - Airside at Airport





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FULL EMERGENCY

XIA - (Airport) Customs / Excise / Revenue Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Place airport customs staff on a state of immediate readiness for crisis response ops
- Be prepared to provide customs and excise services in full support of a developing crisis - at the airport and / or off-airport, as appropriate to actual circumstances 'on the day'
- If required to respond, adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume **1** - appendix **R** - for details of above ICAO Annex)
- If aircraft lands safely, stand-down to normal operations readiness and also advise any associated parties accordingly (as required)

General Actions required:

Use the boxed information above as a simplified guideline / checklist - where circumstances 'on the day' indicate that an airport Customs Agency response is required. Maintain a written log of events as appropriate

In the event that the **Full Emergency** becomes an **Aircraft Accident** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3T** - as to the set-up, manning and operation of an XIA Customs Agency response





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LOCAL STANDBY - Aircraft In-flight

XIA - (Airport) Customs / Excise / Revenue Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities & General Actions required: (not applicable - see below)

An XIA Customs Agency response is **not** generally initiated for a 'Local Standby - Aircraft in-flight'. However, the agency should nonetheless still be notified of the details

In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3T** - as to the set-up, manning and operation of an XIA Customs Agency response





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Aircraft Ground Incident

XIA - (Airport) Customs / Excise / Revenue Agency

General Info

An Aircraft Ground Incident is an occurrence, **other than an aircraft accident**, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation

The following occurrences are typical examples of the above:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences) etc.

It is generally not practicable to include a **detailed** check-list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an **outline** checklist *has* been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of aircraft ground incidents (if required so to do) - should use logic, common-sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the outline checklist), depending on developing, actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B may **also** be used / adapted for additional guidance in how to respond to aircraft ground incidents. **Off-airport** responders are invited to do likewise, if appropriate

Important Note

An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **NOT** typically lead to death, serious injury, serious damage to an aircraft (or to anything else of similar severity) etc.





Aircraft Ground Incident

XIA - (Airport) Customs / Excise / Revenue Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Airport Customs and Excise services in full support of the crisis response at XIA
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume 1 - appendix R - for details of above ICAO Annex)

General Actions:

	Action	☑ ?
1	Continue own alerting & activation process. Place staff at state of immediate readiness	
2	Maintain a written log of events	
3	Prepare to support CRC (A), SRC (A) operations at XIA if so required by actual circumstances on the day - including the vital need for rapid & unhindered clearance of support teams reporting to such airside locations e.g. the airport's ICT and incident airline's HAT (as available locally for latter)	
3	Deploy appropriate resources if / as required. Note: - use logic and common sense to decide on what particular actions to take, depending on actual incident circumstances 'on the day'	
4	In the event that an Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3T - as to the set-up, manning and operation of an XIA Customs Agency response	
5	Stand-down to normal operations readiness when incident terminated and also advise any associated parties of the stand-down	
End of Checklist		

CRC (A) = Uninjured Crew Reception Centre - Airside (at XIA airport)
 ICT = XIA Airport's 'Immediate Care Team'
 HAT = Aircraft Operator's 'Special (Humanitarian / Family) Assistance Team'
 SRC (A) = Uninjured Passenger (Survivor) Reception Centre - Airside (at XIA airport)





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Bomb Threat - **Aircraft** Related - **XIA** - (Airport) **Customs / Excise / Revenue Agency**

RED Security Alert / **RED** Threat Assessment Made

IMPORTANT

The following checklists relate to 'bomb threat' *as associated with aircraft operations DIRECTLY impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) OR on the ground at XIA

Depending on the actual 'bomb threat' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will typically declare any of '**Full Emergency**', '**Aircraft Ground Incident**' or '**Local Standby**'. (Each of these declarations has its own, associated [& *separate*] checklist located elsewhere in this sub-section 3T)

In such circumstances it will be necessary for all responders to be guided by **BOTH** the appropriate 'bomb threat' checklist - *and also* (concurrently / at the same time) by the appropriate 'Full Emergency' OR 'Aircraft Ground Incident' OR 'Local Standby' checklist

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3T checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed *concurrently* with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (*aircraft related*)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

So long as all of the above is clearly understood by ALL concerned / involved (along with associated implications, complications & consequences) it might be better for such ** combined* responses (as outlined above) to be handled flexibly and logically 'on the day' - rather than trying to prepare & mandate for the use of a (one) single, integrated checklist to cover such a complex situation

** For example - such a flexible, 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist + the 'bomb threat' checklist + the 'unlawful interference' checklist!*

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be **** manageable to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. '*..... commence alerting & activation.....*'

*** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences***





IMPORTANT

At appropriate stages of a security related incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

For a **major** security alert involving aircraft operations, specialist security services etc. **only** should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

It is anticipated that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead off-airport police / security / intelligence / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is also typically required in order to represent the interests of the **Airport Operator** and to facilitate / support the **appropriate authority**

Reminder - To review the wider issues of aircraft related 'bomb warning' - see pages 14 - 26

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident. (Said agency being known herein as the '**appropriate authority**')
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.





Bomb Threat - **Aircraft** Related - **XIA** - (Airport) **Customs / Excise / Revenue Agency**

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis response at XIA
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48**. at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume **1** - appendix **R** - for details of above ICAO Annex)

General Actions:

Action		☑ ?
1	Continue own alerting & activation process + place staff at a state of immediate readiness for crisis duties	
2	Maintain a written log of events	
3	Deploy appropriate resources in support of incident - if / as required Note 1 - use logic and common sense to decide on what particular actions to take, depending on actual incident circumstances 'on the day' Note 2 - it may be necessary (in co-ordination with other parties) to decide on a suitable holding location for off-loaded baggage, cargo & mail which is subject to a security search - and then for customs and onward clearances of same - once released by security authorities	
4	Note - use all above for guidance re <i>lower</i> security alert declarations related to bomb threat etc.	
5	Should security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) or Aircraft Ground Incident - it will be necessary to additionally (concurrently) follow the appropriate checklist located elsewhere in this sub-section 3T	
6	When incident resolved - stand-down to normal readiness	
End of Checklist		





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UNLAWFUL INTERFERENCE - Aircraft

XIA - (Airport) Customs / Excise / Revenue Agency

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) type situation at or affecting XIA - as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring **at** XIA, it is expected that the required actions will **ALL** be considered and **MOST** carried out - as appropriate

Conversely, for a hi-jack etc. where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre etc.) **airspace**, many of the required actions will / may **NOT** be applicable - and / or might need 'adjustment'. Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / required - as per actual circumstances prevailing 'on the day'

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated **Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **AND** 'Unlawful Interference' checklists **CONCURRENTLY** - in addition to any other checklists required (e.g. **LOCAL STANDBY** OR **FULL EMERGENCY** OR **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

See again 'Important Note' on page 617. It also applies here

Reminder

For a reminder of the wider issues of aircraft related 'unlawful interference' - see pages 27 - 33

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident. (Said agency being known herein as the '**appropriate authority**')
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.





UNLAWFUL INTERFERENCE - Aircraft

XIA - (Airport) Customs / Excise / Revenue Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Customs and Excise services in full support of the crisis response at XIA
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume **1** - appendix **R** - for details of above ICAO Annex)

General Actions:

	Action	☑ ?
1	Continue own alerting & activation process + place staff at a state of immediate readiness for crisis duties	
2	Maintain a written log of events	
3	Deploy appropriate resources in support of incident - if / as required Note 1 - use logic and common sense to decide on what particular actions to take, depending on actual incident circumstances 'on the day' Note 2 - it may be necessary (in co-ordination with other parties) to decide on a suitable holding location for off-loaded baggage, cargo & mail which is subject to a security search - and then for customs and onward clearances of same - once released by security authorities	
4	Note - use all above for guidance re <i>lower</i> security alert declarations related to bomb threat etc.	
5	Should security incident become the equivalent of an Aircraft Accident (e.g. a bomb / similar explodes on board; the aircraft crashes etc.) or Aircraft Ground Incident - it will be necessary to additionally (concurrently) follow the appropriate checklist located elsewhere in this sub-section 3T	
6	When incident resolved - stand-down to normal readiness	
End of Checklist		





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AEP Volume 2B / Sub-section 3V

Airport Immigration Agency



Aircraft Accident / Incident Related Checklists

IMPORTANT - it is **vital** that all airport Immigration Agency personnel be **FULLY FAMILIAR** with the requirements of **ICAO Annex 9 (Facilitation)**, **Chapter 8**, paragraphs **8.3 to 8.7**; **8.8 to 8.9** and **8.42 to 8.48**. Associated details can be found in **separate** document AEP Volume **1** - appendix **R**. These requirements form part of appropriate, international (and thus national) legislation - and are thus mandatory in almost every country of the world

Note - Until such time as the XIA Emergency Operations Centre (**EOC**) can assume C4 responsibilities for the crisis - the airport's '**normal**' operation control centre' temporarily assumes such C4 on behalf of the EOC

The following checklists / info should be 'interpreted and adapted' accordingly to account for this - as required by actual circumstances 'on the day'





Sub-section 3V

Aircraft Accident - On Airport XIA - Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Facilitate immigration services in full support of the crisis response at XIA
- Use immigration & related (e.g. * API / APIS) records / data to assist in above task
* *Advanced Passenger Information (System)*
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume **1** - appendix **R** - for details of above ICAO Annex)

General Actions:

	Action	☑ ?
1	Continue own alerting & activation process	
2	Maintain a written log of events	
3	Facilitate (from Immigration viewpoint and in conjunction with XYZ Airports Company, Airport Police / Security, Airport Immigration etc.) the movement of emergency responders (ICT and HAT as available) / volunteers from airport landside to airside [CRC (A) and SRC (A) etc.] and vice versa (as required) Note - this should be in accordance with an appropriate pre-planned and documented / practised procedure, as many such responders will not already have the appropriate, airside passes and permits required	
4	If not already available, obtain a copy of the accident flight's crew and passenger lists + other relevant info ASAP (see also checklist item 5. below). Use immigration & related (e.g. API / APIS etc.) records / data to assist in this task (Keep updating info as [if] more accurate info becomes available with time)	
5	ASAP..... advise XIA Normal Ops Control Centre and / or Emergency Operations Centre (EOC) + other authorised users - of personal particulars obtained (if available) of the crew and passengers on board the accident flight, as based on immigration records Note 1: - where the accident flight departed from XIA, such records will obviously be directly and quickly available to the XIA Immigration Agency. Note 2: - Where the accident flight departed from some other airport(s) inbound to XIA, XIA Immigration Agency should communicate, co-ordinate and liaise with the Immigration Agency at that departure airport(s), in order to obtain what is required as quickly as possible	
6	Provide an immigration presence at CRC (A) and SRC (A) as and when required. Note: - A completed copy of the (4 in 1) Passenger / Victim Record Card (P / VRC) for each victim present will be provided to (or should be requested by) Immigration staff present. In the absence of appropriate travel documents, completed P / VRCs should be accepted in lieu - for the purpose of 'landing' / 're-entering' the associated victims into the country etc. (as appropriate). Note - this should be in accordance with an appropriate pre-planned and documented / practised procedure	





Aircraft Accident - On Airport XIA - Immigration Agency

7	Deploy (as required) an appropriately senior & experienced airport immigration officer to XIA EOC - when activated (or XIA Normal Ops Control Centre until EOC is ready for manning)	
8	Facilitate immigration clearance once uninjured victims released from CRC (A) & SRC (A)	
9	Liaise with Aircraft Operator (and / or local representative) + off-airport Police (via Airport Police / Security) + off-airport Immigration + appropriate off-airport hospitals etc. etc. - to better facilitate immigration services to hospitalised victims (as appropriate)	
10	Provide all and any other 'Airport Immigration' related services as required - in order to better facilitate the overall emergency / crisis response	
11	See to the welfare (physical & emotional) of XIA Immigration staff - as appropriate	
12	Participate (post crisis) in 'what could we have done better' type debriefings	
<i>End of Checklist</i>		

CRC (A)	=	Uninjured Crew Reception Centre - Airside at XIA Airport
EOC	=	XIA Airport's Emergency Operations centre
ICT	=	XIA Airport's Immediate Care Team
HAT	=	Accident Airline's Special (Family / H umanitarian) Assistance Team
SRC (A)	=	Uninjured Passenger (Survivor) Reception Centre - Airside at XIA Airport





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Aircraft Accident - Off-airport / On Land

XIA - Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Facilitate immigration services (as required) in support of crisis response ops conducted at XIA
- Use immigration & related (e.g. * API / APIS) records / data to assist in above task
* *Advanced Passenger Information (System)*
- Fully liaise, co-ordinate and co-operate with appropriate off-airport agencies where appropriate (from an immigration viewpoint)
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48**. at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume **1** - appendix **R** - for details of above ICAO Annex)





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (**ON-airport [airside]**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services - to **uninjured** aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

- XIA Uninjured **Crew** Reception Centre (**Airside**) - CRC (A).....and
- XIA Uninjured (Survivor) **Passenger** Reception Centre (**Airside**) - SRC (A)

A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends** Reception Centre (**Landside**) - FRRC'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

The final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport)** - RA (A)' - used to eventually (physically) re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain etc.), traffic conditions and local jurisdiction /primacy / political matters etc. - might dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (together with the XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **OFF-airport** commander having overall **accident site [off-airport]** jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's** FRRC

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it is important to note that some of these facilities are located **AIRSIDE** at XIA. Accordingly, robust procedures should be **pre-established**, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access at airport) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning, escort etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / ignorance etc. needlessly getting in the way





Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located at an airport (or near-airport) **landside** facility.

Should the above 'preferred option' **not** be practical / desirable / possible (for whatever reason) 'on the day' - the **same principle** should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC [A]**; **SRC [A]**; **FRRC**; **RA [A]**) e.g. by use of local hotels, schools, gymnasiums / sports facilities, government shelters, churches / mosques etc. - and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises etc.

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically 'off-airport') **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

Note 2 - Airlines and airports are typically required (due associated legislation / best practice etc.) to provide humanitarian assistance / information / welfare (in all of its forms) etc. type services to appropriate air accident victims, where circumstances so require. This assistance generally also extends to associated family, relatives and friends (FR) of such victims, to a greater or lesser degree

Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / Glossary])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local**' **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the associated **on-airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the associated **on-airport FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See **glossary** in (**separate document**) **AEP Volume 1** for more information on the HAC, if required

General actions required: See checklist next page:





Aircraft Accident - Off-airport / On Land

XIA - Immigration Agency

Note - the XIA (Airport) Immigration Agency should liaise / co-ordinate with off-airport Immigration Agencies and other appropriate off-airport parties, in order to achieve some of what follows below

This is particularly important should the equivalent of an 'airport' CRC (A) and SRC (A) be set up in an OFF-airport location(s)

	Action	☑ ?
1	Continue own alerting & activation process	
2	Maintain a written log of events	
3	If not already available, obtain a copy of the accident flight's crew and passenger lists + other relevant info ASAP (see also checklist item 4. below). Use immigration & related (e.g. API / APIS etc.) records / data to assist in this task (Keep updating info as [if] more accurate info becomes available with time)	
4	<p>ASAP..... advise XIA Normal Ops Control Centre and / or Emergency Operations Centre (EOC) + * other authorised users / recipients (including appropriate off-airport emergency services and other agencies cleared to receive such info) - of ongoing personal particulars obtained as per checklist item 3. above (as available)</p> <p>* List (or cross refer to) here to the details / contacts of these 'authorised' users / recipients</p> <p>Note 1: - where the accident flight departed from XIA, such records should be directly and quickly available to the XIA Immigration Agency</p> <p>Note 2: - Where the accident flight departed from some other airport(s) inbound to XIA, XIA Immigration Agency should communicate, co-ordinate and liaise with the Immigration Agency (agencies) at that (those) departure airport(s), so as to obtain the necessary information as quickly as possible</p>	
5	Deploy (as required) an appropriately senior & experienced airport immigration officer to XIA EOC - when activated (or XIA Normal Ops Control Centre until EOC is ready for manning)	
6	<p>Facilitate (from Immigration viewpoint and in conjunction with XYZ Airports Company, Airport Police / Security, Airport Customs etc.) the movement of emergency responders (ICT and HAT as available) / volunteers from XIA airport landside to airside [CRC (A) and SRC (A) etc.] and vice versa (as required)</p> <p>Note 1: - the above should be in accordance with an appropriate pre-planned and documented / practised procedure, as many such responders / volunteers will not already have the appropriate, airside passes and permits required</p> <p>Note 2: - the above should only be required where off-airport victims are transferred to the XIA based CRC (A) and SRC (A) facilities - typically as part of a pre-agreed mutual aid / emergency support agreement with the appropriate, off-airport agency / agencies</p>	





Aircraft Accident - Off-airport / On Land

XIA - Immigration Agency

7	<p>Provide an immigration presence at XIA CRC (A) and SRC (A) facilities as and when required - and do all possible to facilitate Immigration clearance of all accident victims present</p> <p>Note 1: - Above will only be required where off-airport victims are transferred to XIA based CRC (A) and SRC (A) facilities. Notes 2 and 3 below assume that this is the situation 'on the day'</p> <p>Note 2: - A completed copy of the (4 in 1) Passenger / Victim Record Card (P / VRC) for each victim present will be provided to (or should be requested by) Immigration staff present. In the absence of appropriate travel documents, completed P / VRCs should be accepted in lieu - for the purpose of 'landing' / 're-entering' the associated victims into the country etc. (as appropriate)</p> <p>Note 3: - the latter should be in accordance with an appropriate pre-planned and documented / practised procedure</p>	
8	<p>Facilitate immigration clearance once uninjured victims released from CRC (A) & SRC (A).</p> <p>Note: - Above will only be required where off-airport victims are transferred to XIA based CRC (A) and SRC (A) facilities</p>	
9	<p>Liaise with Aircraft Operator (and / or local representative) + off-airport Police (via Airport Police / Security) + off-airport Immigration + appropriate off-airport hospitals etc. - to better facilitate immigration services to hospitalised accident victims (as appropriate)</p>	
10	<p>Provide all and any other 'Airport Immigration' related services as required - in order to better facilitate the overall emergency / crisis response</p>	
11	<p>See to the welfare (physical & emotional) of XIA Immigration staff - as appropriate</p>	
12	<p>Participate (post crisis) in 'what could we have done better' type debriefings</p>	
End of Checklist		

CRC (A) = Uninjured Crew Reception Centre - Airside at XIA Airport
 EOC = XIA Airport's Emergency Operations centre
 ICT = XIA **Airport's** Immediate Care Team
 HAT = Accident **Airline's** Special (Family / **Humanitarian**) Assistance Team (if available locally)
 SRC (A) = Uninjured Passenger (Survivor) Reception Centre - Airside at XIA Airport





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Aircraft Accident - Off-airport / on or over Water

Off-loading / Landing Point(s)

Appropriate (suitable) '**Off-loading / Landing point(s)**' shall be pre-designated and documented as part of any section of this XIA AEP dealing with aircraft accident **Off - Airport / on or over Water**

Note 1: **Additional / alternative** Off-loading / Landing point(s) may be designated '**on the day**' by the appropriate On-Scene Commander and / or other appropriate emergency services commander e.g. as may be provided by any of Navy / Coastguard / Harbourmaster / Port Authority / Marine Police / RCC etc.

Note 2: In certain circumstances (e.g. due unsuitability of coastline / terrain etc. involved) it may not be possible to allocate any Off-loading / Landing point(s) in the sense described here (if at all)

Off-loading / Landing Point(s) serve as land-based **staging areas** where emergency response, rescue and support personnel, vehicles, equipment etc. (including from XIA) can be assembled / held, in preparation for the offloading / landing of aircraft accident victims involved in an emergency - which occurs in the inshore sea / water area to the South of XYZ International Airport

Pre-designated off-loading / landing point(s) for an over water crisis affecting inshore waters adjacent to XIA are located at (include maps; grid / position references; photographs; satellite images etc.):

1.	TBA
2.	TBA
3.	TBA

Note - Airports faced with the possibility of an aircraft accident **Off - Airport / on or over Water** (including XIA) should procure and use appropriate resources with regard to the particular situations (worst case scenarios) envisaged - such resources typically including (amongst others) (the list is not exhaustive):

- One or more **suitable inshore marine rescue craft** (equipped with appropriate communications and navigation kit, search lights, specialist rescue equipment etc.)
- Sufficient **Personal** Flotation Aids for all anticipated **airport operator** responders
- Sufficient **Personal** Flotation Aids related to **max PAX capacity of largest aircraft** operating at airport
- **Life-raft(s)** of sufficient **capacity** related to **max PAX capacity of largest aircraft** operating at airport
- Sufficient **Emergency Location aids** - including pyrotechnics etc.
- Documented, specific and 'fit for purpose' **over water rescue procedures** etc. (Prepared / trained for / exercised / maintained / reviewed)
- **Associated manpower** (trained and exercised accordingly - on an initial & recurrent basis)

Where emergency / similar responders in the '**surrounding community**' are able to **adequately** provide at least the equivalent (or more) of what is listed in the bullet points above - the airport operator should enter into an associated '**Mutual Aid Emergency Support Agreement**' accordingly. Where (if) this latter has been successfully accomplished, it **might** be possible for the airport to then dispense with the need to provide such resources **itself** - provided that it is 100% certain (e.g. must be verifiable) that what **is** provided instead is fully fit (& continues to be fully fit) for the intended purpose





Aircraft Accident - Off-airport / on or over Water

XIA - Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Facilitate immigration services (as required) in support of crisis response ops conducted at XIA
- Use immigration & related (e.g. * API / APIS) records / data to assist in above task
* *Advanced Passenger Information (System)*
- Fully liaise, co-ordinate and co-operate with appropriate off-airport agencies where appropriate (from an immigration viewpoint)
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume **1** - appendix **R** - for details of above ICAO Annex)





IMPORTANT NOTE - OFF-AIRPORT ACCIDENTS

XIA Airport provides facilities (**ON-airport [airside]**) for the containment, administration and provision of humanitarian assistance, information and other appropriate welfare type services - to **uninjured** aircraft accident (and similar type situation) **victims**. These facilities are known herein as:

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A similar facility is provided **landside** at XIA airport for the administration and provision of humanitarian assistance, information and other appropriate welfare type services to **Family, Relatives & Friends** (FR) of those accident victims referred to above. This facility is known as the '**Family, Relatives & Friends Reception Centre (Landside) - FRRC**'

(NB: **Firstly**, it is important to understand that such FR would **not** have been travelling on board the accident flight. **Secondly**, during the **very early stages** of a major crisis [e.g. catastrophic aircraft accident] most if not all such FR will typically comprise airport [landside] located 'meeters & greeters' [MGFR])

The final airport based facility (typically located **landside**) is the '**Reuniting Area (Airport) - RA (A)**' - used to eventually (physically) re-unite uninjured accident victims (coming from the CRC [A] and SRC [A])who have been 'matched' with their associated FR / MGFR (coming from the FRRC)

IMPORTANT: The existence and purpose of such XIA **ON-AIRPORT based** facilities might **NOT** be known to some (if not most) **OFF-airport** based emergency response agencies - and may thus not be included in the latter's own emergency response plans, for an XIA related **OFF-airport** emergency

In conjunction with any **off-airport** emergency, the principle of **setting up** and **using** the above **on-airport** based facilities is highly desirable for a number of valid reasons - and is the **PREFERRED OPTION** from the varying outlooks of all involved. However, factors such as accident site location (distance from the airport; nature of intervening terrain; over sea / water etc.), traffic conditions and local jurisdiction / primacy / political matters etc. - might dictate otherwise

The XIA (Airport's) **Emergency Operations Centre's (EOC) Overall Commander** (together with the XIA Mobile Incident Command Centre's '**Operational Commander / Airport Operator**' - [latter deployed to any **off-airport** accident location]) are to do all possible (if appropriate and in conjunction with the **OFF-airport** commander having overall **accident site [off-airport]** jurisdiction & primacy) to achieve the preferred option as outlined above i.e. move all **uninjured** victims from the **off-airport** accident site to the **on-airport** CRC (A) and SRC (A) facilities (as appropriate) - and move all **local** FR (wherever they might be) to the **airport's FRRC**

Where use of such XIA **on-airport** facilities **is** permitted / possible (i.e. in support of **off-airport** emergency operations) it is important to note that some of these facilities are located **AIRSIDE** at XIA. Accordingly, robust procedures should be **pre-established**, co-ordinated, documented, trained & practised (e.g. by airport police / security, CIQ, appropriate **off-airport** agencies etc.) so that this requirement (airside access at airport) might be accomplished rapidly and easily 'on the day'

Appropriate security, transportation, set-up, manning, escort etc. arrangements will also need to be **fully pre-prepared, co-ordinated, documented** and **practised** by all concerned - in order that they (CRC [A] and SRC [A]) may be accessed by those that need to use them (in the above circumstances), without bureaucracy / red tape / ignorance etc. needlessly getting in the way





Similar applies to the **airport** (or near airport) located **FRRC** and **RA (A)** - except that access should be easier as these facilities are typically located at an airport (or near-airport) **landside** facility.

Should the above 'preferred option' **not** be practical / desirable / possible (for whatever reason) 'on the day' - the **same principle** should still be considered / pursued by the appropriate, responsible agencies i.e. identification, set up, manning, operation etc. of **locally sourced** (ideally close to accident location) **equivalents** of the XIA on-airport services / facilities described herein (i.e. **CRC (A)**; **SRC (A)**; **FRRC**; **RA (A)**) e.g. by use of local hotels, schools, gymnasiums / sports facilities, government shelters, churches / mosques etc. - and (in extremis) even people's homes - etc.

Including the above information & provisions in '**Mutual Aid Emergency Support Agreements**' with relevant external (off-airport) agencies is vital - as is regular coverage of the subject during 'airport emergency committee' meetings, associated training - and practice of same during exercises etc.

Note 1 - A **small** number of countries (e.g. UK & USA) have varying degrees of legislation / best practice etc. in place - whereby national and / or regional and / or local government and / or their emergency services and / or others etc. - are responsible for the set-up and operation of (typically off-airport) **reception centres** similar in intent to those documented (further above) for (on and off-airport) airport / airline etc. major emergencies

The use of such **off-airport** reception centres for an **off-airport emergency** situation **might** (repeat 'might') improve matters to a degree. However, do note the associated limitation that **direct equivalents** of the airport provided **CRC (A)**, **SRC (A)**, **FRRC** and **RA (A)** (in terms of providing adequate humanitarian, welfare, information and similar type services) - will typically **NOT** be available and / or (if available) might well not be adequate (not 'fit for purpose')

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Many airlines (**BUT** [unfortunately] very few **airports** as at 2019) are **relatively** well practised and resourced enough in providing such humanitarian / information / welfare services. However, do note that whilst an **airline** might have the capability to deploy such humanitarian services 'off-airport' (typically worldwide in many cases [e.g. via its GO / Field Team etc.]) - such deployment is typically (and rightly) outside the 'terms of reference' for equivalent **airport** humanitarian assistance teams (if such [rarely] exist) i.e. the latter are generally (but not exclusively) deployed '**on-airport** **only**' - (and known in **this** AEP guideline document as the XIA '**Immediate Care Team**' [ICT]). (See again the definition of 'Immediate Care Team' [**AEP Volume 1** {**separate document**} / **Glossary**])

As airlines may take many hours (even days) to get their humanitarian assistance teams (e.g. from an airline HQ location in UK to its local New Zealand 'station') to where they can provide their services, the importance of '**local** **airport provided / arranged** humanitarian assistance increases significantly. This is the main reason why **off-airport** located (uninjured) victims should be transported to the associated **on-airport** provided **CRC (A)** and **SRC (A)** ASAP - circumstances (especially geography) 'on the day' so permitting. Similar logic applies to local FR (MGFR) being transported to the associated **on-airport FRRC**

Note 3 - Do not confuse the **airport** provided 'Family, Relatives & Friends Reception Centre' - (**FRRC** - usually located on or **very** close to the airport) with the **airline** provided 'Humanitarian Assistance Centre' - (HAC - usually located in an off-airport hotel[s]). See **glossary** in (**separate document**) **AEP Volume 1** for more information on the HAC, if required

General actions required: See next page:





Aircraft Accident - Off-airport / on or over Water

XIA - Immigration Agency

*Lifejackets / similar buoyancy aids **MUST** always be worn for work carried out over close to water*

Use / adapt the checklist found on pages 630 - 631 of this Sub-section 3V to guide the Airport Immigration agency's response to an Aircraft Accident - Off-airport / on or over Water





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FULL EMERGENCY

XIA - Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Place airport immigration staff on a state of immediate readiness
- Prepare to facilitate immigration services in full support of any crisis response at XIA
- Prepare to use immigration & related (e.g. * API / APIS) records / data to assist in above task
* *Advanced Passenger Information (System)*
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during any evolving crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume 1 - appendix R - for details of above ICAO Annex)
- If aircraft lands safely - stand-down to normal ops readiness

General Actions:

Use the above (list of general responsibilities) as a simplified guideline / checklist - where circumstances 'on the day' indicate that an airport Immigration Agency response is required

Maintain a written log of events - as appropriate

In the event that the **Full Emergency** becomes an **Aircraft Accident** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section 3V - as to the set-up, manning and operation of an XIA Immigration Agency response





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LOCAL STANDBY - Aircraft In-flight

XIA - Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities & General Actions required: (not applicable - see below)

An XIA Immigration Agency response is **not** generally initiated for a 'Local Standby - Aircraft in-flight'. However, the agency should nonetheless still be notified of the details

In the event that the **Local Standby** becomes an **Aircraft Accident** or **Full Emergency** or **Aircraft Ground Incident** - follow the appropriate, documented procedure, located elsewhere in this Sub-section **3V** - as to the set-up, manning and operation of an XIA Customs Agency response





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Aircraft Ground Incident

XIA - Immigration Agency

General Info

An Aircraft Ground Incident is an occurrence, **other than an aircraft accident**, in which an aircraft **on the ground** (at an airport) requires the direct attendance of e.g. AFS and / or AMC and / or Aircraft Engineering and / or Airport Police / Security etc. - for some form of assistance and / or investigation

The following occurrences are typical examples of the above:

- Aircraft damage due heavy / hard landing (relatively minor consequences)
- Tyre burst on landing (relatively minor consequences)
- Brake fire (relatively minor consequences)
- Runway / taxiway incursion / excursion (relatively minor consequences)
- Ground collision (relatively minor consequences)
- Injuries (relatively minor) to crew and / or passengers
- Slide evacuation (relatively minor consequences)
- Aircraft damage due bad weather or similar natural phenomenon (relatively minor consequences)
- Unruly passenger(s) (relatively minor consequences) etc.

It is generally not practicable to include a **detailed** check-list here due the considerable number of differing ground incidents (and associated impact[s] / consequences) which need to be accounted for.

However, an **outline** checklist *has* been produced to provide some *limited* guidance

Agencies (both 'on' and 'off' airport as appropriate) deploying in support of aircraft ground incidents (if required so to do) - should use logic, common sense, training, expert advice etc. to decide on what particular / specific actions to take (outside of the outline checklist), depending on developing, actual circumstances 'on the day'

Checklists already included in other parts of this AEP Volume 2B may **also** be used / adapted for additional guidance in how to respond to aircraft ground incidents. **Off-airport** responders are invited to do likewise, if appropriate

Important Note

An aircraft **incident** (on the ground **OR** in the air) is not the same thing as an aircraft **accident**. Consequences of an incident do **NOT** typically lead to death, serious injury, serious damage to an aircraft (or to anything else of similar severity) etc.





Aircraft Ground Incident

XIA - Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Provide airport immigration services in full support of the crisis response at XIA
- Prepare to use immigration and similar records to provide additional personal details of those who might have been on board the incident flight
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume **1** - appendix **R** - for details of above ICAO Annex)

General Actions:

	Action	☑ ?
1	Continue own alerting & activation process. Place staff at a state of immediate readiness	
2	Maintain a written log of events	
3	Immediately obtain (from aircraft operator or representative or whoever; from immigration records etc.) a copy of the crew and passenger lists for the incident flight	
4	Prepare to support CRC (A), SRC (A) operations at XIA if so required by actual circumstances on the day - including the vital need for rapid & unhindered clearance of support teams reporting to such airside locations e.g. the airport's ICT and incident airline's HAT (as available locally for latter)	
5	Deploy appropriate immigration resources if / as required. Note: - use logic and common sense to decide on what particular actions to take, depending on actual incident circumstances 'on the day'	
6	In the event that an Aircraft Ground Incident becomes an Aircraft Accident - follow the appropriate, documented procedure located elsewhere in this Sub-section 3V - as to the set-up, manning and operation of an XIA Immigration Agency response	
7	Stand-down to normal operations readiness when incident terminated and also advise any associated parties of the stand-down - as required	
End of Checklist		

CRC (A) = Uninjured Crew Reception Centre - Airside (at XIA airport)
 ICT = XIA Airport's 'Immediate Care Team'
 HAT = Aircraft Operator's 'Special (**H**umanitarian / Family) Assistance Team'
 SRC (A) = Uninjured Passenger (Survivor) Reception Centre - Airside (at XIA airport)





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Bomb Threat - Aircraft Related - XIA - Immigration Agency

RED Security Alert / RED Threat Assessment Made

IMPORTANT

The following checklists relate to 'bomb threat' *as associated with aircraft operations DIRECTLY impacting on XIA*. Unless stated otherwise the checklists 'assume' that the incident aircraft of concern is either close to (XIA) *OR* on the ground at XIA

Depending on the actual 'bomb threat' situation on the day (and this will probably be subject to ongoing changes as the situation develops) - ATS will typically declare any of '**Full Emergency**', '**Aircraft Ground Incident**' or '**Local Standby**'. (Each of these declarations has its own, associated [*separate*] checklist located elsewhere in this sub-section 3V)

In such circumstances it will be necessary for all responders to be guided by **BOTH** the appropriate 'bomb threat' checklist - *and also* (concurrently / at the same time) by the appropriate 'Full Emergency' *OR* 'Aircraft Ground Incident' *OR* 'Local Standby' checklist

As always, should the situation develop into an '**Aircraft ACCIDENT**' (or, pedantically, an 'aircraft accident' equivalent situation e.g. a bomb detonates on board an aircraft) - then the appropriate sub-section 3V checklist (**Aircraft Accident**) must additionally / concurrently be used

Should the 'bomb threat' situation **still exist AFTER** such 'aircraft accident' occurrence / declaration - then the appropriate 'bomb threat' checklist must **ALSO** continue to be addressed concurrently with the aircraft accident checklist

Lastly, the 'bomb threat' situation might be combined with an act (further act) of '**unlawful interference** (aircraft related)' - which would add a further degree of complexity to the overall response i.e. the unlawful interference checklists must additionally / concurrently be used

So long as all of the above is clearly understood by ALL concerned / involved (along with associated implications, complications & consequences) it might be better for such * **combined** responses (as outlined above) to be handled flexibly and logically 'on the day' - rather than trying to prepare & mandate for the use of a (one) single, integrated checklist to cover such a complex situation

* For example - such a flexible, 'combined response' might typically require concurrent implementation of the appropriate 'aircraft accident' checklist + the 'bomb threat' checklist + the 'unlawful interference' checklist!

Whilst such requirements / situations as described above are not 'ideal' from an emergency / crisis response viewpoint, they should be ** manageable to a degree - especially as there will be 'common' sections of the 'combined checklists which might be in concurrent use' - which obviously do not need to be addressed multiple times e.g. '*..... commence alerting & activation.....*'

** Assuming of course that the appropriate and associated procedures, training and exercising etc. have been prepared, delivered and conducted for / by potential airport and other (e.g. off-airport) responders - and are current. The associated resources etc. must also be readily available and 'fit for purpose'. **If not, be prepared for a totally ineffective and inefficient response - with associated, adverse consequences**





IMPORTANT

At appropriate stages of a security related incident response where 'security type hazards' & similar exist or potentially exist - a suitable **risk assessment** shall be conducted (e.g. by the individual person(s) responding; by responding organisations / management etc.) - and the result(s) used to guide the actual response 'on the day'

For a **major** security alert involving aircraft operations, specialist security services etc. **only** should operate in the relatively close vicinity (e.g. within 2 to 400 metres and possibly greater distances as appropriate) of 1) a Bomb Threat aircraft: 2) **suspect** baggage, cargo & mail associated with latter; 3) an unlawful interference (e.g. hijack) situation, if appropriate..... etc.

Where e.g. AFS, AMC, tug drivers, specialist technicians, aircraft operator (or representative), customs officials and similar personnel are **requested** to assist the security services in a situation as described just above, this should be accomplished on a **strictly voluntary basis only**

For **less serious security alerts** the restriction documented in the paragraph above will typically **not** apply i.e. involvement is both **permitted AND expected**

It is anticipated that an appropriate **off-airport** person will be quickly appointed to assume overall (absolute) Command, Control, Co-ordination and Communication (C4) associated with a serious security incident at or affecting XIA

He / she is expected to lead off-airport police / security / intelligence / military / paramilitary etc. type resources in order to try to achieve the desired outcomes. This person and supporting teams / staff / organisation are known herein by the term '**appropriate authority**'

Nomination of an **Airport Operator** (XIA) '**Overall Commander**' + establishment of the XIA **EOC** and **MICC** is also typically required in order to represent the interests of the **Airport Operator** and to facilitate / support the **appropriate authority**

Reminder - To review the wider issues of aircraft related 'bomb warning' - see pages 14 - 26

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident. (Said agency being known herein as the '**appropriate authority**')
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.





Bomb Threat - Aircraft Related - XIA - Immigration Agency

RED Security Alert / RED Threat Assessment Made

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Place airport immigration staff on a state of immediate readiness
- Immediately obtain (from aircraft operator or representative or whoever; from immigration records etc.) and share (with appropriate / authorised parties) a copy of the crew and passenger lists for the incident flight
- Prepare to use immigration & related (e.g. * API / APIS) records / data to assist in task, as per bullet point immediately above
- Prepare to support CRC (A), SRC (A) operations at XIA (if so required by actual circumstances on the day - including the vital need for rapid & unhindered clearance of support teams reporting to such *airside* locations e.g. the airport's ICT and incident airline's HAT)
- Deploy appropriate immigration resources if / as required. Note: - use logic and common sense to decide on what particular actions to take, depending on actual incident circumstances 'on the day
- Should security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; aircraft crashes etc.) or **Aircraft Ground Incident** - additionally (**concurrently**) follow the appropriate checklist(s) located elsewhere in this sub-section **3V**
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48.** at all times i.e. during any evolving crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See **separate** document AEP Volume **1** - appendix **R** - for details of above ICAO Annex)
- When incident concludes - stand-down to normal ops readiness

* Advanced Passenger Information [System]

General Actions:

Use the above (list of general responsibilities) as a simplified guideline / checklist - where circumstances 'on the day' indicate that an airport Immigration Agency response is required

Maintain a written log of events - as appropriate

CRC (A)	=	Uninjured Crew Reception Centre - Airside (at XIA airport)
ICT	=	XIA Airport's 'Immediate Care Team'
HAT	=	Aircraft Operator's 'Special (H umanitarian / Family) Assistance Team'
SRC (A)	=	Uninjured Passenger (Survivor) Reception Centre - Airside (at XIA airport)





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UNLAWFUL INTERFERENCE - Aircraft

XIA - Immigration Agency

'General Responsibilities' & 'Actions'

The **General Responsibilities** and **Actions** for a hijack (or similar unlawful interference) type situation at or affecting XIA - as documented (check-listed) herein - are to be interpreted and carried out as applicable to actual circumstances 'on the day' i.e. for a hijack actually occurring **at** XIA, it is expected that the required actions will **ALL** be considered and **MOST** carried out - as appropriate

Conversely, for a hi-jack etc. where the aircraft is merely transiting **XXX** (XIA Airport and / or **XXX** ATS Area Control Centre etc.) **airspace**, many of the required actions will / may **NOT** be applicable - and / or might need 'adjustment'. Common sense, logic etc. should be used accordingly in deciding which particular actions are applicable / required - as per actual circumstances prevailing 'on the day'

Unlawful Interference (Hijack etc.) - **combined with** concurrent & associated **Bomb Warning**

In the above circumstances it will be necessary to complete both the 'Bomb Warning' **AND** 'Unlawful Interference' checklists **CONCURRENTLY** - in addition to any other checklists required (e.g. **LOCAL STANDBY** OR **FULL EMERGENCY** OR **AIRCRAFT GROUND INCIDENT** - as required by actual circumstances prevailing 'on the day')

See again 'Important Note' on page **648**. It also applies here

Reminder

For a reminder of the wider issues of aircraft related 'unlawful interference' - see pages **27** - **33**

- Where appropriate - assume that incident aircraft is close to (XIA) OR on the ground at XIA
- Where appropriate - assume that most parties / agencies directly involved (including the airport operator) are taking direction / advice from appropriate (specialist / expert) security agencies regarding security specific requirements. Also assume that one of these security agencies (or equivalent) will have been appointed (probably from government level) to undertake absolute / ultimate (strategic [& possibly tactical also]) C4 of the security incident. (Said agency being known herein as the '**appropriate authority**')
- Due the security threat it may be necessary to consider evacuation of any adversely impacted facilities. If this is necessary - 'fall-back / business continuity' plans shall be invoked (if available) to maintain the required / directed (as appropriate) level of response / operations / services etc.





UNLAWFUL INTERFERENCE - Aircraft

XIA - Immigration Agency

Alerted By: TBA

Alerts Whom: TBA

General Responsibilities:

- Place airport immigration staff on a state of immediate readiness
- Immediately obtain (from aircraft operator or representative or whoever; from immigration records etc.) and share (with appropriate / authorised parties) a copy of the crew and passenger lists for the incident flight
- Prepare to use immigration & related (e.g. * API / APIS) records / data to assist in task, as per bullet point immediately above
- Prepare to support CRC (A), SRC (A) operations at XIA (if so required by actual circumstances on the day - including the vital need for rapid & unhindered clearance of support teams reporting to such *airside* locations e.g. the airport's ICT and incident airline's HAT)
- Deploy appropriate immigration resources if / as required. Note: - use logic and common sense to decide on what particular actions to take, depending on actual incident circumstances 'on the day
- Should security incident become the equivalent of an **Aircraft Accident** (e.g. a bomb / similar explodes on board; aircraft crashes; mass murders commence etc.) or **Aircraft Ground Incident** - additionally (**concurrently**) follow the appropriate checklist(s) located elsewhere in this sub-section **3V**
- Adhere to spirit of the appropriate requirements of **ICAO Annex 9, Chapter 8, paras 8.3 to 8.7; 8.8 to 8.9 and 8.42 to 8.48**. at all times i.e. during any evolving crisis and in the shorter term post crisis (e.g. eventual arrival at your airport of families, relatives & friends [as associated with accident victims] from overseas) Note -See *separate* document AEP Volume **1** - appendix **R** - for details of above ICAO Annex)
- When incident concludes - stand-down to normal ops readiness

* Advanced Passenger Information [System]

General Actions:

Use the above (list of general responsibilities) as a simplified guideline / checklist - where circumstances 'on the day' indicate that an airport Immigration Agency response is required

Maintain a written log of events - as appropriate

CRC (A)	=	Uninjured Crew Reception Centre - Airside (at XIA airport)
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SRC (A)	=	Uninjured Passenger (Survivor) Reception Centre - Airside (at XIA airport)





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END of AEP Guideline - Volume 2B - Section 3

Note - the reader is reminded that this document is Volume **2B** of the XIA AEP

The user is further reminded that **Volume 1** of the XIA AEP is a **separate** document

The user is further reminded that **Volume 2A** of the XIA AEP is a **separate** document. Furthermore, it only exists **notionally**

AEP Guideline - Volume 2B - Section 4 follows - starting page 656





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XIA AEP

VOLUME 2B / Section 4

CHECKLISTS - (listed by 'type' of functional responder)

NON-AIRCRAFT Related Accidents / Incidents

INTRODUCTION to XIA AEP Volume 2B / Section 4



REMINDER - XIA AEP Volume 2B is limited to relatively simple reminders as to airport related crisis response operations - typically shown in a **checklist** format

This **Section 4** of Volume 2B generally shows the above in the following format (i.e. as related to each type of **non-aircraft related** accident / incident checklist included):

6. **Crisis type** e.g. 'ground / structural fire - on-airport'
7. **Responding agency** e.g. 'airport fire & rescue service'; airport medical centre' etc.
8. How responding agencies are **alerted and activated** (and who they might alert and activate in turn - as appropriate)
9. **General roles, responsibilities and duties** of appropriate responding agencies
10. **Specific roles, responsibilities and duties** of appropriate responding agencies (i.e. **checklists**)

Reminder - **Section 3** generally follows the same format as this **Section 4**. However, note that **Section 3** is concerned with **aircraft related** accidents and incidents **only**





Section 4 Checklists / **NON** - Aircraft Related Accidents / Incidents

Contents (by sub-section)

▪ 4A/Air Traffic Services	666
▪ 4B/Airport Fire and Rescue Service	670
▪ 4C/Off-airport / Civil Defence Fire and Rescue Services	675
▪ 4D/Airport Police and / or equivalent Airport Security Agency	679
▪ 4E/Off-airport Police and / or equivalent Paramilitary / Security Force	684
▪ 4F/Airport Medical Centre	688
▪ 4G/Off-airport Medical (Health) and Ambulance Services	692
▪ 4H/Airport Operator's - <i>Normal</i> (day to day) Operations Control Centre	696
▪ 4J/Nominated /Appointed Ground Handling Agent(s)	705
▪ 4K/Airport Engineering Services (Mechanical/Structural/Electrical/Electronic)	709
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▪ 4M/Airport Operator's - Mobile Incident Command Centre	718
▪ 4N/Airport Operator - Crisis Communications (PR)	723
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Reminder:

See again information provided on pages **7** & **8** of this document - and apply it (as required by your own, specific AEP checklist requirements) to all of the checklists which follow herein





Types of Non-Aircraft Related Incident Response (included in each sub-section of *this* Section 4)

- Ground / Structural Fire
- Bomb-threat / Sabotage (non-aircraft related)

Note - the following types of **NON**-aircraft related accidents / incidents do not lend themselves easily to checklist format. Accordingly, they have been addressed in greater detail than permitted by a checklist - and can be found in *separate* document in this series - **AEP Volume 1**:

- * Dangerous Goods Incident - **AEP Volume 1** / Sub-section 4A
- Public Health Incident - **AEP Volume 1** / Sub-section 4B
- Fuel Spillage (non-aircraft related) - **AEP Volume 1** / Sub-section 4C
- Removal of Crashed / Disabled Aircraft - **AEP Volume 1** / Sub-section 4D
- Landside - Metro (Light Rail) Incident - **AEP Volume 1** / Sub-section 4E
- Natural Disaster - **AEP Volume 1** / Sub-section 4F

* As an exception, **dangerous goods** aspects of **aircraft related incidents** are **also** covered in *separate* document **AEP Volume 1** - again, because they are not easily representable in a checklist type format

Reminder

Procedures and checklists for an airport's 'Terminal Evacuation and Fire Safety 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 vital that (in reality) such a plan is prepared, documented, trained, exercised, maintained & reviewed. That this is accomplished is left to the appropriate airport operator to execute in reality

However, we have provided here a [link](#) to an excellent example of a real airport's 'Terminal Evacuation & Fire Safety Plan' (If the link does not work, try conducting an internet search - using the search term '**Perth Airport Terminal Evacuation and Fire Safety Plan**')





IMPORTANT NOTE

Up to the end of 2019, **further checklists** (and supporting text) were originally provided here (in this AEP Volume 2B / Section 4 [original pages were 660 - 731] relating to **NON-aircraft related** type emergencies / crises at XIA Airport (the **introduction [only]** to which is still retained herein on pages 656 to 658 just above)

However, at that same time the author / owner of this document (the one you are reading right now) decided that these checklists no longer needed to be documented herein, as his original intent in producing this document was to cover **AIRCRAFT related** emergencies / crises **ONLY**

Accordingly, (and to realise this original intent) the checklists (referred to in the 2 paras immediately above) were permanently removed from this AEP Vol 2B document - effective end of 2019. (Exceptionally, **separate** document AEP Volume 1 **does still mention** two types of non-aircraft emergency / crisis response at XIA - being an incident related to the 'light railway' system which 'serves' XIA airport and 'natural disaster' type events. Apart from that mention - no further details are now provided herein)

As a consequence of what is written above and, in order to keep this document 'correct' in terms of the **original** (i.e. up to end of 2019) contents list, page numbering, internal cross-referencing etc. - all pages (660 - 731) which originally contained those checklists (referred to in the first and second paras above) **have** been retained herein BUT are now '**deliberately blank**' - and marked as such accordingly

That is (and for the avoidance of doubt), to read the final page of this **AEP Vol 2B** document - go now **directly** to page 732





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END of AEP GUIDELINE - VOLUME 2B

Note - the reader / user is reminded that this document (the one being read now) is **Volume 2B** of the **XIA AEP**. The reader / user is also reminded that Volume **1** and Volume **2A** of the XIA AEP are separate documents (both from each other and also separate from this Volume 2B) i.e. 3 separate documents in total comprise the entire XIA AEP

The reader / user should further note that:

- Volumes **2A** and **2B** of this Guidelines AEP provide (in **Section 3** of each document) **checklists** for all required **AIRCRAFT** related emergencies / crises at or directly affecting XIA - with the exception of aircraft related fuel spillage (the latter being included instead [with good reason but not expanded upon further here] in Section 3 of AEP Volume **1**)
- Similar to what is written in the para above originally (up to end of 2019) applied to **Section 4** of Volumes **2A** and **2B** - with each providing **NON-aircraft** related incident **checklists** - dealing with e.g. 'ground / structural fire' and (separately) 'bomb warning / sabotage'. However, do note that (from end of 2019) these checklists are no longer covered / included (i.e. they have been removed)
- Exceptionally, a small number of non-aircraft related incident types which do not lend themselves readily / easily to a checklists format (for details see second [lower] bullet-point list on page **658** of this document) **are** included in (separate document) AEP Guideline Volume **1** instead
- Any associated, explanatory / background material relating to checklists will generally have been included in AEP Volume 1 - *with the exception of 'security' related material*, which has been placed in both AEP Volumes **2A** and **2B** directly

The reader / user is lastly reminded that:

- Whilst Volumes **2A** and **2B** are separate from each other (and also separate from AEP Volume **1**) - they have been designed in principle to provide the **same** information as each other, but presented in **different** formats - Volume **2A** presenting checklists by 'type of emergency / crisis', whilst Volume **2B** presents the **same** / **equivalent** checklists by 'responder type'
- AEP Guideline Volume **2B** has been fully (100%) completed by the author / owner (of the entire AEP Guideline series of documents). You are reading it right now!
- Should the potential user also / alternatively wish to view and use the checklists by 'type of emergency / crisis' (as per Volume **2A**) - **he / she will need to write / produce Volume 2A (him / herself) from the very beginning** e.g. by 'copy / pasting' the required information from this fully completed **Volume 2B** into a **newly originated** Volume 2A - and 'adjusting / re-labelling' it accordingly / as required. Whilst this should not be difficult - it **would** take significant time

To make the latter absolutely clear again, the AEP Guideline Volume 2A as referred to in this AEP Guidelines series of documents, exists only notionally i.e. it does **NOT exist in reality.** However, all background information required to produce such a Volume **2A** is already included here in this Volume **2B** i.e. the vast majority of the 'real' work has been done for you - should you decide that a Volume **2A** version is also / alternatively required for your own purposes

