Auckland Airport

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AEP CONTROL & DISTRIBUTION PROCESS

1. The AEP Word master is doc # OPSMASTERS-1040927276-32226 in the MS Team "Ops Forms, Manuals, Docs CONTROL". The file uses SharePoint "version history" to retain full details of changes over time.

2. A pdf copy is made for publication (note; maps (eg, at the end of Section 1 General) are added at the pdf stage, ie, they are not in doc OPSMASTERS-1040927276-32226). The pdf is saved into both a non-navigable location on the company website for external holders to view and the internal SharePoint "Aerowiki" document library using the same pdf file name as the existing version in that library to ensure any hyperlinks still function, including hyperlinks to the document from The Radar. The "CAA Portal" MS Team is hyperlinked to display the SharePoint "Aerowiki" Library, thus allowing the CAA to have remote log-in, view-only access to the pdf.

3. Updated copies are distributed to existing named holders on behalf of their organisations (as per the detailed Copyholders List further below in these Preliminary Pages), ideally via a single email with a link or with the pdf attached with all copyholders cc'd which is retained under a unique doc number for the record (eg, see doc 1352283 for soft copy holders and doc 2334694 for off-airport hard copy holders), with that doc number also recorded in the table overleaf to retain an auditable record of who the document has been sent to, when and who by. Hard copies are either distributed or could be updated by an AIAL representative filing hard copies into ringbinder(s) at JEOC meetings for example. A record of receipt will be retained where possible (via, for example, template doc 2186500, see also completed doc 2282324).

4. As requests for copies are received from new copyholders, the following must occur:

   a. A named holder(s) must be obtained on behalf of their organisation(s) and recorded (as well as whether soft and/or hard copy) in the Copyholders List in these Preliminary Pages.

   b. Hard copies must be allocated a copy number, compiled into a ringbinder and distributed. Proof of receipt will be retained where possible (eg, signed for or via email trail confirming receipt).

   c. Soft copies are distributed via email containing a url link or pdf, and the email trail confirming that distribution is retained.

5. The email wording to external holders will clearly request ALL old versions be disposed of, and an additional internal email (eg, former Filesite doc 1679381, and from the 2021 updates onwards, doc OPSMASTERS-1040927276-100981) will be sent to all Auckland Airport staff requesting they dispose of or update any old versions they have retained (eg, via the company Intranet).

COPYHOLDER DETAILS

- Auckland Airport's "Aerowiki" SharePoint doc library (enables links from The Radar, Infoport wiki, etc) - pdf copy.
- Corporate website (for viewing by external parties)
- Many internal, external, on and off-airport holders (refer Copyholders List below).

REVIEW PROCESS

A document review process is in place requiring content reviews at regular intervals (see bottom left-hand footers for recommended frequencies). Before 2011, this document was hard-copy only. From 2011, unique document numbers (prior to the 2020 update, FileSite, now SharePoint) containing evidence of review, and evidence of document owner approval of content and amendments, are listed below. Paragraphs affected by amendments at each review are marked by lines in the right margin (except for full re-writes and consequential changes to Table of Contents, etc).

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RECORD OF REVIEWS, DISTRIBUTION & APPROVAL OF CONTENTS

Content Review Date:	Reviewers:	Document Numbers in evidence of review:	Amendment Date:	Doc Owner:	Document Numbers in which doc owner approves content of amended Manual:	Date of approval:	Document Numbers of emails issuing to external holders
30-07-99	unknown	N.A.	30-07-99	unknown	N.A. (New issue – hard copy only)	unknown	N.A.
28-02-02	unknown	N.A.	28-02-02	unknown	N.A. (Re-issue– hard copy only)	unknown	N.A.
30-06-03	unknown	N.A.	30-06-03	unknown	N.A. (Re-issue (all except Equipment/Facilities section))	unknown	N.A.
14-07-05	unknown	N.A.	14-07-05	unknown	N.A. (Re-issue– hard copy only)	unknown	N.A.
06-07-07	unknown	N.A.	06-07-07	unknown	N.A. (Re-issue– hard copy only)	unknown	N.A.
05-08-08	unknown	N.A.	05-08-08	unknown	N.A. (Restructure & re-issue– hard copy only)	unknown	N.A.
Jan 2011 to Sept 2012	Trevor Herriott, Mike Side, Steve Hardwick, Agency reps, Core Group	894363, 894364, 879015, 894368 to 71, 895898, 898553, 905410	20-09-12	Anil Varma	946095 (redesign & re-issue, within new ringbinder)	28-09-12	1352283_1, 2282324_1 & _2
Feb 2013 to Oct 2013	Trevor Herriott, Mike Side, Steve Hardwick, Roy Robertson	1296641 to 6, 1296650, 1296651, 1296652	31-10-13	Anil Varma	1297264_2 (all pages replaced)	19-03-14	1352283_2, 2282324_3
Feb 2014 to March 2015, Sept 2015	Trevor Herriott, Mike Side, Steve Hardwick, Roy Robertson, Josh Wright	1609892 to 907, 1612246, 1617920, 1623187, 1663521	16-06-15	Anil Varma	1663591	30-06-15	1352283_3,
26-11-15	Mike Side & Airways	1779546 (pg 5 of sec 2 only)	27-11-15	Anil Varma	1780163	02-12-15	1352283_4, 2282324_4 & _5
May 2016 to Sept 2016, April 2017	Mike Side, Steve Hardwick, Roy Robertson, Josh Wright, J Iggulden for Avsec	2103484 & 486, 1983880 to 2, 2136990, 2163196, 2172346, 2185525, 2185797	10-02-17	Anil Varma	2186341	25-05-17	1352283_5, 2334694, 2282324_6

(continued overleaf)

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Content Review Date:	Reviewers:	Document Numbers in evidence of review:	Amendment Date:	Doc Owner & Approver:	Document Numbers approving content of amended Manual:	Date of approval:	Document Numbers of emails issuing to external holders
July-Aug 2017	Steve Hardwick, Ebrahim Cassim & Airlines (sec 20), Ivan Trethowen & JEOC (new sec 13), Brad Annals/Ivan (debriefs para & bullets), Neil Swales/Ivan/Steve (merge 2 Spills tabs)	2306699, 2598527 & 979, 2653601 & 603 & 611 & 612 & 620-22 & 625 & 636 & 638, 2666632, 2668441, 2670936, 2672182-5, 2672197 & 199 & 202 &225-6 & 284, 2673568, 2674237-8 & 279, 2680816-8	27-08-18	Anil Varma	2678126	06-09-18	TBC
Jan 2020, Oct 2020	Ivan Trethowen, Chiana Sherwood, Neil Swailes, Senior Segeant Laurie Culpan (Terrorist plan), Mike Prior (GIS Maps), Medical Officer of Health (para 8.1A)	AIAL-1336572876-101585, 637 to 645, 647, 660, 662, 669	16-12-20	Chiana Sherwood (& JEOC)	AIAL-1336572876-101661 & 663	17-12-20	TBC
04-03-21 & 18-03-21	Chiana Sherwood, Steve Hardwick	AIAL-1336572876-101901, 902 (new emergency access cards para 1.13)	18-03-21	Chiana Sherwood / Robin Cooper (see AIAL-1336572876-101925)	AIAL-1336572876-101909 & 911	19-03-21 & 23-03-21	TBC
09-07-21	Chiana Sherwood, Steve Hardwick	AIAL-1336572876-102189 & 190 (new Sec 12 holding statement only)	09-07-21	Chiana Sherwood / Robin Cooper (see AIAL-1336572876-101925)	AIAL-1336572876-102186	09-07-21	TBC
01-08-22 to 07-11-22	Chiana Sherwood, external stakeholders, Neil Swales, Andrew Boult, Steve Hardwick, Greg Bracey (Fuel Pipeline)	AIAL-1336572876-103320, 322, 321, 325, 781, 783, 805, 806, 825, 826, 834, 836, 837, 840, 845 (all sections updated, refer to "Section Amendment Details" below for a summary of changes)	31-10-22	Chiana Sherwood / Robin Cooper (see AIAL-1336572876-101925) (& JEOC)	AIAL-1336572876-103849	08-11-22	TBC

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DISTRIBUTION LIST

Organisation	Person Responsible	Number Held	AEP Number(s)
Auckland Airport	Emergency Planning Manager	1	1.1
Auckland Airport	GM Operations	1	1.2
Auckland Airport	Chief Executive	1	1.3
Auckland Airport	Mgr Engineering Services	1	1.4
Auckland Airport	GM Corporate Services	1	1.5
~~Auckland Airport~~	~~ICP~~	withdrawn	
Auckland Airport	Crew Chief	1	1.6
Auckland Airport	Head of Airport Operations	1	1.7
~~Auckland Airport~~	~~Landside Ops Supervisors' low cabinet~~	1	1.25
Auckland Airport	DTB	1	1.8
Auckland Airport	Disaster Recovery Site	1	1.9
Auckland Airport	Landside Ops Duty Operations Manager	1	1.10
Auckland Airport	EOC	1	1.11
Auckland Airport	SkyGate Security	1	1.12
Auckland Airport	Airport Safety & Security Manager	1	1.13
Auckland Airport	Airfield Operations	1	1.14
Auckland Airport	Airport 32	1	1.15
Auckland Airport	Airport 12	1	1.16
~~Auckland Airport~~	~~CMT (Recall box)~~	withdrawn	
~~Auckland Airport~~	~~BRT (Recall box)~~	withdrawn	
Auckland Airport	~~Mark Croudace~~ Operations Performance Delivery Manager	1	1.17
Auckland Airport	Mgr Security & Emergency Services	1	1.18
Auckland Airport	Chief Fire Officer	1	1.19
Auckland Airport	Transport Manager Master Planning	1	1.20
Auckland Airport	General Manager BT and Marketing	1	1.21
Auckland Airport	~~Operations Risk and Business Analyst~~	withdrawn	~~1.21~~
Auckland Airport	General Manager Aeronautical Commercial	1	1.22
Auckland Airport	General Manager Infrastructure	1 soft copy	n.a.
Auckland Airport	General Manager Property Retail & Commercial	1 soft copy	n.a.
Auckland Airport	Noggin Emergency Management System c/o Jayson Lavitag	1 soft copy	n.a.
Auckland Airport	~~Simon Lambourne for the Comms Team~~	not found, withdrawn	~~1.23~~
Auckland Airport	Operations Risk & Assurance Team	1	1.23
Auckland Airport	~~Steph Crush for the Comms Team~~	not found, withdrawn	~~1.24~~
~~Auckland Airport~~	~~Volunteer Service & Comms Mgr~~ DOM's Office	1	1.25
Air NZ	Group Emergency Coordination Centre, BNZ Bdg Ellen King or Peter Halliwell	2	12.1 and 12.2
	Aviation Institute (Back up Facility), Rennie Drive Ellen King or Peter Halliwell		
	Domestic Management Offices Danny Farnham or James Howe Tony Tupu TBC	1	12.5
	Airport Services Office (under Gate 2) - NZ Management Assistant c/o Simon Thorpe Tony Tupu TBC Hamish Keith TBC	1	12.6
	Local Control Centre c/o Simon Thorpe	1	12.3
	AOC c/o Simon Thorpe	1	12.4
Fiji Airways (*awaiting return*)	Glenn Potter TBC Rohan Chandra Acting Regional Mgr Ground Operations	1	13.1
	Sharun Ali Fiji Office (Glenn Potter TBC alternative contact)	1 soft copy	n.a.
	Customer Service Duty Managers	soft copy withdrawn	
	Mereoni Lutuciri (Fiji) Safety and ERP Coordinator	1 soft copy	n.a.

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Air Vanuatu (*awaiting return*)	Jonas George	1 soft copy	n.a.
	Jonas George (Auck City Office)	2	14.1 and 14.2
	Madeline Mann		
Aircalin (*awaiting return*)	Rita Nathan	1	15.1
	Rita Nathan	1 soft copy	n.a.
	Eva Berger Security & Crisis Dept Noumea (or c/o Rita Nathan)	1 soft copy	n.a.
Fieldair Engineering Ltd (Hangar 4 Hape Dr) Or Air Freight NZ Ltd TBC	Nolan King or Stuart Tunley Mark Lasenby TBC	1	16.1
Airways Corporation	Greg Penny Graeme Summer TBC	2	4.1 and 4.2
	Grant Edge		
Airwork Flight Operations	Denise Broster	1	17.1
Tasman Cargo Airlines	Gerry Bray TBC Sam Shannon	1	19.1
Aviation Security	Akl ?? Station Manager TBC	1	3.1
	Ops Managers (c/o Jennifer Iggulden) TBC	1	3.2
	Team Leaders ITB	1	3.3
	Team Leaders DTB	1	3.4
	Team Leaders Base	1	3.5
	Nichola McKinney Station Manager TBC	1 soft copy	n.a.
~~Cargolux Airlines International~~	~~Johannes Klaessens~~	withdrawn	~~21.1~~
Cathay Pacific (*awaiting return*)	Crisis Management site (c/o Murray Cassar, Business Resilience) Glenn Potter TBC	1 soft copy	n.a.
	Matt Soden Business Resilience Specalist (AU Based) TBC Glenn Potter TBC	1	22.1
Civil Aviation Authority	CAA staff who have access to CAA Portal	Soft copy in CAA Portal	n.a.
	Separate pdf emailed to library@caa.govt.nz	1 soft copy	n.a.
DHL (Freighter)	Steven Shorey	1	23.1
Emirates (*awaiting return*)	Christopher Tomlin TBC	2	24.1 and 24.2
	Macarena Costello TBC		
~~EVA Air~~	~~Lily He/Willy~~	withdrawn	~~26.1 and 26.2~~
Federal Express	Ramp Office (c/o Dianella Ngakuru/ Monique Gillman/ Tomas Snedden)	1	28.1
Barrier Air	Marina Kunz Brooke Witheford TBC	1	31.1
~~Japan Airlines~~		withdrawn	
JUHI - Air BP	Robert Almond, JUHI Manager Caleb Noonan TBC	1	33.1
Korean Air (*awaiting return*)	Steve Lee Erica Park TBC	1	34.1
Latam Airlines (*awaiting return*)	Magi Mas or Antonio Martos	1	35.1
	Ariel Prado Chief of Emergency Administration, Chile	1 soft copy	n.a.
~~Lufthansa~~	~~Sarah Havard~~	withdrawn	~~9.1~~
MPI	Airport Manager's Office - Henk van Zyl TBC	1	8.3
	Operational Coordinators' Office, Craig Hawthorne and Rob Nixon TBC no office; confirm where is 8.2	1	8.2
	Chief"s Office (c/o Henk van Zyl) TBC	1	8.1
	~~David Sims/Business Support Team~~	not found, withdrawn	~~8.4~~
	~~Baydon Hill~~	soft copy withdrawn	~~n.a.~~
Malaysia Airlines (*awaiting return*)	Naavalan Chandrasegaran	1	37.1
	Auckland City Office (c/o Naavalan Chandrasegaran)	1	37.2
ACP Worldwide NZ Ltd (formerly Malaysia Airlines Cargo) (*awaiting return*)	James Tyrrell	1 soft copy	n.a.

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Auckland Emergency Management (formerly Auckland Civil Defence)	Emergency Control Centre (c/o Operations Manager: David Murphy) TBC Alexis Reed		1	39.1
	David Murphy TBC		1 soft copy	n.a.
	24-hr Duty Officer Team ("AKGEOC" account)		1 soft copy	n.a.
~~Manukau Coastguard~~			withdrawn	~~39.1~~
Middlemore Hospital	Vicki Wright (Middlemore Central)		1	40.1
NZ Customs Service	~~Mike Williams~~		soft copy withdrawn	n.a.
	Operations Support Office (c/o Teina Clarke)		1	5.1
	Scott Watson?? Craig Chitty TBC Steve Waugh TBC		1	5.2
Fire & Emergency NZ	Mangere Station (c/o Chris Delfos or Craig Monrad or John Wilson Stn Officer)		3	6.1 to 6.3
	Area Headquarters/Area Mgr (c/o Chris Delfos)			
	Papatoetoe Station (c/o Chris Delfos)			
	Mobile Command Unit (c/o Chris Delfos)		1 soft copy	n.a.
	Brad Mosby District Manager Manager Counties Manukau TBC		1 soft copy	n.a.
			1 soft copy	n.a.
	Chris Delfos		1 soft copy	n.a.
NZ Police	Airport Police Mark Chivers		1	7.1
	Airport Police Sergeants' Office (c/o Mark Chivers) TBC		1	7.2
	Police central hub "RIOD" (c/o Martin Brown)		1 soft copy	n.a.
	Police Emergency Management Liaison Russell Mitchell		1 soft copy	n.a.
	Inspector Ross Barnaby Police Lead for Airport for APEC 2021		1 soft copy	n.a.
Menzies Aviation	Matthew Edwards TBC		5	42.1 to 42.5
	Simon Hinman			
	Christiaan Kuiper Jesper Fredmark TBC Ben Tasi TBC			
	OSAC Manager			
	Menzies Cargo Warehouse c/o Alec Rowley Operational Safety & Compliance Co-ordinator			
~~Papakura Coastguard~~	~~President~~		withdrawn	~~44.1~~
~~Polar Air Cargo~~	~~Mr Awtar Singh~~		withdrawn	~~45.1~~
Polar Air Cargo	Mr Awtar Singh, Air Export Manager		1 soft copy only	n.a.
Qantas Freight (*awaiting return*)	Trish Bonnici		TBC	
Qantas Airways (*awaiting return*)	Paul Jackson (Regional Airport Mgr NZ & PI) Sarah Kane TBC		1	47.1
	Internal Sharepoint site (c/o Paul Jackson)		1 soft copy only	n.a.
Red Cross	Jackie Bubb Disaster Response Manager TBC Director Domestic Operations TBC			
	Dale Ramshaw TBC Graeme Brown was at Hamilton Service Centre Emergency Management Officer (Northern) TBC		1	48.1
	Duty Manager (NEW – TBC)			
	~~Hana Seddon~~		~~1 soft copy only~~	~~n.a.~~
Singapore Airlines (*awaiting return*)	Vish Palanivelu (now in ChCh – TBC) Hisham_Omar@singaporeair.com.sg		1	51.1
SkyCare International	Fay Dowling, Skycare Terminal TBC		1	52.1
Swissport	Belen Lobos (DTB) Cory Roberts TBC		1	79.2
	ITB Office Mohamed Atti Manager Customer Services - INT		1	79.1

	AKL Senior Leadership Team at aklmgt@aerocare.com.au
	   AKL Airport Manager
	   AKL Customer Service Manager
	   AKL Ramp Services Manager
	   AKL International Operations Manager
			4 soft copies (potentially)	n.a.

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St John Ambulance	Akl District Operations Support Mgr Office, District HQ, Mt Wellington (c/o Zane Chapman) Or Auckland District EOC (c/o Lisa Buckingham) TBC now Mel Wintle Zane Chapman TBC	1	54.1
	Counties Territory Mgrs Office, Manukau - Kevin Harnett Lisa Buckingham TBC now Mel Wintle	1	54.2
	Emergency Mgmt Sharepoint site ("Heartbeat", c/o Graham Fergusson) Or Management Team/St John "HUB" (c/o Graham Fergusson) TBC	soft copy only	n.a.
	Graham Fergusson (Emergency Planning department) TBC	soft copy only	n.a.
Thai Airways International (*awaiting return*)	Atchara Chaiyarak	1	55.1
~~Waiuku Search+Rescue~~	~~President~~	withdrawn	~~58.1~~
~~World Aviation Systems~~	~~Mark Reeder~~	withdrawn	~~53.1~~
Air Tahiti Nui (*awaiting return*)	Lorraine Sellwood	1	61.1
	Guillaume Tougeron Security Manager Tahiti Head Office	soft copy only	n.a.
BARNZ	Cath O'Brien TBC	soft copy only	n.a.
	Christopher Tomlin TBC – who has 62.1	1	62.1
	Patrick Whelan	soft copy only	n.a.
Air China (*awaiting return*)	Richard Yang	TBC	
	Richard Yu (Station Manager Auckland Airport)	soft copy only	n.a.
China Airlines (*awaiting return*)	George Chu Po-Yao Shin TBC	1	77.1
China Southern (*awaiting return*)	Fitz Zhang Lily Wang TBC	1	73.1
Jetconnect	Master Library - Headquarters Building (c/oSarah Manson)	1	65.1
	withdrawn	~~1~~	~~65.3~~
	Jetconnect Ops Control Centre ITB)c/o Sarah Manson)	1	65.2
	Sarah Manson	1 soft copy only	n.a.
~~Royal Brunei~~		withdrawn	
SIA Cargo (*awaiting return*)	Simon Merrick	1	67.1
~~Pacific Blue Airlines (NZ) Ltd~~	~~Owen Batchelor~~	withdrawn	~~68.1~~
~~Greenlane Clinical Centre~~	~~Ewen Ross (interim)~~	withdrawn	~~59.1~~
Coastguard New Zealand	Ray Burge	1 soft copy	n.a.
	~~Ray Burge~~	not required, withdrawn	~~39.1~~
Airline Pilots' Association	David Reynolds	1	70.1
Jetstar Airways	~~Sachi Wade (Cabin Crew Mgr) Domestic Cabin Crew Room~~	not found, withdrawn	~~71.2~~
	David Ross (Domestic Engineering Office)	1	71.1
	Shelly Musk	TBC	
~~Jetstar Asia~~	~~Operations Manager~~	withdrawn	~~78.1~~
Auckland Regional Public Health Service	Keith Suddes – Emergency Planner Cabinet	1	72.1
Air Center One	Robin Leach	1	74.1
Rank Services Ltd	Stuart Hellyer	1	75.1
Fly My Sky	Rose Thomassen Scott Young TBC	1	76.1
Virgin Australia (*awaiting return*)	Business Resilience Team using ASERP (Brisbane contact – Jim Antoni Business Resilience Manager)	soft copy only	n.a.
	Joe Frazer or Margaret Staite (Auckland Airport Office)	1	80.2
Hawaii Airlines (*awaiting return*)	Justin Delamore (until Nov 2018) Stacey Butters TBC she has gone now	1	81.1
	~~Tanya Michaels and/or Head Office~~	soft copy withdrawn	~~n.a.~~
Air Cargo Council	Alan Gautier	soft copy only	n.a.
Holiday Inn Auckland Airport (Intercontinental Hotel Group)	Clayton Darlington	soft copy only	n.a.

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Novotel	General Manager Paul Colombus	soft copy only	n.a.
Department of Internal Affairs	Vicki Abraham	soft copy only	n.a.
Air Asia X	Mathew Edwards TBC Tracy Sui, Station Mgr	1	36.1
Philippine Airlines (*awaiting return*)	Renato C Valencia	1	82.1
	Renato C Valencia	soft copy	n.a.
China Eastern (*awaiting return*)	Jay Sha Sean Zhang TBC	soft copy only	n.a.
Qatar Airways (*awaiting return*)	~~Carole Ann Anderson Airport Services Duty Officer Sydney Airport~~	soft copy withdrawn	n.a.
	~~Amr Yassin Aly Sydney Airport~~	soft copy withdrawn	n.a.
	George Kouverianos (Auck Airport Office)	soft copy only	n.a.
	George Kouverianos (Auck Airport Office) TBC	1	None as yet
American Airlines (*awaiting return*)	EPR Drive (c/o Nicholas Efu - EPR Coordinator for APAC; other contacts; Sam Martin (Australia), George Kouverianos (Auck Airport Office)	soft copy only	n.a.
	George Kouverianos (Auck Airport Office) TBC	soft copy only	n.a.
	Nicholas Efu - EPR Coordinator for APAC	soft copy only	n.a.
Hainan Airlines (*awaiting return*)	Formerly Angela Yang Duty Manager, Tracy Sui, Station Manager	1	83.1
	Formerly Head Office Roland Zhang (or c/o Tracy Sui)	soft copy only	n.a.
Tianjin Airlines (*awaiting return*)	c/o Tracy Sui, Station Mgr Hainan Airlines TBC	n.a. (refer Hainan)	n.a.
	Eva Duan, Security Operation Center, Head Office, Tianjin China	soft copy only	n.a.
Toll Global Forwarding Division	Donna Ryland Executive Assistant Office Manager	soft copy only	n.a.
Hong Kong Airlines TBC	Jay Feng Station Manager	1	84.1
	Head Office Safety Team (Gregory Janelle Mgr, Corporate Crisis)	soft copy only	n.a.
Sichuan Airlines (*awaiting return*)	Formerly Sean Zhang Station Manager	soft copy only	n.a.
Air Chathams	Roy Mackereth Operations Control Manager	soft copy only	n.a.
Immigration New Zealand (MBIE)	Kevin Browne Amanda Mehrtens TBC Frida Danielson-Folau TBC	soft copy only	n.a.
SkyBus Operations Room (Supervisors)	c/o Pete Simpkin Airside Manager	1	85.1
United Airlines (*awaiting return*)	Susan Lilley	1	86.1
Ministry of Foreign Affairs & Tourism	Murray Breeze (APEC21 OPS) TBC	soft copy only	n.a.
Air Canada (*awaiting return*)	Alastair Flett - Airport Services Manager	1	87.1
Pasifika Air Limited TBC	Stuart Graham, Manager Aircaft Operations TBC	soft copy only	n.a.
Victim Support	Charlie Saunders	soft copy only	n.a.
NEMA (for USAR)	John Appleby	soft copy only	n.a.

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SECTION AMENDMENT DETAILS

Below is a summary of main changes, but only for the most recent update – locations of changes on specific pages may be shown by lines in right-hand margins, but for the 2022 update, margin lines were not used.

Section	Section	Date Last Updated	Reason
Preliminary	Distribution list partially updated (several confirmations pending)	31-10-22	Major stakeholder changes due to Covid or some airlines still awaiting a return to NZ routes
1	EOC remote attendance and Hot Debriefs	31-10-22	Dial-in numbers for EOC conference line added
1	Emergency contacts updating	31-10-22	Emergency contacts updating method added
1	Maps	31-10-22	Updated
8	Ill Traveller & Mass Casualty	31-10-22	Splitting of section 8 into 8A and 8B
12	Terrorist Act	31-10-22	Small content added but full section still pending
13	Uncontained Screening Breach	31-10-22	Section name altered from formerly "Uncontained Screening Breach " to "Uncontained Security Breach " to more accurately reflect a broader range of possible incidents
17	Natural Event	31-10-22	Addition of USAR
19	Reconciliation	31-10-22	Addition of gate lounge 62/63
ALL		31-10-22	All sections updated to note changes post Covid-19
ALL		31-10-22	Expanded content under Victim Support, NZ Red Cross and Coastguard. Auckland Emergency Management (Civil Defence) has been moved from within Welfare groups to new paragraphs of its own in all sections.
ALL		31-10-22	All other agencies' paragraphs/information has been updated by all the agencies concerned.

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FOREWORD

While the global aviation industry continues to experience ongoing operational challenges as part of the pandemic recovery, there is positive momentum in aviation with demand for travel to and from New Zealand returning. Delivering on a safe, secure and seamless travel experience for customers continues to be Auckland Airport's focus.

As Auckland Airport and our airport partners work hard to welcome back travellers, it is a critical time for us to ensure the airport is a safe and secure place for everyone who passes through it.

Over the next two years we will focus on emergency events that could affect us all. Whether that is a cyber-crisis, a natural disaster, an aircraft incident or a terrorist event, our people are our most valuable asset in ensuring the ultimate safety of all airport workers and users of the airport. Each of us plays a critical role in looking out for one another, thinking ahead, complying with all requirements and raising our hands when we think things are not right.

This plan also covers the aerodrome certification requirements of airport management under Civil Aviation Rule ("CAR") Pt 139.

On behalf of Auckland Airport I hereby confirm that:

This plan reflects the manner by which Auckland Airport will comply with the requirements of Civil Aviation Rules (CAR) Pt 139, Aerodromes - Certification, Operation and it achieves this by defining the aerodrome organisation and demonstrating the means and methods by which Auckland Airport will ensure compliance with CAR Pt 139. All Auckland Airport employees shall comply with the provisions of this plan.

Here's to a thriving airport and a memorable customer experience that's enjoyed as much as the destination. Let's make it, easy, seamless and safe.

Carrie Hurihanganui
Chief Executive
AUCKLAND AIRPORT

Date: 31/10/2022

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ABBREVIATIONS & DEFINITIONS

AEP	Aerodrome Emergency Plan
AES	Airport Emergency Service
AEM	Auckland Emergency Management (formerly Civil Defence)
Airport 12	Auckland Airport Airfield Officers on Airside Patrol Duties (vehicle name and Radio Call Sign).
Airport 32	Auckland Airport Airfield Officers on Airside Patrol Duties (vehicle name and Radio Call Sign).
Airways	Airways Corporation of NZ Ltd
AIAL	Auckland International Airport Limited (referred to as Auckland Airport)
AOT	Auckland Airport Airfield Operations Team
Apron	International Apron Service
ATC	Air Traffic Control
ATIS	Aeronautical Terminal Information Service
ATS	Air Traffic Services
AVSEC	Aviation Security Service
BRT	Auckland Airport Business Recovery Team
CAR	Civil Aviation Rules
CCTV	Closed Circuit Television
CDEM	Civil Defence Emergency Management
CE	Auckland Airport Chief Executive
CIMS	Coordinated Incident Management System
CMT	Auckland Airport Crisis Management Team
Control Tower	Airways Control Tower
EACC	Emergency Ambulance Communications Centre
EOC	Auckland Airport Emergency Operations Centre
ES	Auckland Airport Engineering Services
ETA	Estimated Time of Arrival

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FENZ	Fire & Emergency New Zealand (formerly New Zealand Fire Service, or NZFS)
FIC	First Impact Committee
FIO	Flight Information Officer
GMO	Auckland Airport General Manager Operations
Heavy aircraft	All aircraft, regardless of POB, with a seating capacity (including crew) of 21 POB or more are classified as "Heavy". Note that ATC and airlines may have different definitions of heavy.
ICAO	International Civil Aviation Organisation
ICP	Incident Control Point
ICR	Auckland Airport Incident Control Room
ITB	International Terminal Building
IV	Intravenous
JEOC	Joint Emergency Operations Committee
JUHI	Joint User Hydrant Installation
Light aircraft	All aircraft, regardless of POB, with a seating capacity (including crew) of 20 POB or less are classified as "Light". Note that ATC and airlines may have different definitions of light.
MIST	Major Incident Support Team
MoH	Ministry of Health
MOoH	Medical Officer of Health
MPI	Ministry for Primary Industries (formerly MAF)
NEMA	National Emergency Management Agency
OC	Officer Commanding
OPS	Operations Centre
PDDHQ	Police Department District Headquarters
PEMS	Passenger Emergency Message System
PHEIC	Public Health Emergency of International Concern
POB	Persons on Board (total including crew)
SEPAC	Selective Tone Calling System
SITREP	Situation Report
SOP	Standard operating procedures
TAT	Threat Assessment Team
TMA	Terminal Control Area
USAR	New Zealand Urban Search and Rescue
VS	Victim Support
WOSL	Wiri Oil Services Ltd

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SECTION 1 - GENERAL

1.1 DOCUMENT GOVERNANCE

1.1.1 Aerodrome Emergency Plan Purpose and Control

1.1.1.1 The Aerodrome Emergency Plan (AEP) is:

- Promulgated to ensure airport-based resource responses are well coordinated with each other and with those of other community resources; and

- Of a standard not less than that required by CAR Part 139.57.

1.1.1.2 The AEP is amended as required due to procedural and structural changes, findings from emergency exercises and internal or external audits (eg, CAA), and discussion and input from regular Joint Emergency Operations Committee meetings (see Charter below). Location and date of amended content may be indicated by placement of lines in the right-hand margins, denoting its alteration at the date in the footer of each particular page.

1.1.1.3 AEP document control details including amendments to existing holders and distribution of copies for new holders, etc, are as set out under "Control & Distribution Process" in the Preliminary pages of this AEP.

1.1.2 Time References

For the purposes of this AEP, time references will be either NZ Standard Time or NZ Daylight Time expressed as a four-digit group (to conform to NZ-wide Emergency Services standard practice).

1.2 AUCKLAND AIRPORT JOINT EMERGENCY OPERATIONS COMMITTEE CHARTER

1.2.1 Introductory Statement

The foundation of the Auckland Airport Joint Emergency Operations Committee (prior to 2015, known as the Ground Safety Committee) was the 1979 Commission of Inquiry into Rescue and Fire Services at International Airports. While changes have occurred and the recommendations are historic, the direction provided in the Commission's findings and recommendations is acknowledged as an appropriate legacy for the ongoing maintenance of public safety at Auckland Airport.

1.2.2 Purpose of Joint Emergency Operations Committee

1.2.2.1 The purpose of the Committee is to ensure the response to a critical incident or emergency of all responding Agencies and Services is coordinated and cohesive at Auckland Airport.

1.2.2.2 The functions and activities of the Committee are:

1. Understanding methods of control, organisation and communication to facilitate the coordinated deployment of resources and services.

2. Reviewing, providing input into and implementing the Aerodrome Emergency Plan.

3. Maintaining Single Agency Response Plans specific for Auckland Airport.

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4. Ensuring exercises are conducted to test the effectiveness of the AEP and Single Agency Response Plans in accordance with Civil Aviation Rules Part 139.

5. Facilitating de-briefs.

6. Providing a forum for professional networking.

7. Sharing information that affects the service or capability of agencies.

1.2.3　Governance

Auckland Airport is responsible for chairing the Committee, and the position will be held by a senior level appointment.　The Chairman is responsible for:

1. Developing yearly Business Plans that provide a sense of direction and purpose for the Committee. The business plan is stored in AIA Teams site called AEP and any amendments to the AEP are covered in former filesite reference 1169061.

2. Maintaining communication within the Committee generally, and determining and promulgating a list of meeting dates, times and locations as part of the Business Plan.

3. Maintaining an up-to-date contact list of Committee members that is amended and promulgated as required.

4. Providing a secretarial function, including the taking and distribution of meeting minutes.

5. Authorising of amendments to the AEP that have been circulated for comment to members of the Committee.

   Note: Locations of individual amendments on pages are shown by a line in the right-hand margin of the document.　The QACM maintains a record of reviews to inform members of changes to the AEP (refer former filesite document 1169061).

1.2.4　Membership

1.2.4.1　Each Agency is to have a designated representative appointed for the purpose of receiving minutes and messages.　There will not be a limit on the number of people attending meetings, but as a general rule additional attendance or an unusual number of attendees must be advised to the Chairperson. It is expected that Agencies will be represented at each meeting. The Agencies required to be a part of the Committee are:

1. Auckland Airport Limited.

2. Auckland Airport Police.

3. Auckland Public Regional Health Services

4. Fire and Emergency NZ

5. St John Ambulance.

6. Aviation Security Service.

7. New Zealand Customs Service.

8. Ministry of Primary Industries.

9. Immigration New Zealand (MBIE)

10. Airways Corporation.

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11. Air New Zealand.

12. All Airlines Operating in Auckland

13. Ground Handling Operators

14. Board of Airline Representatives of New Zealand.

15. Airline Operators Committee.

16. Auckland Emergency Management (formerly Civil Defence)

17. Coastguard New Zealand

18. Victim Support NZ

19. New Zealand Red Cross

1.2.5   First Impact Committee

1.2.5.1   A First Impact Committee ("FIC") will be formed as a sub-committee of the Joint Emergency Operations Committee, for the express purpose of planning and conducting Deployment Exercises. The FIC will be chaired by the Chair of the JEOC. Membership will be as decided by the Committee but for deployment exercises, emergency services must be represented.

1.2.5.2   Reporting and follow-up will be as follows:

1. The FIC is to collate umpires' critiques and make a detailed report to the Committee.

2. After receiving the FIC Report, the Committee will confirm any findings and disseminate them to the agencies involved.

3. The Committee will determine any corrective actions necessary and set relevant time frames for their implementation.

4. The Committee will, within a reasonable period of time, follow up any corrective actions to ensure effective remedies have been implemented.

1.2.5.3   Other exercises involving notional or partial deployments will be run by an Auckland Airport representative, assisted by Committee members as required. Reports on the conduct of such exercises shall be submitted to the Committee with recommendations for the Committee to action.

1.2.5.4   The Committee Chair will also ensure that the results of full-scale, partial and special emergency exercises are reviewed from the point-of-view of amending or improving the AEP, as required.

1.2.5.5   The Committee Chair is also to ensure that records of all exercises and Committee activities are kept and made available for audit purposes.

1.2.5.6   All planned exercises are to include a fully documented risk assessment and shall be created considering the exercise site and activities expected to take place. The risk assessment should then be used as the basis for a safety brief to all participants.

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1.2.6 Aerodrome Personnel Training

1.2.6.1 The Airport Operations Excellence team carry out training for use of the Emergency Operations Centre. When advised at the Committee meetings of new airline or emergency services personnel who need to attend the EOC then a training session is arranged as required.

1.2.6.2 Reconciliation training is available for all those organisations that would be activated in an aircraft event. You can sign up for this training by contacting the Emergency Planning Manager of Auckland Airport. A Litmos module can be completed for further learning. Attendance to any offered live or tabletop exercises should be attended by all applicable Organisations and Airlines. Airlines should also regularly hold their own in-house training. Records of people trained are held by the Auckland Airport Emergency Planning Manager if its an Airport training or exercise or are held by each agency. Reconciliation processes are included in Section 19.

1.3 PT 139 EXERCISES

1.3.1 Emergency exercises are required of Auckland Airport under CAR Pt 139 and as part of other legislative obligations (see para 1.4 below).

1.3.2 Exercises to test the effectiveness of this AEP, as required under CAR Pt 139, will be:

1. A series of modular tests to be done every 3 years, commencing in the first year and concluding in a full-scale aerodrome emergency exercise no more than 3 years after the commencement.

2. Table-top emergency exercises in the intervening years to ensure that any deficiencies found during the full-scale aerodrome emergency exercise have been corrected.

3. Not less frequent than as prescribed by CAR Pt 139.109 (b)(ii).

4. Conducted using appointed umpires in order to give an objective critique of the exercise.

5. Planned under an annual emergency programme which takes account of the types of exercise in AC139-14 or current equivalent, prepared each financial year and reviewed on a six-monthly basis for all exercises.

1.3.3 Such exercises are to include testing:

1. The response of internal and external emergency services.

2. The effectiveness of emergency equipment and communications.

3. Incident control.

4. Fire control capability.

5. Triage and medical care.

6. Welfare and care of uninjured survivors and the deceased.

7. Welfare of meeters and greeters (whānau, family and friends of survivors).

8. Security and preservation of evidence.

9. The health, safety and wellbeing of responders.

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1.3.4   One of the aims of such exercises shall be to ensure all aerodrome personnel with duties and aerodrome responsibilities under the AEP are familiar with their assignments.

1.3.5   When CAA request an audit of the requirements of Part 139.109(1), then each aerodrome agency is to provide training records to the auditor as required. This applies to Auckland Airport, airlines, ground handling agencies and government agencies on Airport, but not to FENZ and St John, as they are not aerodrome-based personnel. Their training is consistent with their day-to-day activities.

1.4   EXERCISES OTHER THAN PT 139

1.4.1   Civil Defence

1.4.1.1   Exercises required as part of Auckland Airport's planning obligations under the Civil Defence Emergency Management Act 2002 will be:

- Conducted as determined by the relevant Government Department or Civil Defence Group

- Coordinated on-airport by the Auckland Airport Lifeline Utility Coordinator.

1.4.1.2   The Auckland Airport Lifeline Utility Coordinator will participate in post-exercise debriefs and provide a report to the relevant stakeholders.

1.4.2   Ministry of Health

1.4.2.1   Auckland Airport plays an integral role in any response to any illness, or mass casualty incident and is active in assisting the Ministry of Health (MoH) and District Health Boards ensure a high state of preparedness exists.

1.4.2.2   To achieve this, exercises are periodically organised to test health-related incidents that involve agencies included in this AEP.

1.4.2.3   Health-related exercises, while not mandatory, are recognised as important for the ongoing effectiveness in the handling of these types of incidents.

1.4.3   Fuel Pipeline

1.4.3.1   A fuel pipeline carrying Jet A-1 aviation fuel travels through Auckland Airport property to supply airside fuel hydrants for aircraft refuelling. This pipeline is subject to the Health and Safety in Employment (Pipelines) Regulations 1999. Auckland Airport owns a portion of the pipeline (refered to as the "fuel hydrant pipeline system" – see para 15.3 below). Under Clause 8 of the Regulations, Auckland Airport has opted to subject itself to the requirements of NZS/AS 2885, Pipelines-Gas and Liquid Petroleum for the fuel hydrant pipeline system it owns.

1.4.3.2   Section 11.2 of NZS/AS 2885 requires Auckland Airport to perform regular emergency exercises to test the adequacy of its pipeline-related emergency response plan. These are detailed in the Fuel Hydrant Pipeline System Emergency Response Plan held in the former Filesite (document number 894337)

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1.5 CIMS, INCIDENT COMMAND & SITE ROLES

1.5.1 Coordinated Incident Management System

1.5.1.1 The NZ Coordinated Incident Management System (CIMS) has been adopted by emergency services, government agencies and emergency service providers as a nationally-agreed model for command, control and coordination of any emergency response. It provides a means of coordinating the efforts of agencies as they deal with an incident and protect life, property and the environment. All contributors to the Airport Emergency Plan subscribe to CIMS.

1.5.1.2 While CIMS is an overarching incident management system that works across all agencies, the functions of command that operate vertically within each agency remains unique to that agency. Auckland Airport has designated the following roles in an emergency which are loosely based on CIMS.

1.5.2 Auckland Airport AES Role

1.5.2.1 Responsible for the provision of a service to meet the requirements of a Category 10 airport as defined in CAR Pt 139. The area of responsibility is that part of the airport defined in Section 5 as the Airport Crash Zone. The AES officer in charge will assume control of an aircraft crash until relieved by a FENZ senior officer.

1.5.2.2 In addition AES will, subject to aerodrome category requirements, assist FENZ in the suppression of fires in the immediate vicinity of the airport.

1.5.3 FENZ Role

Responsible for providing firefighting and rescue services in the Counties Manukau Fire District under the Fire and Emergency NZ Act 2017. The airport is included in this District, and FENZ will exercise their authority at an emergency as specified in this document.

1.5.4 NZ Police Role

1.5.4.1 In the case of fire, aircraft crash or hazardous material incident, the Senior FENZ Officer will be in charge, until he has declared to the Police that the scene is safe.

1.5.4.2 The New Zealand Police are responsible for overall coordination of any emergency once the hot zone is declared safe and FENZ hands over incident control to Police. NZ Police are lead agency at incidents where the safety of persons or property is involved, such as suspicious objects, bomb threat (aircraft or building) or sabotage. Police are also responsible for the management of traffic control off airport and for the provision of dedicated access/egress routes for emergency service vehicles.

1.5.4.3 The New Zealand Police are responsible for Disaster Victim Identification (DVI), notification of deceased persons, reconciliation and inquiry in the event of an emergency.

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1.5.5　St John Ambulance Role

Responsible for coordinating, at the airport, all responding medical personnel and managing casualties resulting from any emergency incident. St John can deploy additional resources, medical cache and equipment and activate MIST (Major Incident Support Team) if required for extra support.

1.5.6　Aviation Security Service Role

Responsible for controlling access/egress at airside entry points and providing vehicle escorts and additional security as required.

1.5.7　Auckland Airport Role as Airport Owner

Responsible as airport owner for providing facilities and logistical support to emergency services.

1.5.8　Airline Operator Role

Responsible for providing duty of care to staff, crew and passengers, information to the emergency services and assisting with reconciliation. Responsible for providing engineering services at the scene and removing the aircraft when permitted by authorities.

1.5.9　Incident Control Point (ICP) Role

The ICP will initially be the AES Rescue Fire Control vehicle, which will display 'Incident Control' signage. On its arrival, the FENZ Command Unit will become the ICP, at which the Incident Management Team will assemble.

1.5.10　Incident Controller Site Role

1.5.10.1　The Incident Controller is responsible for overall direction of emergency response activities including tasking and coordinating other agencies.

1.5.10.2　In most airport incidents, the Incident Controller will be the officer in charge of the Auckland Airport AES until FENZ arrives.

1.5.10.3　On arrival of FENZ a formal handover shall take place between the AES officer in charge and the most senior officer of the arriving FENZ units. The AES officer in charge will then provide specialist aviation knowledge and input to the operation.

1.5.10.4　The FENZ officer in charge must remain as Incident Controller until the scene is deemed safe, when a formal handover is made to the Police. Further details are also in para 1.2 above.

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1.5.11 Airfield Liaison Site Role

To ensure effective coordination at the scene, an Airfield Liaison (formerly known as the On-Scene Coordinator) appointed from Auckland Airport AOT would assist the Incident Controller by coordinating airfield activities until notified otherwise. Airfield Liaison will:

1. Set up a Safe Forward Point if they are the first responder to the incident, ideally 100m upwind from the incident. There is always an Incident Controller in the first instance this will be AES is in place, or once an Incident Controller arrives, they are to quickly assess the situation/environmental conditions and position them so that they can be clearly visible from the incident location.

2. Set up the PEMS (Passenger Emergency Message System) to act as the assembly point for all evacuees, and proceed to assist with corralling all able passengers and crew to their vehicle.

3. Be in charge of ensuring passengers and crew are separated during an aircraft evacuation. Other agencies will be required to assist in this process.

4. Once buses are onsite the airfield liaison will manage the evacuation of passengers and crew to their relative reconciliation areas ensuring passengers and crew are separated.

5. Provide regular sit reps to the Incident Controller (person-to-person if possible or via AES frequency) and advise of any changes/ progress or new happenings in regards to airfield activities.

6. Not have direct contact with the EOC apart from advising EOC of arrival, advising EOC of a change of Airfield Liaison, and providing regular situation reports. If there is no Incident Controller present or if requested by the Incident Controller. There is always an incident controller Either AES FENZ or Police

7. Liaise with Apron Tower in regards to updates at the scene and act as link between AOT and the Incident Controller.

8. All sitreps will come from the ICP

9. Once all able passengers are safely evacuated, remain on-scene until dismissed by the Incident Controller.

1.6 EOC ROLES

1.6.1 Emergency Operations Centre (EOC) Role

1.6.1.1   The Emergency Operations Centre ("EOC") is the AIAL command, coordination and communication centre for any airport emergency or incident (see description in para 1.8.2).

1.6.1.2   All relevant agencies will have a representative present in the EOC to collect and share information on the incident. Primarily the EOC acts to support the Incident Controller at the Incident Control Point. The EOC may also be the Incident Control Point in certain incidents (eg, severe weather). The person in charge of the EOC is the Response Coordinator. Auckland Airport (AA) has clarified and developed other roles to assist (see paragraphs further below commencing with EOC Response Coordinator).

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1.6.1.3 The EOC will be under the control of a senior Auckland Airport person until the arrival of the appropriate on-site lead agency (the relevant lead agency may change with circumstances and time). A formal handover will occur each time control of the EOC changes.

1.6.2   EOC Response Coordinator (white jerkin)

1.6.2.1 This role coordinates the joint agency response at EOC level. In most cases the Duty Operations Manager (DOM) will immediately assume the role until relieved by the most appropriate agency representative (most likely police) in accordance with CIMS doctrine.

1.6.2.2 The Response Coordinator is responsible for coordinating all aspects of the incident and any consequential on airport actions required. This involves support for the Incident Controller at the scene, commencing the reconciliation process, gathering information and intelligence, mitigating risks, implementing plans, advising required stakeholders and being the information conduit to and from the scene and any other scene or location connected with the incident. The Response Coordinator must run regular briefings at the EOC at which all represented agencies must be present.

1.6.3   AA Liaison (yellow jerkin) (Requirement determined by DOM & on call Manager)

1.6.3.1 This is initially the Alpha 1, but can be other AA management staff.

1.6.3.2 This role does not currently receive or complete tasks within Noggin, but will interact with the Dashboards within the EOC. They are the communications link between the EOC, agencies and the EOC response coordinator. They are responsible for greeting and coordinatoring attendees, updating and liaising with agencies (outside of briefings), senior management and the Comms Team. The AA liaison will support the EOC Scribe in compiling information in Noggin. Oversee operations staff welfare (including EOC) and also contact staff welfare officer.

1.6.4   EOC Coordinator (orange jerkin)

1.6.4.1 This role is responsible for managing the Auckland Airport Operations team and business as usual activities through the incident. The EOC coordinator fields media calls, scripts group calls, scripts comms pages and sense checks Datasquirt messages.

1.6.4.2 This is the main function of the Alpha 1 during an incident if all other roles are assigned. Communication should be restricted to only liaise with the Response Coordinator if possible.

1.6.5   EOC Facilitator (red jerkin)

1.6.5.1 This is the main function of the ALPHA 2 during an incident.

1.6.5.2 This role is responsible in managing the administration part of the incident. The EOC Facilitator constructs and sends text messages, manages radio communications for EOC, keeps the events log (for Noggin), once handed over from ICR, actions requests from other EOC personnel and deploys resource as required.

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1.6.6 EOC Scribe (green jerkin)

1.6.6.1 The Scribe is generally a trained supervisor or snr operations officer.

1.6.5.2 This role is responsible for keeping a record of events as they occur. The Scribe is responsible for setting up equipment for EOC, acting as a soft greeter for attending agencies, checking the sign-in board is filled in and writing up key information on the whiteboard for attendees (guided by the Response Coordinator)

1.6.7 Attending Agencies at EOC

Any attending agency is expected to assist the EOC by providing information relevant to the incident, acting as a liaison by communicating with their organisations teams, participating in briefings and following the rules of EOC.

1.7 EOC REVIEW, DEBRIEF AND LEARNINGS PROCESS

1.7.1 Summary

1.7.1.1 Following the activation of EOC, a risk manager record must be created by the supervisory team.

1.7.1.2 Following the incident closure a hot debrief must be held to identify corrective actions and learnings for process improvement. Corrective actions identified during a hot debrief are then entered against the risk manager record, and then tracked to completion.

1.7.1.3 Incident investigations are carried out following the hot debrief, the outcome of which is presented at a Full Debrief and if further corrective actions or learnings are identified, these are entered against the risk manager record and then tracked to completion.

Debrief type	Timeframe	Audience
Hot Debrief	Within 1hr of EOC event closure	All EOC participants
Full Debrief	Within 2 weeks of EOC event closure	All Agency managers & affected stakeholders
Post Incident Review	As required for 'low severity' incidents determined by AIAL Head of Operations	Internal agency participants

1.7.2 Following EOC Closure

1.7.2.1 Operations will log a risk manager record referencing the Noggin event number, aplus, or other record. This is a single line summary of the event.

1.7.2.2 Between +60 and +120 of EOC closure, a Hot Debrief will be held. Agencies will provide details verbally to the scribe for input into the Noggin report.

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1.7.3   Hot Debriefs

1.7.3.1   A Hot Debrief will be the final step in the EOC process and should occur every time the EOC is opened to manage an incident.   Immediate corrective actions are identified and managed to completion within 24hrs of Hot Debriefs.

1.7.3.2   To dial in to join a hot debrief:

- **Dial: 09 929 1816** (if using a mobile phone). Or **dial: 1 929 1816** (if calling from AIAL internal landlines, eg, EOC or one of the Cisco IP Communicator phones in Operations).

- Participants' Pass Code: 30 73 67 28 97 #   (Host Pass Code to set up a call/hot debrief is listed in the AIAL EOC Manual).

1.7.3.3   Corrective actions identified through the Hot Debrief process are entered against the AIAL Risk Manager record and assigned to;

- Internal; staff member responsible with closure by Emergency Planning Manager.

- External; Emergency Planning Manager.

1.7.3.4   Hot Debrief minutes are compiled by Operations and distributed to participants of the hot debrief, and recipients of the hot debrief minutes in Noggin.

1.7.4   Investigations

Incidents requiring investigation will be identified by AIAL Management and investigated using the ICAM model. Investigations should be completed before the full debrief.

1.7.5   Full Debriefs

1.7.5.1   A summary of the incident, investigation findings, learnings and corrective actions will be shared to an audience of agency management and effected stakeholders. This distribution will be determined per incident, based on the nature and impact of that incident.

1.7.5.2   Full Debriefs follow a collaborative, no blame process for identifying learnings, and should follow the structure of;

1.   Summary of the incident timeline.

2.   Identified Corrective actions and learnings.

3.   Start – What must be done to improve.

4.   Stop – What must stop happening.

5.   Continue – What behaviours should be encouraged.

1.7.5.3   A slide pack of the Full Debrief should be shared within a week of the Full Debrief.

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1.8 FACILITIES & EQUIPMENT PROVIDED BY AUCKLAND AIRPORT

1.8.1 Airport Emergency Service

1.8.1.1 The Auckland Airport Emergency Service (AES) is equipped to meet International Civil Aviation Organisation Category 10 recommendations at all times.

1.8.1.2 Fire fighting response equipment includes:

- 1 x Rescue Tender.
- A minimum of 3 x Major Foam Appliances.
- 1 x Control Vehicle.

1.8.1.3 Marine response craft include:

1. 1 x catamaran Command Rescue Craft.
2. 1 x monohull Rescue Craft.
3. 2 x Rescue Hovercraft.

1.8.2 Emergency Operations Centre

The AIAL Emergency Operations Centre (EOC) is the Auckland Airport command, coordination and communication centre for any airport emergency or incident (unless for any reason it is unable to be used and then the EOC will be relocated to the (DR) Disaster Recovery site at 2 Walsh Brothers Place). The EOC is:

1. Located in the Auckland Airport Operations Centre (the single-story concrete building on the south side of the International Terminal Building Check-in area).
2. Access-restricted and subject to card access control.
3. Under the coordination of a Police representative with Liaison Officers from organisations involved in the emergency (information on the roles within EOC is available in para 1.6).
4. Primarily for support of the Incident Controller at the Incident Control Point.

1.8.3 Emergency Operations Centre Disaster Recovery Site

The Auckland Airport EOC Disaster Recovery (DR) Site is the back-up centre if the EOC is unavailable for any reason, and is:

1. Located at the SES precinct (the former "Depot"), 2 Walsh Brothers Place, Rangi Room (large training room). (refer plan and parking in Grid Maps at the end of this Section).
2. Access-restricted and subject to card access control.
3. A restricted service. If this is for a prolonged period of time, other equipment and supplies will be provided.

1.8.4 Passenger Reception Area

The Auckland Airport Passenger Reception Area is:

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1. Operated from a location that Incident Controller and EOC would decide at the time of the incident, but likely to be in gate lounges 16a and 16b in the international terminal or gate lounge 62 and 63 of the Domestic terminal (refer Reconciliation Section 18 for more details).

2. The designated Passenger Reception Area for airport aircraft emergencies.

3. Supplied with emergency telephones and other equipment available for immediate use in an emergency.

1.8.5 Media Centre

An Auckland Airport Media Centre will be made available when a crisis occurs, located in close proximity to the nominated crisis Command Centre housing the Crisis Management Team. The Command Centre location will be nominated at the time a crisis is declared, and the Media Centre location will be nominated when necessary, dependent on the scale and nature of the crisis.

1.8.6 Incident Control Point

1.8.6.1 The Incident Control Point (ICP) is determined by AES, and if required the FENZ Mobile Command Unit is deployed and takes over as the ICP once on site.

1.8.6.2 The FENZ Mobile Command Unit is equipped with:

1. Radio systems.

2. Telephone systems.

3. Computer systems.

4. Video recording system.

5. Office equipment.

1.8.6.3 The ICP should be set up at a safe distance, upwind from the incident in most circumstances. In a Specific Bomb Threat the distance should be 200m. The distance may be determined by the Incident Controller.

1.8.6.4 An AOT vehicle with a scrolling sign on the back will be the safe forward point. This vehicle will be stationed in a prominent position so the sign faces the arriving agencies, with the scrolling sign to read "Airfield Liaison". Once an Officer in charge or the ICP is in position, the AOT vehicle will change the scrolling sign if required.

1.8.7 Staging Area

1.8.7.1 The Auckland Airport Staging Area is:

1. Located at Gate 1 in Hape Drive.

2. The assembly point for all on and off airport emergency services and other airport services which may respond to airport emergencies. This does not apply to:

   o Auckland Airport AES.

   o New Zealand Police.

   o FENZ.

1.8.7.2 AVSEC staff manage access of vehicles and people at the Staging Area. This will be done with

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support from Skygate and other authorised users.

1.8.7.3   Emergency service vehicles responding to incidents will be escorted from the Staging Area to a safe forward point determined by the Incident Controller.

1.8.8   Airport Group Call System

1.8.8.1   The Group Call is operated from the Auckland Airport Operations Centre and gives simultaneous delivery of emergency messages to relevant on-airport organisations.

1.8.8.2   Any airline not on this system can be notified separately if required (eg, via text notification system).

1.8.9   Engineering Services Vehicles & Equipment

All equipment used for general aerodrome maintenance is available (operated by Auckland Airport personnel) at short notice in an emergency. This includes:

1.   Utilities, vans, light trucks (3 ton).

2.   A Hiab.

3.   Tractor with back-hoe and front-end loader.

4.   Mobile generators (including lighting equipment and a compressor).

5.   3 (6m x 9m) PVC Inflatable Triage tents with Water Ballasts.

1.8.10   Triage Unit

An emergency triage unit on its own trailer at the northern side of stand 15. The unit contains necessary items to set up a triage area, for example:

1.   3 x Triage Tents.

2.   Sundry metal fence standards.

3.   Tape and signage, etc.

1.8.11   Airside Buses

A number of Auckland Airport buses configured for airside operations are available at short notice for on-airport transport of uninjured survivors, and if necessary for transport of injured to hospital.

1.8.12   Stock of Blankets

A stock of 400 blankets is located in the Reconciliation storage room of Gate Lounge 16 for use in emergencies. There is also a number of blankets in the cupboard at gate lounge 62 via the master key the Duty Manager, Emergency Planning Manager and Help desk holds

1.8.13   Auckland Airport Temporary Holding Area

1.8.13.1   If an event involves multiple fatalities (eg, crash) the NZ Police – Auckland Disaster Victim Identification Unit (DVIU) plan will take effect to provide temporary holding areas.

1.8.13.2   The DVIU will be contacted by the Airport Police through the EOC.

1.8.13.3   This plan will utilise 20-foot refrigerated containers that are powered by generator. These can be in the required location within two hours of an incident and can be covered by large tents if required.

1.8.13.4   The location of the containers would be as close to the incident as possible (eg, for an incident on

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the harbor, the containers would be next to the boat ramp; for an incident on the runway, the containers would be on the runway or a grass area next to the runway).

1.8.13.5   If the airport becomes operational after an incident the containers can be moved to another airport location such as the Air NZ hanger so they are not in an operational area.

1.8.13.6   The site location will be determined by the Incident Controller / Response Coordinator at Auckland Airport EOC, the affected airline and O/C Auckland DVIU.

1.8.13.7   Aviation Security are to assist with any security requirements around the sites.

1.8.14   Emergency Trailers and Medical Equipment

1.8.14.1   First aid medical equipment trailers are stored at the northern side of stand 15 and are available for rapid deployment in emergencies (see table in Paragraph 1.8.15 for a sample description of medical equipment).

1.8.14.2   AES conducts regular checks on the quantity and operational availability of medical supplies and equipment on the trailers. ES checks the trailers themselves and ensures they are warranted.

1.8.14.3   An emergency equipment room is also located at Pier B containing screens, trestle tables and supplies for passengers. This is particularly important for the reconciliation process.

1.8.15   Medical Equipment Description

Note: This list is indicative only and is not necessarily correct – the Trailers themselves hold the correct inventory lists. Contents are reviewed periodically by AES staff in co-ordination with advice from the AES Medical Director.

No.	Item	Description
43	Stretchers	
47	Pillows	
47	Blankets	Woollen
48	Towels	
60	Sirus Sheets	Metallic, exposure type
100	Arm Splints	10 x Large
100	Leg Splints	10 x Medium
45	Cervical collars	10 x mixed sizes
2	Water containers	20 litres
9	Hand Suction Units	
8	Doctor`s Jerkins	Reflective
30	Plastic Vests	Doctor`s disposable
15	Plastic Vests	Nurses disposable
30	Plastic Vests	First-Aider disposable
9	Hard Hats	Doctors
9	Body bags	
400	Triage Tags	
20	Clipboard /incident sheet	
4 boxes	Pens/ Markers	
2	Disinfected	Large containers
29	O2 Masks	
40	O2 Tubing	
30	Connectors	
10	Flow meter and gauges	
8 boxes	Dressing Strips	
43	Stretchers	
10	Eye Wash bottles	

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No.	Item	Description
30	First Aid Packs	
409	Dressings	
128	Roller bandages	
160	Triangular bandages	
2 boxes	Gauze dressings	
10 boxes	Gloves	Plastic, dispensable
100	Vomit Cartons	

1.9 EMERGENCY CONTACT NUMBERS

1.9.1 Non-Airline Phone Numbers

Specific phone numbers are not maintained in this AEP, but the main emergency contacts are in Noggin (the emergency notification system used to send out alerts when EOC is opened). Contact details in Noggin are maintained through a regular updating process via JEOC membership. For any changes stakeholders should also email aialnotifications@aucklandairport.co.nz.

Notes:

- To phone in to Debriefs, refer to para 1.7 above.

- Updates relating to a current EOC activation ph 09 256 8809.

- To report an emergency phone 09 256 8777.

- For all other enquiries ph 09 256 8813.

1.9.2 Equipment Hire & Other Supplier Numbers

Refer to internet lists.

1.9.3 Airline Operator/Agent Numbers

Refer to the Phone Book Search function on the Radar intranet home page.

1.10 INCIDENT SEVERITY CALCULATION

1.10.1 Auckland Airport Operations staff will assign every incident its own severity rating. The risk matrix on which severity ratings are based is reproduced below to assist stakeholders interpret the rating communicated as part of text message alerts.

1.10.2 The highest severity rating of the 5 columns for any given incident will be the overall incident severity assigned and communicated via text message alert. EOC is only activated for severity 2 and above (unless otherwise decided by the EOC).

Rating	Severity	Airfield impact	Passenger/terminal disruption	Community awareness	Property impact	Risk to life
Critical	4	No aircraft movements, significant impact to airfield	Passenger processing halted, significant passenger disruption	International and National concern	Significant impact to airport owned property for an extended period of time	Multiple deceased
High	3	Limited aircraft movements, high impact to airfield	Passenger processing time affected, high level of passenger disruption	National concern	High impact to airport property, taken out of action for a period of time	Multiple serious injuries/risk of high number of injuries/deceased
Medium	2	Some aircraft movements restricted, some impact to airfield	Parts of the terminal are congested, some impact on passenger processing	Some on-going media interest	Some impact to airport facilities, out of order at present, no on-going concerns	Serious illness or injuries
Low	1	Minor impact on aircraft movements, minor impact to airfield	Minimal terminal congestion. No impact on passenger processing	Low level media interest	Minor impact on airport property	First aid treatment/minor injuries
Business as usual	0	No aircraft movements affected, no impact to airfield	No passenger disrupt issues	No media concerns	No impact on airport property	No injuries/no risk of injuries

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1.11 INCIDENT SEVERITY GUIDANCE & RESPONSES

1.11.1 Below is a guide for typical escalation of the incident response. Each incident will require a different response. Assessment needs to be made to determine the required response level as defined in the AEP.

Rating	Incidents that Generally fall into this Category	Potential Response	General Escalation
Critical	Airport crash, local crash, fire, fuel pipeline alarm, natural event, disabled aircraft on runway	EOC activated, AES, Police, FENZ, St John, Red Cross, CMT likely activated	Board of Directors, CEO, GM Ops, Head of Ops, Duty Operations Manager
High	Full Emergency, disabled aircraft, remote crash, specific bomb threat, large hazardous spill, fire, fuel pipeline alarm, natural event	EOC activated, AES, Police, FENZ, St John, CMT possibly activated	CEO, GM Ops, Head of Ops, Duty Operations Manager
Medium	Ill traveller protocol, bomb threat, unlawful seizure, spill, initial hazardous spill, fire, fuel pipeline alarm, natural event	EOC activated, AES, Police, FENZ, St John	Duty Operations Manager
Low	Fuel spill, LVP, local standby, fire, fuel pipeline alarm, natural event	Manage by routine procedures	None
Business as usual	None	None	None

1.11.2 To ensure the level of escalation is accurate it is made on a hierarchal one over one basis (i.e. EOC escalates to Duty Operations Manager, Duty Operations Manager escalates to Head of Ops, Head of Ops escalates to GM and so on).

1.12 OCA APP USERS

1.12.1 Users of the OCA App will only receive a text message if EOC activates.

1.12.2 During the course of an EOC event, users of the OCA App will receive updates in the form of push notifications that can be reviewed in 'My Messages'.

1.12.3 In non-EOC events, a push notification is received and can be reviewed in 'My Messages'.

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1.13 AIRPORT PRECINCT EMERGENCY ACCESS CARDS

1.13.1 Purpose

1.13.1.1 In particular emergencies, NZ Police may restrict access to the Auckland Airport precinct. Airport road closures are likely for example for:

- Enabling road access and egress specifically for Emergency Service vehicles following an incident involving large numbers of casualties.

- Restricting public access to the Airport during terrorist, armed-offender, large-scale hazardous substance or equivalent incidents.

1.13.1.2 Access through a Police Cordon is subject to legislation and is at the discretion of the Senior NZ Police Officer present. However, specific airport staff and stakeholders will be required to return to the airport to assist with the incident or to perform airport-operational tasks.

1.13.1.3 Therefore, NZ Police have approved the process to apply for and use Airport Emergency Access Cards ("AEAC") to enable them to quickly verify holders as performing a critical airport function and to allow access through cordons (card holders can be cross-checked via the Airport EOC if required). AEAC's replace the former "Auckland Airport Emergency Access Authorisation" numbered laminated car dashboard notices.

1.13.2 Card Eligibility Requirements

1.13.2.1 The AIAL Head of Airport Operations will approve emergency access based on these eligibility criteria:

1. Required for a Senior Leadership position within Auckland International Airport Limited.

2. Required for Airport Emergency Services staff returning to the airport for response activities.

3. Required for Airport Operations and Engineering Services staff to repair, maintain or operate critical airport infrastructure.

4. Required for Auckland Airport Managers who are part of on-call rosters for airport EOC activations.

5. Required for Stakeholder Managers for responding after-hours to an airport EOC activation.

6. Required for Airport Stakeholder Managers' (usually Senior) to be on-airport to organise staff access/egress to/from the airport, through EOC processes.

7. Required for Airways Corporation staff critical to the ongoing operation of Auckland Airport.

1.13.2.2 It is intended that the number of AEAC are limited to maintain a limited amount of traffic and people coming into the airport during emergencies.

1.13.2.3 Where Stakeholders require greater numbers of staff to access the airport during an incident, it is expected that responding Senior Managers will coordinate staff assembly outside the airport precinct and organise their group access through a Police Cordon via airport EOC processes.

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1.13.3 Card Applications, Expiry & Return Requirements

1.13.3.1 Applications for an AEAC need to be emailed to chiana.sherwood@aucklandairport.co.nz, including:

- Full name and role at the Airport.

- Cell phone number and work email address.

- Explanation and reasons for requiring access.

1.13.3.2 If approved, cardholders take their existing Auckland Airport Access Card to the Airport Operations Access Card office at the International Terminal Building, where the back of their existing card will be updated with the AEAC information (or if they do not have an Auckland Airport Access Card, they will be provided with a new card which includes their name, role and full-face photo on the front and emergency access information on the rear of the card).

1.13.3.3 AEACs will expire every 3 years, which coincides with the expiry of the Auckland Airport Access Card and Aviation Security Service 'Airport Identification Card' (if held).

1.13.3.4 Each employer is required to return AEACs to the Auckland Airport Access Card Office when an employee leaves their employment and to notify the AIAL Emergency Planning Manager by email.

1.13.4 Card Information Storage & Removal

1.13.4.1 A database of AEAC information will be kept by Auckland Airport and stored within the EOC electronic database, for reference in an emergency, specifically to approve access to the airport if NZ Police require it, or to approve further groups of staff into the airport during road closures.

1.13.4.2 Upon email notification and return of AEACs no longer needed, the AIAL Emergency Planning Manager will ensure those persons' electronic information is removed from EOC databases.

1.14 GRID MAPS AND PLANS

1.14.1 The following selection of Grid Maps and airport plans are available on the following pages:

1. CRASH MAP 1.
2. CRASH MAP 2.
3. CRASH MAP 3A.
4. Emergency Staging Areas Plan.
5. Stand Numbers & Taxiway Designations.
6. Back-up EOC Site.
7. St John best access routes (3 plans; main approaches, ITB detail & DTB detail).
8. Potential Aircraft Dispersal Areas.

1.14.2 The following selection of airport plans and charts are available in other Sections of this AEP:

- A Threat Overlay plan in Section 11 Bomb Threat Building.

- A Fuel Pipeline Ownership drawing in Section 16 Fuel Pipeline Incidents.

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Auckland Airport

Auckland International Airport & Environs
Crash Map No. 1

N

Auckland International Airport
Emergency Plan
Crash Map No. 2

Grid columns (top): O 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 O 17
Grid rows: O P Q R S T U V W X Y Z AA AB
Grid columns (bottom): AB 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 AB 17

Labels:

- POSSIBLE FAMILY ASSISTANCE CENTRE FOR RECONCILIATION HOLIDAY INN, 2 ASCOT RD, AIRPORT OAKS
- SKY BUS SITE AIRPORT EMERGENCY STAFF PARKING FOR MAJOR EVENTS WHEN ROADS CLOSED LOCATED AT 63 WESTNEY RD
- Airport Crash Zone
- TRAFFIC LIGHTS
- EXTREMELY SOFT
- VERY SOFT
- Heliport
- PASSENGER RECEPTION AREA (PIER B)
- EMERGENCY OPS CENTRE/POLICE COMMAND POST/A.I.A.L. OPERATIONS CENTRE
- BOAT RAMP 'B'- HIGH TIDE ONLY
- BOAT RAMP 'C'
- BOAT RAMP 'A'- ALL TIDE
- MODERATELY FIRM
- I.L.S.
- BOAT RAMP 'D'
- 05R
- AIRPORT MAINTENANCE DEPOT
- BOAT RAMP 'F' (Hovercraft)
- BOAT RAMP 'E'- ALL TIDE
- POLICE ASSEMBLY AREA
- 23L
- EMERGENCY ACCESS GATE (EASTERN ACCESS)
- FIRM
- RESCUE FIRE STATION
- EMERGENCY STAGING AREA
- AIRCRAFT DISPERSAL AREA "B" DEPENDING ON CONDITIONS
- POTENTIAL AIRCRAFT DISPERSAL AREA "A" DEPENDING ON CONDITIONS
- WIROA ISLAND
- BIRD ROOST
- Ihumatao
- Māngere
- Māngere East
- Middlemore
- Papakura Channel
- Puhinui Rd
- Southwestern Hwy
- Cavendish
- George Bolt Memorial Dr

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Auckland Airport

N

User: ChristinaHa
Date: 6/10/2022

Path: U:\06_StandardPlans\Emergency\AEP Plans\CrashMap1.aprx

Auckland Airport

Auckland International Airport & Environs
Crash Map No. 3A
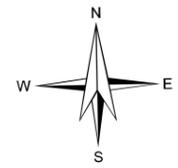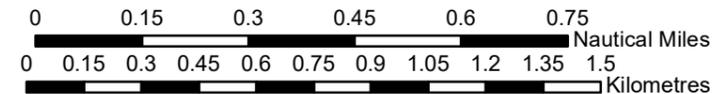
Date: 8/01/2019

Routes
- → Emergency Services
- → Police Vehicles

Areas	Locations
1	Operations Centre
2	Police Assembly Point
3	Staff Assembly Point
4	Emergency Services Staging Area
5	Emergency Medical Trailers
6	Emergency Blanket Storage
7	Assembly Area for Bomb Threats

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A | **Auckland Airport**

Auckland International Airport
Emergency Staging Areas
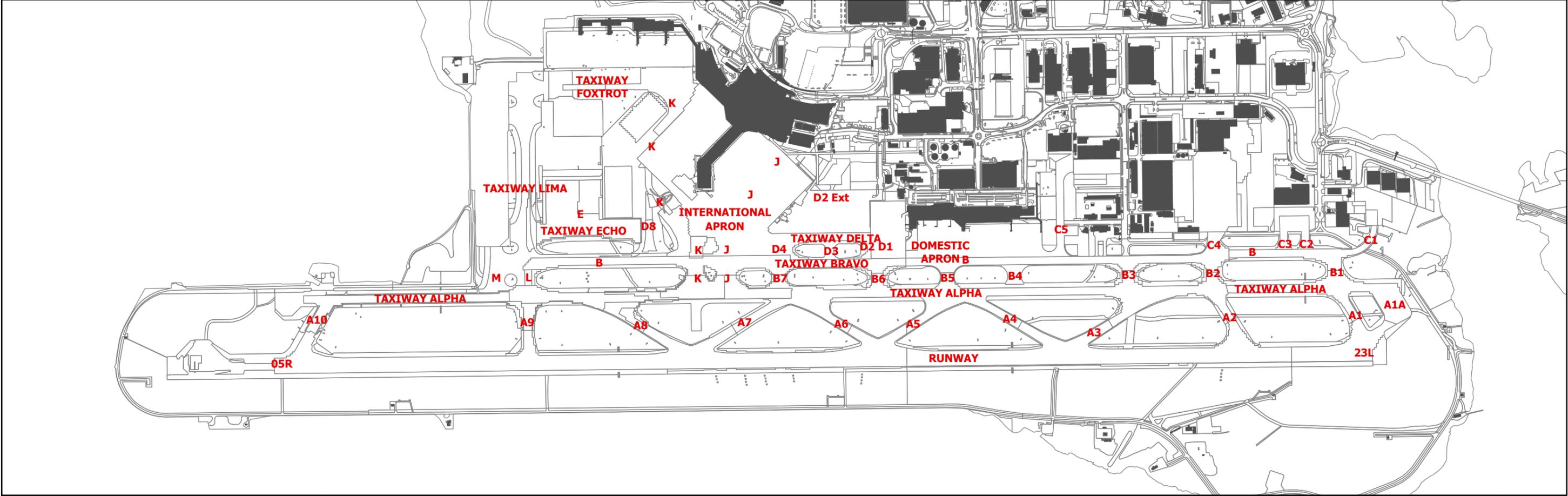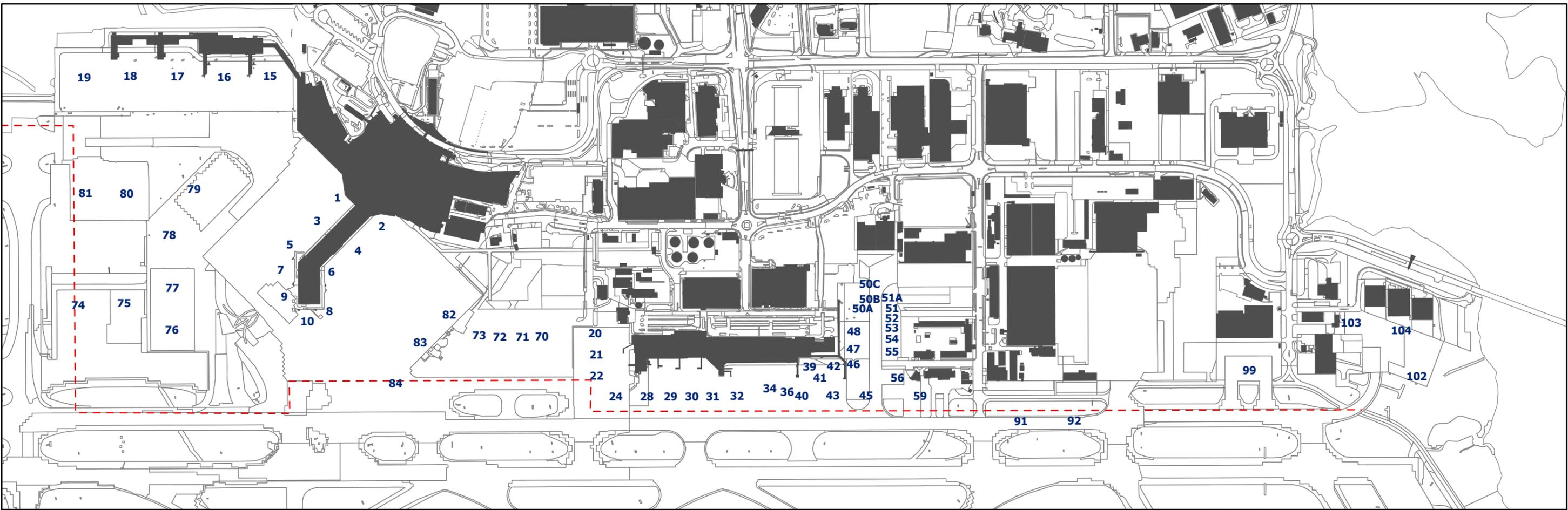
Auckland International Airport
Stand Numbers &
Taxiway Designations

After hours AA Operations will open Gates.
Any Queries contact Airport Monitoring on 09 256 8818

Geoffrey Roberts Road

Walsh Brothers Place

Legend
EOC Locations
EOC Back Up Site
Main Parking Area
Alternative Parking Area

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A | Auckland Airport

Auckland International Airport
Backup EOC Site

Any Queries phone Airport Monitoring - 09 256 8818

Legend

- ⊠ EmergencyParking
- ⚠ Gates and Barriers

Access Routes

- → Main approach
- – – To ITB - Western Forecourt
- – – To ITB - Inner Forecourt
- – – To ITB - Operations Centre
- – – To DTB - Air NZ
- – – To DTB - Jetstar
- – – To Checkpoint Charlie - Gate 23

International Terminal

Operations Centre

Checkpoint Charlie
Gate 23
23b
23a

Air New Zealand Domestic

Jetstar Domestic

Auckland Airport
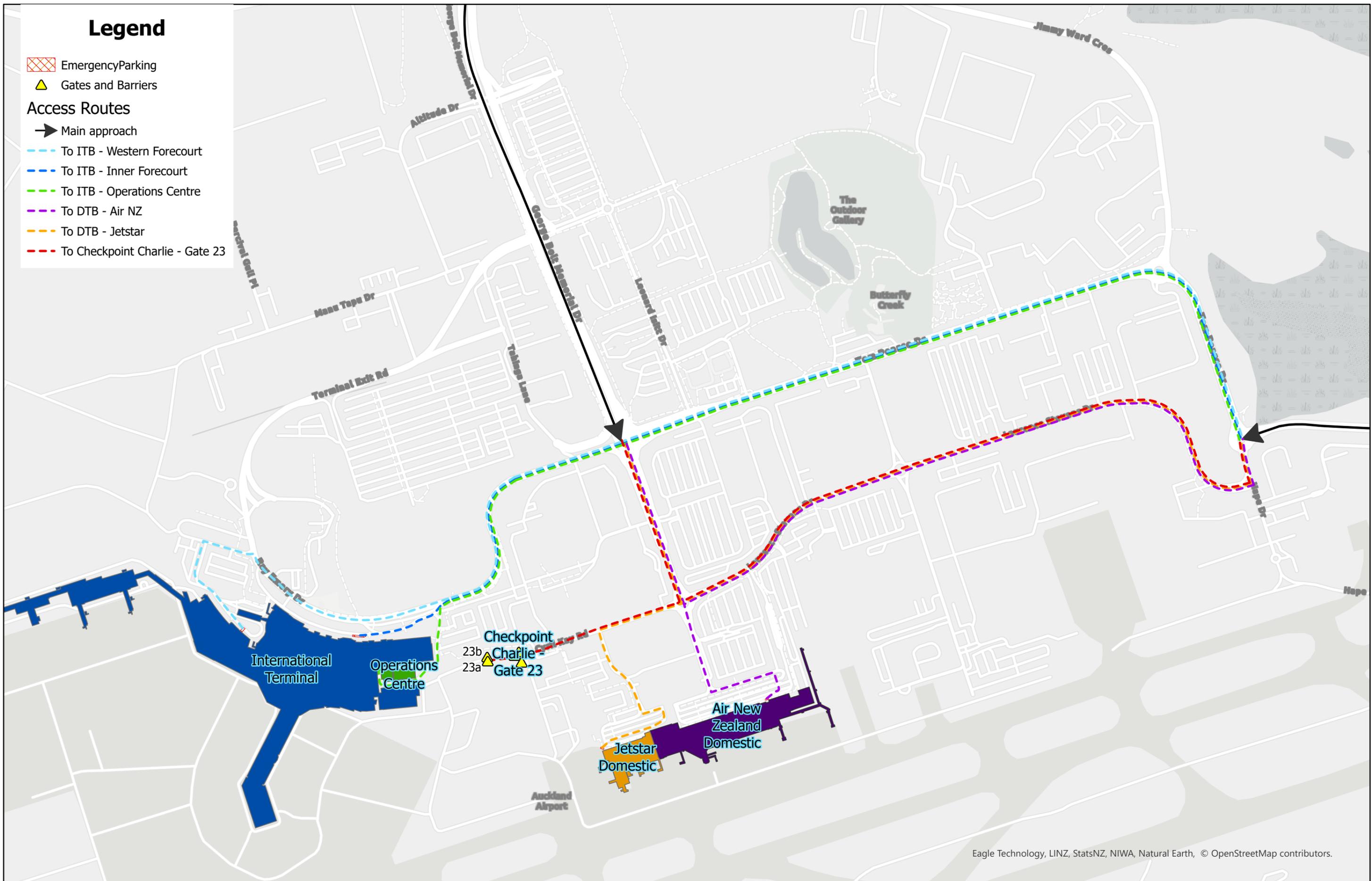
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Auckland Airport

**Auckland International Airport
St Johns Ambulance Access
Main Approach**
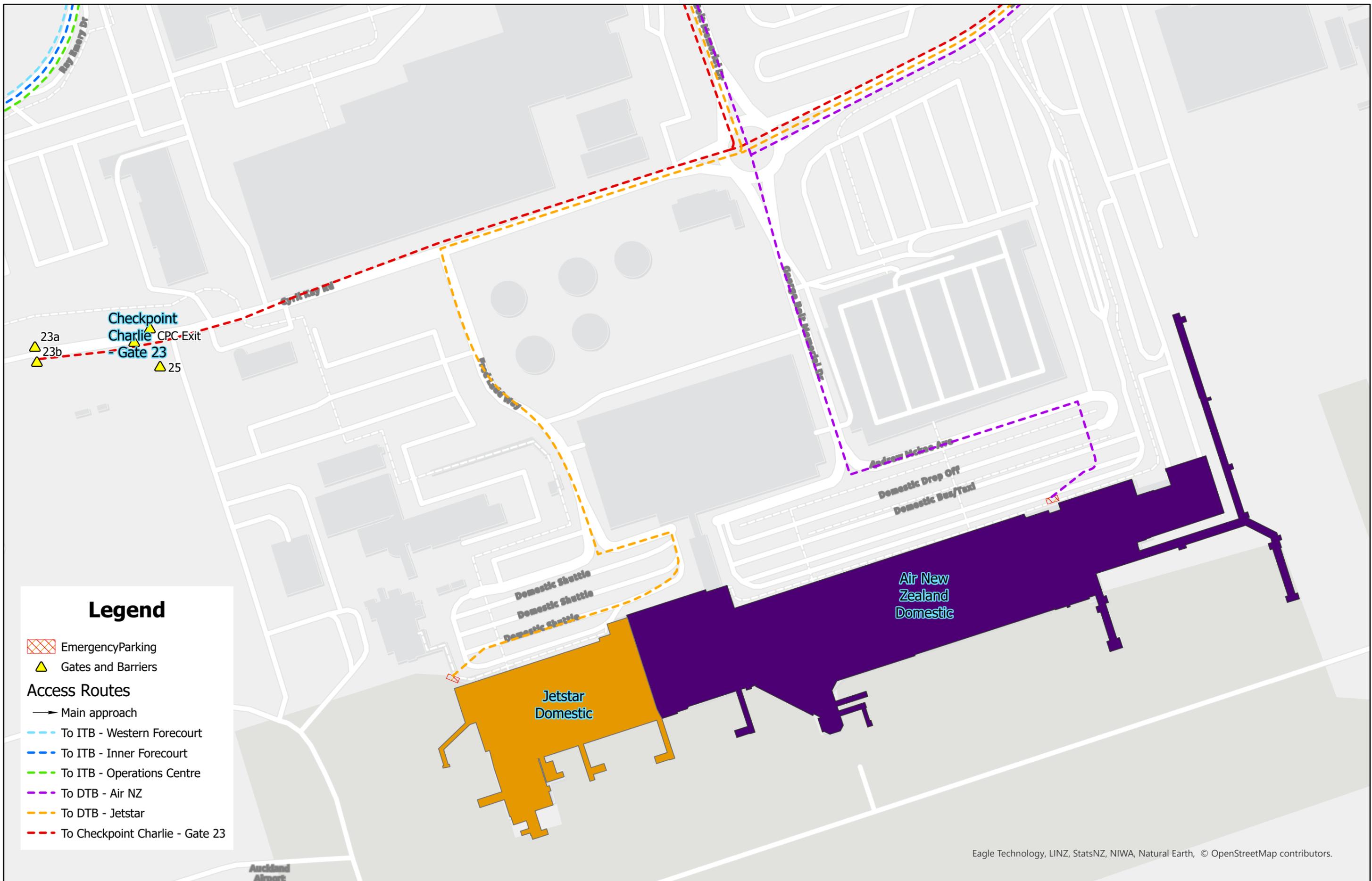
Legend

EmergencyParking

Gates and Barriers

Access Routes

→ Main approach

- - - To ITB - Western Forecourt

- - - To ITB - Inner Forecourt

- - - To ITB - Operations Centre

- - - To DTB - Air NZ

- - - To DTB - Jetstar

- - - To Checkpoint Charlie - Gate 23

Checkpoint Charlie   CPC Exit

23a

23b

Gate 23

25

Air New Zealand Domestic

Jetstar Domestic

Domestic Shuttle

Domestic Shuttle

Domestic Shuttle

Domestic Drop Off

Domestic Bus/Taxi

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Auckland Airport

A u c k l a n d   I n t e r n a t i o n a l   A i r p o r t
S t   J o h n s   A m b u l a n c e   A c c e s s
D o m e s t i c   T e r m i n a l   &   C h e c k   P o i n t   C h a r l i e

Legend

EmergencyParking
Gates and Barriers

Access Routes

→ Main approach
- - - To ITB - Western Forecourt
- - - To ITB - Inner Forecourt
- - - To ITB - Operations Centre
- - - To DTB - Air NZ
- - - To DTB - Jetstar
- - - To Checkpoint Charlie - Gate 23

International Terminal

Operations Centre

Tour Bus Station

Ray Emery Dr

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Auckland Airport

Auckland International Airport
St Johns Ambulance Access
International Terminal & Operations Centre

Road
Closed
Sign

B

200.00

Road
Closed
Sign

Road
Closed
Sign

45.00

45.00

B

A

A | **Auckland**
Airport

Auckland International Airport
Potential Aircraft Dispersal Areas
"A" and "B"

Drawing Ref: D2589-2

Date:6/10/2022

SECTION 2 - AIRCRAFT INCIDENT ON GROUND

2.1 DEFINITION

2.1.1   Where an aircraft on the ground is known to have an emergency situation, other than an accident, requiring the attendance of emergency services.

2.1.2   Aircraft Ground Incident - Declared immediately for an incident involving an aircraft on the ground. This can include an aircraft that has landed safely but complications have arisen since.

2.1.3   Such incidents shall include but are not limited to:

1.   Smoke on board the aircraft.

2.   Hot brakes.

3.   Burst tyres/flat tyres.

4.   Bird strike/damage to aircraft.

5.   Aborted departure.

6.   Aircraft warning light/instrument malfunctions.

2.1.4   It is expected that this type of emergency may arise from a declared emergency request from the pilot.

2.2 NOTIFICATION CHART

Auckland Airport Aerodrome Emergency Plan
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Owner: Emergency Planning Manager
This page last amended: 31-10-22

Section 2 – Aircraft Incident on Ground

Page **1**
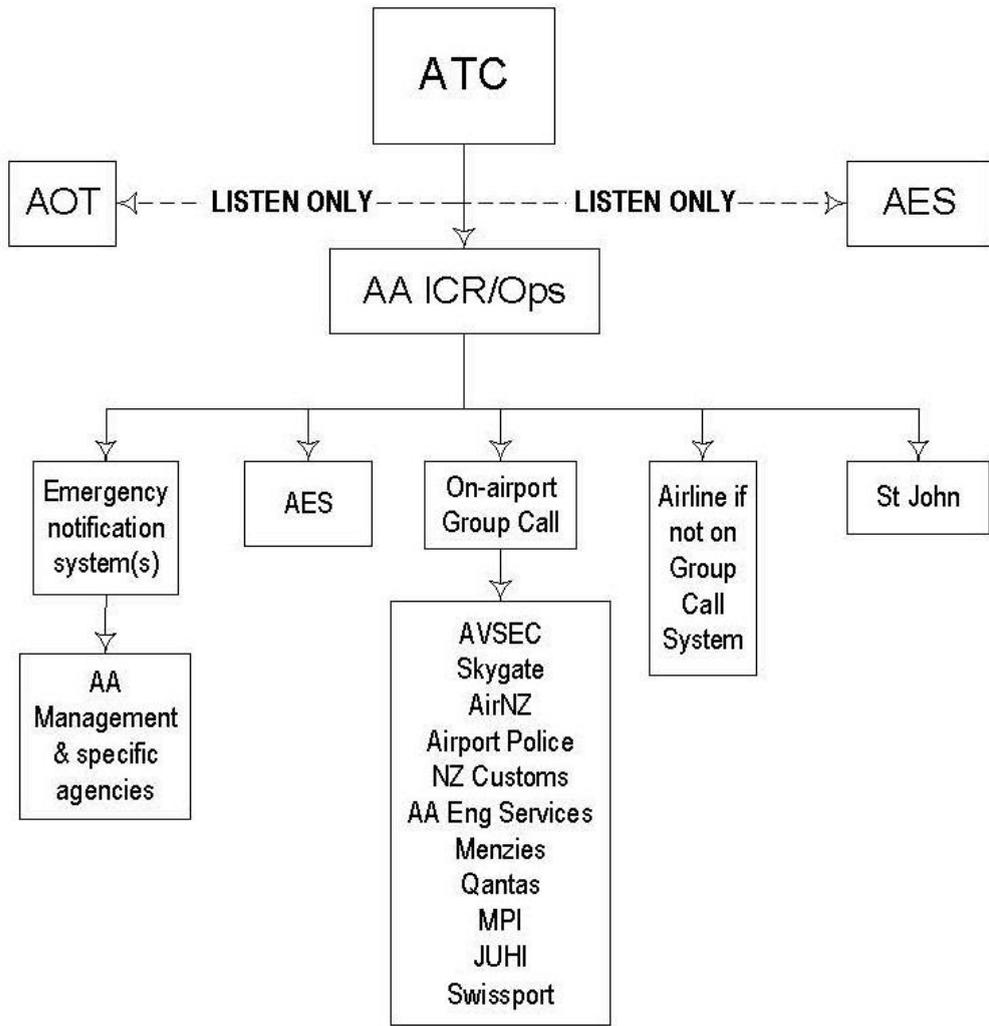
2.3 GENERAL REQUIREMENTS

2.3.1 Commencement

2.3.1.1 An aircraft ground incident may be reported by any aerodrome staff to the Operations Incident Control room who will complete an emergency message form. Information is then passed on to relevant agencies to action.

2.3.1.2 If an aircraft is on the ground the pilot will describe the issue to Air Traffic Control or the Airport Operations Tower depending on location.

2.3.1.3 The information will be passed onto the Incident Control Room and Airport Emergency Services who can then establish the relevant location for the aircraft to park if possible at an emergency layover position. The Airfield Mobile Officer is expected to attend the scene and may be directed to do a runway /airfield inspection.

2.3.2 Stand Down

Cancellation of ground incident can only be made by the AES or FENZ Officer in charge usually in consultation with the aircraft pilot/airline engineer, etc.

2.3.3 Clearance for Normal Operations

2.3.3.1 If a runway incident occurs, ATC is to be notified immediately and a decision will be made for a runway inspection.

2.3.3.2 A runway cannot be used until an Auckland Airport Airfield Mobile Officer has performed an inspection and advised the control tower that runway and/or maneuvering areas are serviceable.

2.3.3.3 Clearence for normal operations will also need to be given by the Transport Accident Investigation Commission (TAIC).

2.3.4 Press Releases

No person is to make unauthorized press/news releases (ie, no information or communication is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

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2.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

2.4.1 Airport Emergency Service Actions

1. Airport Emergency Services appliances respond as per predetermined response procedure.

2. Position rescue fire appliances, taking into account the nature of the trouble or arrange a vehicle to follow the aircraft after landing to determine any possible fire outbreak or tyre failure as necessary.

3. If during an emergency AES believes there is an urgent reason to contact the flight crew of an aircraft on the ground, they may call the aircraft direct on 121.9MHz without prior authorization from ATC.

4. AES Vehicles are also fitted with a discreet Emergency frequency, 134.7MHz, with which they may communicate directly with the pilot in charge after initiating contact through ATC.

5. Notify ICR if an incident escalates requiring further resources.

Note: Refer also to Paragraph 2.3 for commencement and cancellation of aircraft ground incidents and clearance for normal operations.

2.4.2 Airfield Operations Team Actions

2.4.2.1 AOT shall:

1. Upon notification from the Pilot or AES, determine the location to which the aircraft should be taken if possible (eg, Aircraft dispersal location Taxiway L).

2. If only an Apron space or taxiway is involved, confirm with Airways that normal operations can resume with some disruptions.

3. Pass emergency notification to the Airfield Mobile Officer who will proceed to the incident site.

4. Issue Notam as required.

2.4.2.2 The Airfield Mobile Officer shall:

1. If the incident is on the runway, obtain ATC clearance and proceed to a suitable runway holding point to carry out a runway inspection.

2. Advise ATC that the runway and/or manoeuvring areas are serviceable.

3. Following the runway inspection, or if runway inspection is not required, proceed to the Incident Control Point to act as Airfield Liaison.

4. Act as Airfield Liaison wearing an "International Orange" vest or jacket and provide ongoing assistant to incident controller.

5. If the aircraft has an evacuation, follow the procedures listed in the Airport Crash section.

Note: Refer also to Paragraph 2.3 for commencement and cancellation of aircraft ground incidents and clearance for normal operations.

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2.4.3 Airport Operations Actions

1. Record emergency (ground incident) message.

2. If required notify FENZ on Allied Emergency Services Phone Line.

3. If required notify St. John Ambulance Communications Centre.

4. Advise Comms and Duty Operations Manager, who will activate EOC as required.

5. Notify all staff by RT.

6. Determine level of incident from the severity matrix.

7. Activate group call, text message system with level of incident.

8. Set up CCTV in accordance with location of incident. Contact relevant airline and ground handler to report extent of incident involving the plane.

9. Airline engineering staff may require an escort to the site if on airfield.

10. Commence an A+ log, and then use Noggin when EOC has been opened for an incident.

11. Carry out any instructions from EOC and collate information for a situation report.

12. Issue stand down instructions from EOC.

13. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Notes:

- If the Emergency Red Phone rings during any of the above, stop, record any new details and issue a new Emergency Message.

- Refer also to Paragraph 2.3 for commencement and cancellation of aircraft ground incidents and clearance for normal operations.

2.4.4 SkyGate Security Actions

1. Respond to requests from EOC.

2. Proceed to the staging area and assist Aviation Security Officer to control access for persons and vehicles in dealing with the emergency.

3. Obtain and keep secure relevant security camera footage.

2.4.5 Engineering Services Actions

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

2.4.6 Crisis Management Team Member Actions

No response expected, because generally AIAL executive will not declare a crisis and initiate the Crisis Management system for an aircraft ground incident.

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2.4.7 Business Recovery Team Member Actions

No response expected, because generally AIAL executive will not declare a crisis and initiate the Crisis Management system for an aircraft ground incident.

2.5 POLICE ACTIONS

1. No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

2. If required senior member of Airport Police on duty to report to the EOC and assume the role of Response Co-ordinator.

3. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

2.6 FENZ ACTIONS

•   No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

•   If required appliances proceed as per predetermined response procedures.

2.7 AMBULANCE ACTIONS

•   No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

•   If required proceed as per predetermined response procedures and St John Tactical Plans.

2.8 AIRLINES/GROUND HANDLER ACTIONS

1. Have senior airline representative report to Auckland Airport EOC.

2. As requested, an airline engineer or ground handling rep is to report to EOC by telephone or radio to describe their requirements to investigate.

3. Request an escort as required to get to the site.

4. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

Note: Refer also to Paragraph 2.3 for commencement and cancellation of aircraft ground incidents and clearance for normal operations.

2.9 AIRWAYS ACTIONS

1. Sound the Crash Alarm.

2. Pass ATC Immediate Action List on Emergency Line as per the proforma and obtain read back.

3. Pass Emergency Message on Emergency Line as per the proforma and obtain read back.

4. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or

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alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

5. Notify Rescue Fire Control on 121.9 MHz and assist Airport Emergency Service to identify the aircraft concerned. AES Vehicles are fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

6. Give priority to deployment of emergency vehicles if required.

7. Advise:

- ATS Duty Manager.
- TMA.
- FIO.

8. If considered necessary, instruct the pilot to change frequency to 121.9 MHz to allow direct communication with Rescue Fire Control. AES Vehicles are fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

9. The manoeuvring areas of the Airport are controlled by Airways NZ and appropriate action is required depending on the location.

10. Liaise with AOT as needed as they manage any Apron closures.

Notes:

- Airways is to relay all time notifications using local time expressed in terms of the 24-hour clock.

- Refer also to Paragraph 2.3 for commencement and cancellation of aircraft ground incidents and clearance for normal operations.

2.10 AVSEC ACTIONS

1. Security vehicle/s attend at the Staging Area if escorts are required.

2. If requested, one Team Leader and one Aviation Security Officer are to proceed to the Auckland Airport EOC to provide communications and co-ordinate the activities of AVSEC personnel as required for a ground incident.

3. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

2.11 WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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2.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

1. No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

2. The EOC will alert all relevant government agencies.

3. On receipt of call, contact EOC for directions on where to deploy staff.

4. Send a representative to EOC.

5. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

2.13   COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

2.14   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 3 - LOCAL STANDBY

3.1 DEFINITION

When it is known that an aircraft has, or is suspected to have, developed some defect but the trouble would not normally involve any serious difficulty in effecting a safe landing.

3.2 NOTIFICATION CHART

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                              ┌─────────┐
                              │   ATC   │
                              └─────────┘
                                   │
 ┌─────┐                           │                          ┌─────┐
 │ AOT │◁─ ─ LISTEN ONLY ─ ─ ─ ─ ─┼─ ─ ─ LISTEN ONLY ─ ─ ─▷│ AES │
 └─────┘                           │                          └─────┘
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                              │ AA ICR/Ops│
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     ┌──────────────┬──────────────┼──────────────┬──────────────┐
     ▼              ▼              ▼              ▼              ▼
┌──────────┐  ┌─────────┐  ┌──────────┐  ┌──────────┐  ┌─────────┐
│Emergency │  │   AES   │  │On-airport│  │Airline if│  │ St John │
│notification│ │         │  │Group Call│  │not on    │  │         │
│system(s) │  │         │  │          │  │Group     │  │         │
└──────────┘  └─────────┘  └──────────┘  │Call      │  └─────────┘
     │                           │        │System    │
     ▼                           ▼        └──────────┘
┌──────────┐             ┌──────────────┐
│   AA     │             │   AVSEC      │
│Management│             │   Skygate    │
│& specific│             │   AirNZ      │
│ agencies │             │Airport Police│
└──────────┘             │  NZ Customs  │
                         │AA Eng Services│
                         │   Menzies    │
                         │   Qantas     │
                         │    MPI       │
                         │    JUHI      │
                         │  Swissport   │
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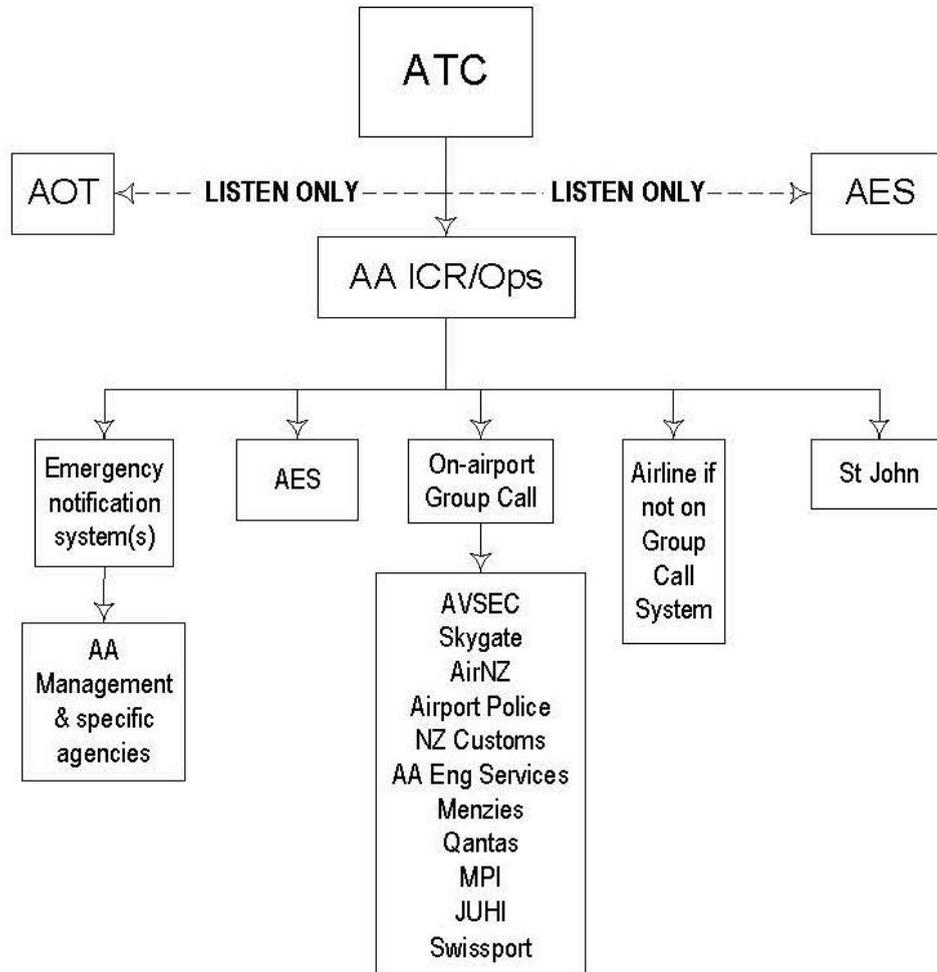
3.3 GENERAL REQUIREMENTS

3.3.1 Commencement

It is the pilot's responsibility to nominate activation of Local Standby.

3.3.2 Criteria for Local Standby

When communication is difficult or pilot's requirements are unclear, the following is to be used as a guide:

1.   If a fire warning light is showing but there is no apparent sign of fire,

2.   A multi-engine aircraft which reports one engine inoperative, or

3.   Any other situation when ATC estimates that the condition does not require full emergency action.

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3.3.3 Cancellation

Cancellation of Local Standby can only be made by the AES Officer in Charge, usually in consultation with the pilot of the aircraft.

3.3.4 Clearance for Normal Operations

Depending on the nature of the problem which caused the Local Standby, Auckland Airport may inspect the runway. If the Auckland Airport Airfield Mobile Officer does perform an inspection, a runway cannot be used until he or she advises the Control Tower that runway and/or manoeuvring areas are serviceable.

3.3.5 Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

3.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

3.4.1 Airport Emergency Service Actions

1. Airport Emergency Service appliances will take up position at the front of the Airport Fire Station as directed by Crew Chief.

2. Proceed as per Airport Tactical Plan. (if required)

3. If, during an aircraft emergency, AES believes there is an urgent reason to contact the flight crew of an aircraft on the ground, they may call the aircraft direct on 121.9MHz without prior authorisation from ATC.

4. AES Vehicles are also fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

Note: Refer also to Paragraph 3.3 for commencement and cancellation of Local Standbys and clearance for normal operations.

3.4.2 Airfield Operations Team Actions

3.4.2.1 The AOT is to pass emergency notification to the Airfield Mobile Officer.

3.4.2.2 The Airfield Mobile Officer is to:

- Obtain ATC clearance, proceed to a suitable runway holding point and remain on standby to carry out a runway inspection if required. If a runway inspection is carried out, ATC must be advised that the runway/taxiways are serviceable once the inspection is complete.

- If required the Airfield Mobile Officer is to follow the aircraft route to the stand or until it has come to a completed stop and remain on standby until official stand down has been given.

Note: Refer also to Paragraph 3.3 for commencement and cancellation of Local Standby and clearance for normal operations.

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3.4.3 Airport Operations Actions

1. Record emergency message.
2. Notify St John Ambulance Communications Centre.
3. Advise Duty Operations Manager.
4. Notify all staff by RT.
5. Set up CCTV in accordance with runway in use. Advise airline if flight is not Air NZ or Qantas.
6. Start Log.
7. Update Status Board.
8. Update Aplus.
9. Carry out any instructions issued from the Duty Operations Manager.
10. Issue stand down when received from AES.

Notes:

- If the Emergency Red Phone rings during any of the above, stop, record any new details and issue a new Emergency Message.

- Refer also to Paragraph 3.3 for commencement and cancellation of Local Standby and clearance for normal operations.

3.4.4 SkyGate Security Actions

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

3.4.5 Engineering Services Actions

3.4.5.1 If Local Standby occurs during working hours:

1. Operations will text the appropriate Managers and notify staff by noggin
2. No further action is required.
3. The nominated staff member becomes Alpha Whiskey and takes responsibility for communication until stand down.

3.4.5.2 If Local Standby occurs after working hours:

1. Operations will text the appropriate Manager and notify staff by noggin
2. No further action is required.
3. Operations will notify the above by text/noggin of stand-down.

Note: Refer also to Paragraph 3.3 for commencement and cancellation of Local Standby and clearance for normal operations.

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3.4.6 Crisis Management Team Member Actions

No response expected, because generally AIAL executive will not declare a crisis and initiate the Crisis Management system for a Local Standby.

3.4.7 Business Recovery Team Member Actions

No response expected, because generally AIAL executive will not declare a crisis and initiate the Crisis Management system for a Local Standby.

3.5 POLICE ACTIONS

3.5.1 Senior Member of Airport Police on Duty

1. Advise North Comms Centre in accordance with Police Airport Emergency Plan.
2. Senior member to go to EOC if available.
3. Leave at least one member in Watchhouse.
4. Advise District Shift Supervisor (ERN).
5. Instruct next most senior member to go to Police Assembly Area.
6. **No further action** to be taken unless status changes to full emergency or crash.

3.5.2 Northern Communications Centre

1. Contact Airport Police, unless previously advised by Airport Police of the local standby.
2. Advise Duty Shift Inspector Counties Manukau (AAA).
3. Refer to Mobilisation SOP (MSOP) for Airports.

Note: Refer also to Paragraph 3.3 for commencement and cancellation of Local Standbys and clearance for normal operations.

3.6 FENZ ACTIONS

No response expected unless AES crew chief specifically requests otherwise.

Note: FENZ do not intend to respond to a local standby, however if informed via Comcen they compiled to respond so will only send 1 FENZ appliance, to AES Station.

3.7 AMBULANCE ACTIONS

1. On receipt of a LOCAL STANDBY message and subject to its contents, check the disposition and availability of ambulance vehicles for response to Airport.
2. Ambulance response to the Airport is optional based on information provided, risk and ETA.
3. Proceed as per Ambulance Service Operational Procedures and St John Tactical Plans.
4. Arrange MIST (Major Incident Support Team) if required for extra support.

Note: Refer also to Paragraph 3.3 for commencement and cancellation of Local Standbys and clearance for normal operations.

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3.8   AIRLINES ACTIONS

1. It is the pilot's responsibility to nominate activation of Local Standby.

2. When communication is difficult or pilot's requirements are unclear, assess the situation in accordance with standard airline procedures (and see note below).

3. On receiving Local Standby message from the Control Tower, implement standard airline emergency response procedures.

4. Notify Auckland Airport EOC of total persons on board (POB) and dangerous goods information.

Note: Refer also to Paragraph 3.3 for commencement and cancellation of Local Standbys and clearance for normal operations.

3.9   AIRWAYS ACTIONS

1. When communication is difficult, or pilot's requirements are unclear, the following is to be used as a guide:

    *   If a fire warning light is showing but there is no apparent sign of fire.
    *   A multi-engine aircraft which reports one engine inoperative.
    *   Any other situation when the ATC estimates that the condition does not require full emergency action.

2. Sound the Crash Alarm.

3. Pass ATC Immediate Action List on the Emergency Line as per the proforma and obtain read back.

4. Pass Emergency Message on Emergency Line as per the proforma and obtain read back.

5. Notify Rescue Fire Control on 121.9 MHz when the aircraft is approximately 5 minutes from landing and assist Airport Emergency Service to identify the aircraft concerned. AES Vehicles are fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

6. Give priority to aircraft in emergency, increase separation if required.

7. Give priority to deployment of emergency vehicles if required.

8. Advise:

    *   ATS Duty Manager.
    *   TMA.
    *   FIO.

9. After the aircraft has landed and when considered necessary, instruct the pilot to change frequency to 121.9 MHz to allow direct communication with Rescue Fire Control. AES Vehicles are fitted with a discreet Emergency frequency with which they may communicate directly

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with the pilot in charge after initiating contact through ATC.

10. If there is a change of status, carry out FULL EMERGENCY action or aircraft accident action as appropriate.

Notes:

- Airways is to relay all time notifications using local time expressed in terms of the 24 hour clock.

- Refer also to Paragraph 3.3 for commencement and cancellation of Local Standbys and clearance for normal operations.

3.10   AVSEC ACTIONS

- Security 1 is to proceed directly to the Staging Area, plus one Aviation Security Officer, and only allow access to persons and vehicles immediately involved with the standby.

- The duty Team Leader is to proceed to the Emergency Operations Centre.

Note: Refer also to Paragraph 3.3 for commencement and cancellation of Local Standby and clearance for normal operations.

3.11   WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

3.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

3.13   COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

3.14   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 4 - FULL EMERGENCY

4.1 DEFINITION

A state of alert when an aircraft approaching the airport is, or is suspected to be, in such trouble that there is danger of an accident.

4.2 NOTIFICATION CHART
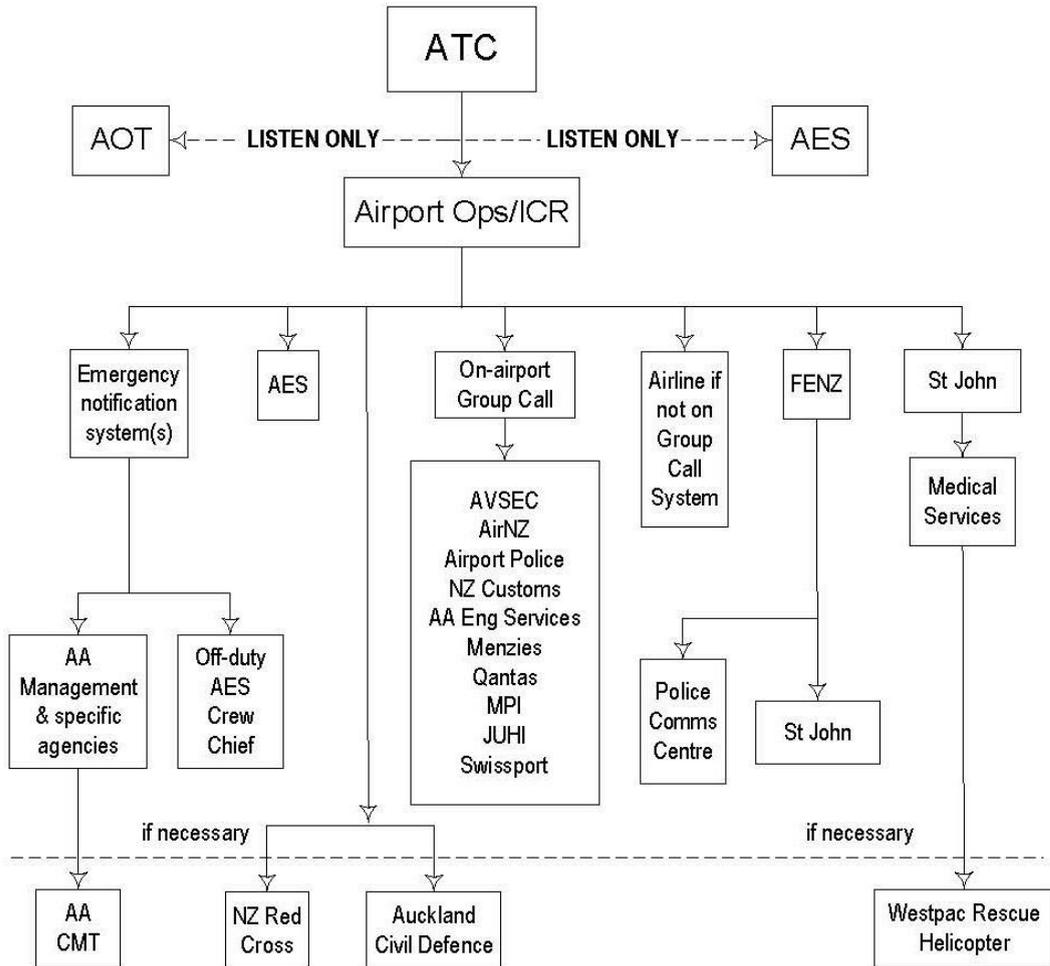
4.3 GENERAL REQUIREMENTS

4.3.1 Commencement

It is the pilot's responsibility to nominate activation of Full Emergency, but assessment of the size and response within the category will be decided by the joint agencies.

4.3.2 Criteria for Full Emergency

When communication is difficult or pilot's requirements are unclear, the following is a guide:

1. Fire in flight.

2. Unable to maintain altitude.

3. It is considered that structural damage may occur on landing (eg, punctured tyre, undercarriage is not fully down and locked, etc).

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4.3.3 Stand Down

Cancellation of Full Emergency can only be made by the AES or FENZ Officer in Charge, usually in consultation with the pilot of the aircraft.

4.3.4 Clearance for Normal Operations

4.3.4.1 Prior to any other aircraft movement, Auckland Airport must inspect the runway. A runway cannot be used until Auckland Airport Airfield Mobile Officer has performed an inspection and advised the Control Tower that runway and/or manoeuvring areas are serviceable.

4.3.4.2 Clearance for normal operations may also need to be given by the Transport Accident Investigation Commission (TAIC).

4.3.5 Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Team).

4.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

4.4.1 Airport Emergency Service Actions

1. Airport Emergency Service appliances respond as per predetermined response procedure.

2. Position rescue fire appliances for emergency landing, taking into account the nature of the trouble.

3. The crash alarm will be sounded by ATC.

4. Proceed as per Airport Tactical Plan.

5. Establish direct contact with FENZ by radio.

6. If, during an aircraft emergency, AES believes there is an urgent reason to contact the flight crew of an aircraft on the ground, they may call the aircraft direct on 121.9MHz without prior authorisation from ATC.

7. AES Vehicles are also fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

8. If Crew Chief gives stand down (see Paragraph 4.3.3), advise EOC and ATC of stand down.

Note: Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

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4.4.2 Airfield Operations Team Actions

4.4.2.1   The AOT is to pass emergency notification to the Airfield Mobile Officer. The Airfield Mobile Officer is to:

1.   Obtain ATC clearance and proceed to a suitable runway holding point to carry out a runway inspection.

2.   Advise ATC that the runway and/or manoeuvring areas are serviceable.

3.   Following the runway inspection, proceed to the Incident Control Point to act as Airfield Liaison.

4.4.2.2   Before any other aircraft movement(s) can recommence, Airfield Mobile Officer must perform runway/taxiway inspection and advise ATC that runway and/or manoeuvring areas are serviceable.

Notes:

- The authority of the Airfield Mobile Officer, while acting as Airfield Liaison, will not extend to advising FENZ or Airport Emergency Service, both of which maintain their own chain of command.

- Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

4.4.3 Airport Operations Actions

1.   Record emergency message.

2.   Notify FENZ on Allied Emergency Services phone line.

3.   Notify St John Ambulance Communications Centre.

4.   Advise Comms and Duty Operations Manager, who will activate EOC.

5.   Notify all staff by RT.

6.   Activate group call.

7.   Activate Auckland Airport text message system.

8.   Set up CCTV in accordance with runway in use. Monitor the Staging Area via CCTV to track the arrival of emergency services.

9.   Advise emergency services at Staging Area of latest developments, ie, aircraft ETA, etc. through FENZ or AMB radio channels, or through the emergency services communications centres.

10.   Advise emergency services at Staging Area when emergency standdown is declared through FENZ or AMB radio channels, or through the emergency services communications centres.

11.   Advise airline if flight is not Air NZ or Qantas.

12.   Start Log and open an event in noggin.

13.   If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then

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send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

14. Update Status Board.

15. Update Aplus/Noggin.

16. Carry out any instructions issued from EOC.

17. Issue stand down on instructions from EOC.

18. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Notes:

- If the Emergency Red Phone rings during any of the above, stop, take down any new details and issue a new Emergency Message.

- Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

4.4.4 SkyGate Security Actions

Proceed to the Staging Area and assist the Aviation Security Officer to control access to persons and vehicles involved with the emergency.

4.4.5 Engineering Services Actions

4.4.5.1 If Full Emergency occurs during working hours:

1. Alpha Whiskey requests all staff return to The Base by R/T.

2. First Manager to arrive acts as The Base Emergency Coordinator and appoints an assistant.

3. Emergency Coordinator contacts EOC and advises readiness. All R/T traffic on channel 1.

4. Ensure 2 vehicles plus staff are available to assist with logistical issues at EOC's request.

5. Request desired location from EOC for tent, then despatch Truck and minimum 6 staff to collect Tent trailer and proceed to Staging Area for an escort to stated location.

6. Dispatch one person to Staging Area to assist with traffic control.

7. Hand-held radios to be taken by each responding staff member.

8. Monitor EOC channel and respond to requests for assistance and/or offer assistance where appropriate.

9. Upon stand down, recall all staff to base.

10. Return all fluorescent vests and radios.

11. Staff may be released if not needed.

4.4.5.2 If Full Emergency occurs after working hours:

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1. Duty Manager activates Emergency call out list unless otherwise stated by EOC.

2. If after dark, hitch vehicles to emergency lighting trailers and make ready to deploy.

3. Proceed as per bullets above for working hours.

4. Emergency Coordinator to check security of all vehicles and buildings after stand down.

Note: Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

4.5   POLICE ACTIONS

4.5.1   Senior Member of Airport Police On Duty

- Report to the EOC with one Constable and assume the role of Response Coordinator.

- Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

4.5.2   Next Most Senior Member of Airport Police On Duty

1. Proceed immediately to the Police Assembly Area.

2. Establish liaison with other services and nominate the Incident Controller.

3. Establish communication link with EOC.

4.5.3   Northern Communications Centre

1. Despatch staff to the airport to report at the Police Assembly Area at the NZ Police Station, Cyril Kay Road, in accordance with the Comms MSOP.

2. Advise the District Shift Supervisor and the Duty Commissioned Officer.

3. Ensure that responding District and Airport staff have filled the priority positions listed in the Comms MSOP.

Note: Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

4.6   FENZ ACTIONS

- Appliances respond as per predetermined response procedure.

- Proceed as per Airport Tactical Plan.

Notes:

- Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

- Sufficient FENZ Executive Officers will respond to the Staging Area to carry out responsibilities of the Airport Tactical Plan and to provide support as required.

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4.7   AMBULANCE ACTIONS

1. On receipt of the FULL EMERGENCY message and subject to its contents, despatch ambulances as appropriate to the Staging Area.

2. Alert the St John Ambulance Communications Centre and Air Desk who will coordinate communication with helicopter and hospital services.

3. Obtain latest information from the Incident Controller on arrival at Staging Area.

4. If the aircraft crashes on landing, proceed as for Section 5 - AIRPORT CRASH.

5. Proceed as per Ambulance Service Operational Procedures and St John Tactical Plans.

6. Contact the Incident Controller if further information is required.

7. Request Medical Cache and/or MIST (Major Incident Support Team) if required for extra support.

Notes:

•   Two fully-equipped medical trailers are stationed at the airport and will be deployed at the scene as necessary.

•   Auckland Airport staff will prepare to set up Triage and be available as stretcher-bearers.

•   Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

4.8   AIRLINES ACTIONS

1. It is the pilot's responsibility to nominate activation of Full Emergency.

2. When communication is difficult or pilot's requirements are unclear, assess the situation in accordance with standard airline procedures (and see note below).

3. Have Senior Airline Representative report to Auckland Airport EOC.

4. Despatch Airline Engineer immediately to Staging Area.

5. Airline Engineer is to contact Incident Controller and if crash occurs, follow directly behind Incident Controller to accident scene.

6. Implement standard airline emergency response procedures.

7. Upon request, Notify EOC of total persons on board (POB) and dangerous goods information.

8. Ascertain location of Media Centre and send representative there as soon as possible. (See section 1.8.5 for more information).

9. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

Note: Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

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4.9   AIRWAYS ACTIONS

1. When communication is difficult or pilot's requirements are unclear, the following is to be used as a guide:

    - Fire in flight.
    - Unable to maintain altitude.
    - It is considered that structural damage may occur on landing (eg, punctured tyre or undercarriage is not fully down and locked, etc).

2. Sound the Crash Alarm.

3. Pass ATC Immediate Action List on the Emergency Line as per the proforma and obtain read back.

4. Pass Emergency Message on Emergency Line as per the proforma and obtain read back.

5. Notify Rescue Fire Control on 121.9 MHz when the aircraft is approximately 5 minutes from landing and assist Airport Emergency Service to identify the aircraft concerned. AES Vehicles are fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

6. Where the pilot advises that the aircraft will not be endangered, ask if the aircraft can remain airborne until the emergency services arrive from the city.

7. Ask the pilot if any special arrangements are required eg, engineer in the Control Tower or near the threshold for visual inspection during a "fly-by". Pass request to Auckland Airport APRON.

8. Give priority to aircraft in emergency, increase separation if required.

9. Give priority to deployment of emergency vehicles if required.

10. Advise:

    - ATS Duty Manager.
    - TMA.
    - FIO.

11. Cease all ground movements of aircraft 3 minutes prior.

12. After the aircraft has landed and when considered necessary, instruct the pilot to change frequency to 121.9 MHz to allow direct communication with Rescue Fire Control. AES Vehicles are fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

13. If there is any change in status, carry out the full accident action as appropriate.

Notes:

- Airways is to relay all time notifications using local time expressed using the 24-hour clock.

- If a pilot requests to make a "fly-by" to check undercarriage status, etc. the aircraft will only be permitted to fly down Runway 05R/23L and not "just in front" of the Tower.

- Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

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4.10   AVSEC ACTIONS

1. One Team Leader plus one Aviation Security Officer are to proceed to the Auckland Airport Emergency Operations Centre. The purpose is to provide communications and coordinate the activities of AVSEC personnel engaged in the emergency.

2. Security 1 is to proceed directly to the Staging Area to carry out escorts as directed via the EOC.

3. One Aviation Security Officer will be stationed at the Staging Area to control the Staging Area Gate and allow access to persons involved with the emergency.

4. A Team Leader will be stationed with the ICP at the incident site.

5. Proceed as per the Aviation Security Service Emergency Procedures.

6. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

4.11   WELFARE ORGANISATIONS ACTIONS

4.11.1   New Zealand Red Cross

- On receipt of Full Emergency message, EOC advises the New Zealand Red Cross Duty Manager.

- EOC can if necessary request NZ Red Cross support via the NZ Red Cross Duty Manager.

Note: Refer if needed to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

4.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

1. The EOC will alert all relevant Government Departments.

2. On receipt of call, contact EOC for directions on where to deploy staff.

3. Send representative to EOC.

4. Proceed as per Departmental Procedures.

5. Attend both Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to Paragraph 4.3 for commencement and cancellation of Full Emergencies, clearance for normal operations and press releases.

4.13   COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

4.14   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 5 - AIRPORT CRASH

5.1 DEFINITION

Airport Crash Zone: An aircraft crash on the airfield or within 2 kilometres from either end of Runway 05R/23L and 2 kilometres to the north or south of the Runway 05R/23L axis (including any part of the Manukau Harbour falling within this area). Please refer to CRASH MAP 2.

5.2 NOTIFICATION CHART
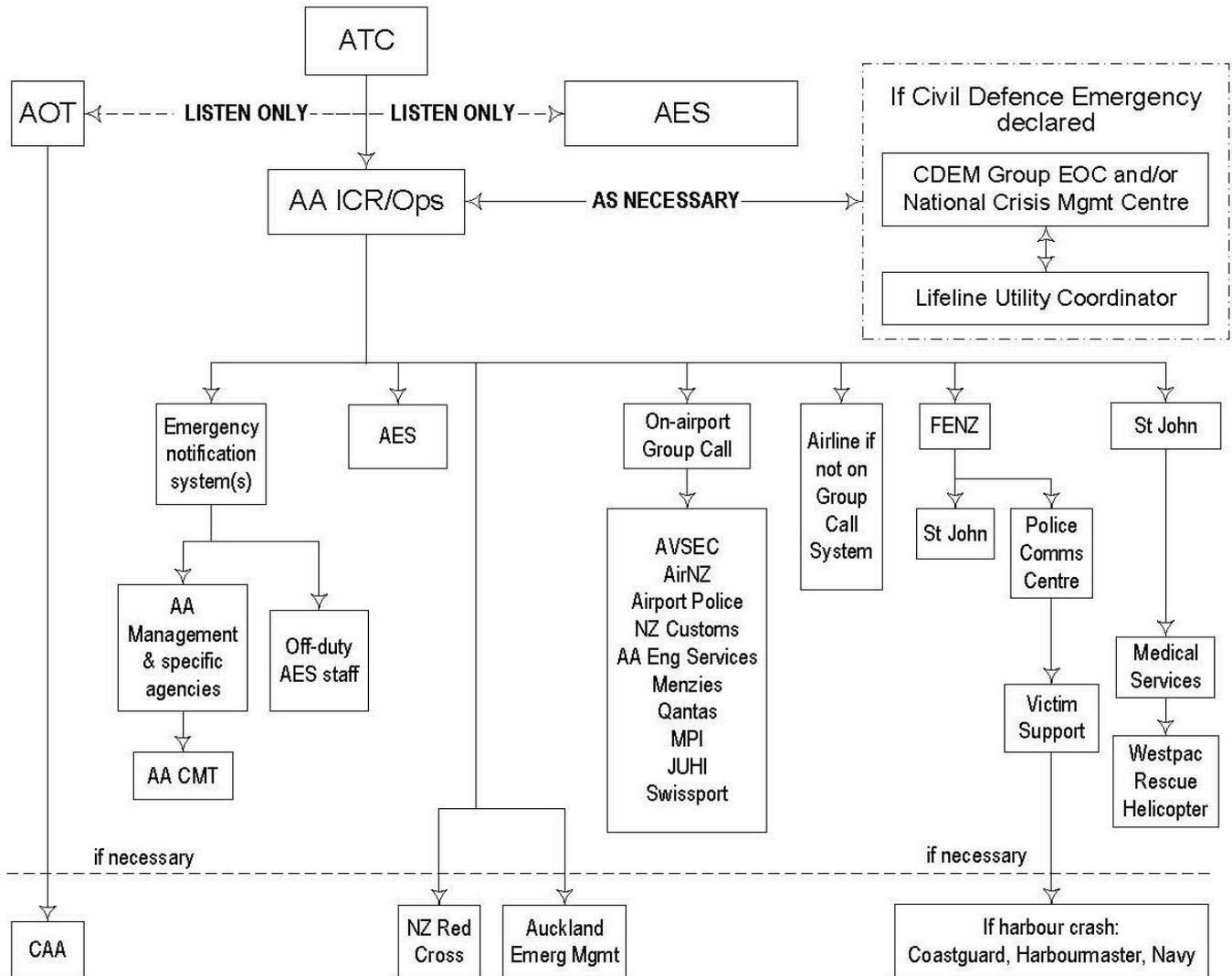
5.3 GENERAL REQUIREMENTS

5.3.1 Access to Manoeuvring Area

5.3.1.1   If an aircraft accident occurs within the airport security perimeter fence, until the manoeuvring area is declared closed, emergency vehicles will be required to follow standard airside driving protocols and have an escort if not qualified to drive airside. Once AOT and ATC have mitigated airfield activity and ascertained a safe entry/egress route, a blanket clearance may be given to Avsec escorting vehicles for ICP requested movements via an approved route.

5.3.1.2   If emergency vehicles arrive at the staging area prior to ICP setup, the AES Crew Chief will request

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through EOC that urgency be given to their access airside.

5.3.1.3   The ICP may request assistance from approved and qualified Airways or AOT vehicles in conjunction with Avsec to assist escorting activities.

5.3.1.4   In an LVP incident, only transponder-equipped vehicles with qualified drivers may be utilised in escorting duties.

5.3.1.5   Once the maneuvering area is declared closed, emergency vehicles will have unrestricted access to the maneuvering area until:

- Specific advice is received by the Control Tower that the airfield or part thereof is reopened including any restrictions, and

- Auckland Airport specifically advises ATC that the maneuvering area has been checked and is serviceable for aircraft movements.

5.3.2   CAA/TAIC Notification

5.3.2.1   All aircraft accidents are reported to CAA using the following telephone number:

- Civil Aviation Authority - 0508 Accident (0508 222 433).

5.3.2.2   When reporting an accident, the telephone call made connects to the Search and Rescue (SAR) Co-ordination Centre in Wellington. SAR will then notify the duty CAA Investigator and TAIC of the reported incident. CAA Regional Headquarters Duty investigators are on call 24/7 and will dispatch appropriate officials for immediate action.

5.3.2.3   The information required as soon as possible includes:

1.   Nationality and registration marks of the aircraft.

2.   Name of owner, operator and pilot-in-command of the aircraft.

3.   Date and time of the accident.

4.   Last point of departure and point of intended landing of the aircraft.

5.   Position of the aircraft with reference to some easily defined geographic point.

6.   Number of persons aboard, number killed or injured.

7.   Nature of the accident, including weather and the extent of damage to the aircraft.

8.   Description of any explosives, radioactive materials, or other dangerous goods carried.

9.   Location and telephone number where pilot or official can be contacted.

5.3.3   Initial Reconciliation Area Security

Initial reconciliation area(s) security will be provided by SkyGate Security with assistance from Police (and off-duty Airport Emergency Service staff on emergency call-back if available).

5.3.4   Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

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5.3.5 Declaration of Civil Defence Emergency

The Civil Defence Emergency Management Act 2002 allows authorised persons to declare a situation a Local or National Civil Defence Emergency if it appears to them that it cannot be dealt with by emergency services (ie, NZ Police, FENZ, authorities and hospital and health services), or that it otherwise requires a significant coordinated response. If declared, Auckland Airport (as a "Lifeline Utility") must ensure the airport can function to the fullest extent possible. A CDEM Group EOC and/or National Crisis Management Centre would direct and coordinate emergency resources, and their directions would be passed down to on-airport resources via the EOC.

5.3.6 Stand Down

If the Police have not had time to respond to the ICP to take over the Incident Controller role, the Auckland Airport Crew Chief may give the stand down after consulting with the aircraft's pilot and FENZ senior Officer on scene.

5.3.7 Reopening for Aircraft Movements

Prior to any other aircraft movement, Auckland Airport must inspect the runway and receive approval from the Transport Accident Investigation Commission (TAIC). A runway cannot be used until Auckland Airport Airfield Mobile Officer has performed an inspection and advised the Control Tower that runway and/or manoeuvring areas are serviceable.

5.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

5.4.1 Airport Emergency Service Actions

1. Airport Emergency Service appliances respond (and marine equipment deployed, if appropriate) as per predetermined response procedure.

2. Proceed as per Airport Tactical Plan (or as per operational procedures for marine incidents).

3. Establish direct contact with FENZ by radio.

4. If, during an aircraft emergency, AES believes there is an urgent reason to contact the flight crew of an aircraft on the ground, they may call the aircraft direct on 121.9MHz without prior authorisation from ATC.

5. AES Vehicles are also fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

6. Off-duty staff report for duty to Airport Fire Station as per post-crash procedures.

7. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

Notes:

- An AIAL executive will declare a crisis and initiate the Crisis Management text message, and any nominated AES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions, and must proceed to designated Command Centre (not

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EOC) to become a member of Business Recovery Team.

- Marine safety equipment is available in Airport Marine Rescue Shed, Boat ramp Echo.

- Refer also to para 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.4.2 Airfield Operations Team (AOT) Actions

5.4.2.1 The AOT will:

1. Pass emergency notification to the Airfield Mobile Officer.

2. After quickly assessing the crash location and any debris trails or other areas that may be included in any subsequent investigations, discuss as soon as possible with ATC the establishment of an appropriate access route to the site. Communicate this route to EOC, Aviation Security and any other services that may need to access the crash site.

3. Respond a minimum of two buses (taking into account the aircraft type and the number of persons on board) to report to the airside holding area at Layover 73.

5.4.2.2 The Airfield Mobile Officer is to:

1. Proceed directly to the incident scene and act as Airfield Liaison wearing an "International Orange" vest or jacket.

2. Upon arrival at the incident quickly assess the situation/environmental conditions and position themselves so that they can be clearly visible from the incident location.

3. Set up the PEMS (Passenger Emergency Message System) to act as the assembly point for all evacuees, and proceed to assist with corralling all able passengers and crew to their vehicle.

4. Be in charge of ensuring passengers and crew are separated during an aircraft evacuation. Other agencies will be required to assist in this process.

5. Once buses are onsite the airfield liaison will manage the evacuation of passengers and crew to their relative reconciliation areas ensuring passengers and crew are separated.

6. Provide regular sit reps to the Incident Controller (person to person if possible or via AES frequency) and advise of any changes/ progress or new happenings in regards to airfield activities.

7. Not have direct contact with the EOC apart from advising EOC of arrival, advising EOC of a change of Airfield Liaison, if there is no Incident Controller present or if requested by the Incident Controller.

8. Liaise with Apron Tower in regards to updates at the scene and act as link between AOT and the Incident Controller.

9. Provide regular sit-reps to AOT outlining any scene updates.

10. Once all able passengers are safely evacuated, remain on-scene until dismissed by the Incident

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Controller.

11. Provide ongoing assistance to Incident Controller.

12. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

13. Before any other aircraft movement(s) can recommence, Airfield Mobile Officer must perform runway/taxiway inspection and advise ATC that runway and/or manoeuvring areas are serviceable.

Notes:

- An AIAL executive will declare a crisis and initiate the Crisis Management text message, and any nominated AOT representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- The authority of the Airfield Mobile Officer, while acting as Airfield Liaison, will not extend to advising FENZ or Airport Emergency Service, both of which maintain their own chain of command.

- Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.4.3 Airport Operations Actions

1. Record emergency message.

2. Notify FENZ on Allied Emergency Services phone line.

3. Notify St John Ambulance Communication Centre.

4. Advise Comms and Duty Operations Manager, who will activate EOC.

5. Notify all staff by RT.

6. Activate group call.

7. Activate Auckland Airport text message system.

8. Advise Duty SkyGate Officer so that security measures can be implemented.

9. When the Duty Operations Manager is contacted by AIAL executive member declaring a crisis, they shall record details of the text message dictated by the AIAL executive member, then send that message to Crisis Management Team members via Auckland Airport text message system.

10. Advise Auckland Emergency Management (Civil Defence), Victim Support and New Zealand Red Cross if required.

11. Advise Airline if not Air NZ or Qantas.

12. Ensure Apron Tower have sent buses to crash scene.

13. Engineering Services staffed and ready if triage tents or lighting are needed, ensure a driver is ready.

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14. Set up CCTV to cover crash site. Activate Airport Emergency Service call back system if requested to do so.

15. Start Log and update Status Board and Aplus.

16. Open an event in noggin.

17. Advise airports of origin / destination and any other affected airports.

18. Ensure reconciliation-trained staff proceed to nominated Reconciliation Coordinators Area.

19. Initiate set-up of reconciliation areas.

20. Advise Cleaning Supervisor and other agencies/departments to provide staff to assist where necessary.

21. Carry out any instruction issued by EOC.

22. If relevant authority declares a Civil Defence Emergency, ensure EOC knows this, and pass on any communications from CDEM Group EOC and/or National Crisis Management Centre.

23. Issue stand down on instruction from EOC.

24. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Notes:

- If the Emergency Red Phone rings during any of the above, stop, take down any new details and issue a new Emergency Message.

- An AIAL executive will declare a crisis and initiate the Crisis Management text message, and any nominated L Ops representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.4.4 SkyGate Security Actions

1. Obtain and keep secure relevant security camera footage.

2. In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

3. Provide security as required.

4. Proceed to the Staging Area and assist the Aviation Security Officer to control access to persons and vehicles involved with the emergency.

Notes:

- An AIAL executive will declare a crisis and initiate the Crisis Management text message, and any nominated SkyGate representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for

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guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.4.5 Engineering Services Actions

Respond as per Full Emergency procedures above.

Notes:

- An AIAL executive will declare a crisis and initiate the Crisis Management text message, and any nominated ES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.4.6 Crisis Management Team Member Actions

- Upon receipt of the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.4.7 Business Recovery Team Member Actions

- Upon receipt of the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

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5.5 POLICE ACTIONS

Note: Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.5.1 Northern Communications Centre

1. On receiving particulars of an aircraft accident, act in accordance with the Comms MSOP.
2. Notify all agencies as per Notification Procedures.
3. If aircraft accident requires marine operation, coordinate with Marine and Coastguard services.

5.5.2 Senior Member of Airport Police on Duty

1. Advise O/C Airport Police, District Shift Supervisor, Duty Inspector, North Comms.
2. Report to EOC with one Constable and assume role of Response Coordinator.
3. Coordinate and control all functions connected with emergency operation at airport including appropriate media liaison.
4. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

5.5.3 Next Most Senior Member of Airport Police on Duty

1. Proceed immediately to the Police Assembly Area at the NZ Police Station, Cyril Kay Road.
2. Establish liaison with other services and nominate the Incident Controller.
3. Establish communication link with EOC.
4. Establish safe forward point.
5. Establish assembly area.
6. Ensure staff proceed in accordance with Police Airport Emergency Plan.

5.5.4 Business Recovery Team Member

Upon receipt of the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

5.5.5 Reconciliation Support

A Reconciliation Liaison Officer at senior level plus support staff will be appointed to provide a uniformed presence in support of the process, crowd control and the protection of survivors and other participants.

5.5.6 Victim Identification

Provide National Enquiry Service and/or International Enquiry and Tracing Services.

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5.6   FENZ ACTIONS

1.   Appliances respond as per predetermined response procedure.

2.   Proceed as per Airport Tactical Plan.

3.   For accidents in the Manukau Harbour, proceed as per Airport Tactical Plan.

4.   If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

Notes:

- Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

- Sufficient FENZ Executive Officers will respond to the Staging Area to carry out responsibilities of the Airport Tactical Plan and to provide support as required.

5.7   AMBULANCE ACTIONS

5.7.1   Emergency Ambulance Communications Centre

1.   On receipt of the emergency message, despatch ambulances as appropriate to the Staging Area.

2.   Ambulance Communications and Air Desk will alert Helicopter Service and Local Base Hospitals.

3.   Initiate Major Incident Plan.

4.   Proceed as per Ambulance Service Operational Procedures and St John Tactical Plan.

5.7.2   OC Ambulance

1.   Proceed to ICP and assume command of all medical resources, requesting additional assistance medical cache and/or MIST as required.

2.   Call on Incident Controller for any material assistance (bogged vehicle, etc).

3.   If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

Note: Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

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5.8   AIRLINES ACTIONS

1.   Immediately notify CAA Transport Accident Investigation Commission (ph 0508 222 433) as per para 5.3.2.

2.   Have Senior Airline Representative report to Auckland Airport EOC.

3.   Despatch Airline Engineer to accident scene to report to Incident Controller immediately (if necessary an escort can be provided by AVSEC). If the airline does not have a resident engineer for the particular aircraft, they will need to request one from another airline.

4.   Implement standard airline emergency response procedures.

5.   Upon request, notify EOC of total persons on board (POB) and dangerous goods information.

6.   Airlines not affected upon request should send available reconciliation-trained staff to the nominated Reconciliation Coordinators Area.

7.   Affected Airline(s) to provide personnel to staff the Family Assistance Centre.

8.   Ascertain location of Media Centre and send representative there as soon as possible. (See section 1.8.5 for more information).

9.   Establish a close working relationship with Auckland Airport to ensure that information is accurate, and decisions can be made quickly.

10. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

11. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

Notes:

•   Aircraft operators are responsible for removing wrecked or disabled aircraft. This cannot be commenced until the Transport Accident Investigation Commission authorises removal.

•   Aircraft operators are responsible for the removal of baggage, personal belongings and cabin equipment (eg, food carts) from aircraft following an incident. This cannot be commenced until the Police and the Transport Accident Investigation Commission authorise removal.

•   Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

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5.9   AIRWAYS ACTIONS

1. Sound the Crash Alarm.

2. Pass ATC Immediate Action List on the Emergency Line as per the proforma and obtain read back.

3. Pass Emergency Message on Emergency Line as per the proforma and obtain read back.

4. Transmit on aerodrome control and surface movement frequency brief details of accident and impose radio silence on surface movement frequency except for emergency vehicles, e.g:

    "AIRCRAFT CRASH AT AUCKLAND. ALL AIRCRAFT STOP TRANSMITTING 121.9".

    [AES Vehicles are fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.]

5. If necessary, direct rescue vehicles to accident scene.

6. Give priority to emergency vehicles responding to the accident scene by restricting all aircraft movements.

7. Advise:

    - ATS Duty Manager.
    - TMA.
    - FIO.

8. As soon as practicable, issue a new ATIS by sending AFTN Form NZAAEMERG.

9. The ATIS will broadcast:

    "Auckland aerodrome closed due emergency stop transmitting 121.9 Auckland Ground Tower 118.7 available essential calls only Contact Auckland Control for further instruction".

10. Text on the ATIS strip will print as:

    "AAEMERG - "AD CLOSED DUE EMERGENCY".

11. Upon receipt of the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind Airways must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

12. Where practicable, provide any further assistance requested by the Rescue Fire OIC.

13. Request Auckland Airport carry out an inspection of the manoeuvring area for debris or FOD.

14. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

Notes:

- Airways is to relay all time notifications using local time expressed in terms of the 24-hour clock.

- Approval to recommence aircraft operations, including any limitations on available runway length, reduced Rescue Fire capability or other restrictions or special requirements for operations will be

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advised from the EOC.

- Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.10   AVSEC ACTIONS

1. A Team Leader plus one Aviation Security Officer are to proceed to the Auckland Airport Emergency Operations Centre. The purpose is to provide communications and coordinate the activities of Avsec personnel engaged in the emergency.

2. Security 1 is to proceed directly to the Staging Area to carry out escorts as directed via the EOC.

3. An Aviation Security Officer will be stationed at the Staging Area to control the Staging Area Gate and only allow access to persons immediately involved with the emergency.

4. A Team Leader will be stationed at the ICP at the crash scene. On arrival at the ICP they are to report to the Incident Controller and become part of the Incident Management Team (IMT). The purpose is to provide communications between EOC and IMT, and to liaise with the Avsec Officer at the Staging Area to arrange escorts of emergency personnel to the ICP.

5. Other security vehicles will be deployed to the Staging Area to assist with escorts to crash scene.

6. Aviation Security Officers will be stationed at other airfield access gates to control access and prevent person/s not immediately involved with the emergency from entering.

7. Two Aviation Security Officers will be stationed at the designated Passenger Reception Area for the purpose of maintaining security.

8. One Aviation Security Officer will be stationed at perimeter gate 245 to control the gate and only allow access to persons involved with reconcillation.

9. One Aviation Security Officer will control access to Avsec Base for the Crew Reception Area.

10. Upon receipt of the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind Avsec must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

11. Proceed as per the Aviation Security Service Emergency Procedures.

12. AvSec are to stop screening passengers into airside environment until EOC confirms it is safe and appropriate to do so. This is designed to assist in ensuring safety from fumes / smoke, etc, as well as preventing observers or images being taken.

13. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

14. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

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5.11 WELFARE ORGANISATIONS ACTIONS

Note: Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.11.1 All Organisations

1. Welfare groups encompassed by this plan are:

   - New Zealand Red Cross.
   - Victim Support.

2. On arrival at the airport, report to Emergency Staging Point, Hape Dr.

3. Each group's Liaison Officer is to report to the EOC, stating numbers available.

4. Staff will be directed to required locations with numbers and timing as directed by the EOC.

5. Transport will be either by Rescue vehicles or other transport provided. NO private vehicles are to be driven airside.

6. Attend both Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

5.11.2 New Zealand Red Cross

1. Provide a liaison person.

2. Provide trained personnel to support and where appropriate manage the establishment of and facilitation of shelter, and provide and set up shelter equipment including stretchers and bedding.

3. If required, provide migration services.

5.11.3 Victim Support

1. Provide assistance in welfare centre set up to assist anyone requiring support and information.

2. Provide psychological first aid and practical support to anyone affected by the incident.

3. Liaise with Te Whatu Ora for providing support to family members.

4. Provide assistance with Passenger Reception Area and Family Assistance Centre (senior staff member(s) will be main contact to link Support Workers with family groups).

5. Provide assistance caring for passengers and families.

6. Liaise with Auckland Airport and the Ministry of Foreign Affairs and Trade for any family members coming to the country from overseas.

7. Liaise with and accompany Police for notifications of death.

8. Contact affected whānau from other parts of New Zealand to offer psychosocial and practical support.

9. Hold records of contact for each person provided with support.

5.11.4 Civil Defence Emergency

If relevant authority declares the situation a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

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5.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

1. The EOC will alert all relevant Government Departments.

2. On receipt of call, contact EOC for directions on where to deploy staff.

3. Send representative to EOC.

4. Upon receipt of the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the agency must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

5. Proceed as per Departmental Procedures.

6. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

7. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

Note: Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.13   COASTGUARD ACTIONS

Note: Refer also to Paragraph 5.3 for matters relevant to on-airport crashes, clearance for normal operations, press releases, etc.

5.13.1   Coastguard New Zealand, Tasman Operational Area

1. Coastguard Rescue Vessel units on the Manukau Harbour consist of members who are organised and trained to render assistance in marine incidents within the Harbour and along the West Coast.

2. Communications and Unit activation is managed by the Coastguard Operations Centre, which is staffed and operates 24/7.

3. Coastguard Rescue Vessel Units consist of:

- Titirangi Coastguard based at and launching from French Bay.
- Papakura Coastguard based at Takanini and launching from Bottle Top Bay (and trailer-able to other locations).
- Waiuku Search and Rescue based at Waiuku and launching from Te Toro (and trailer-able to other locations).

4. Use of airport boatramps is possible and would be coordinated by the EOC and Auckland Airport AES.

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5.13.2 Coastguard Communications

- Coastguard Operations Centre, based at the Auckland Marine Rescue Centre.

- Each Rescue Vessel unit has it's own base communications as required.

5.13.3 Coastguard Activation

- Alerting of Coastguard to any incident should be direct to the Coastguard Operations Centre via phone 09 303 1303 and is to be direct from Airport

- Coastguard Rescue Vessel activation is to be by the Coastguard Operations Centre.

5.13.4 Coastguard Coordination

1. Coastguard is to manage the communications on and through it's repeater channels (Primary Working Channel VHF MM18 and/or Secondary Ship to Ship Channel VHF MM63).

2. Initial communication and coordination is to be handled by the Coastguard Operations Centre.

3. Units are not restricted to specific areas and close coordination is maintained between all three units.

4. If Coastguard units are activated in any situation other than in a minor role, a request through the Coastguard Operations Centre for a Coastguard Coordinator and support team to attend to the Airport ICP is to be made.

5. The Coastguard Coordinator or their representative will report to the ICP and become a member of the IMT.

6. The Coastguard Coordinator is to be responsible for coordination and utilisation of Coastguard resources and activities.

7. Once established, the Coastguard Incident base will handle communications and relay instructions to the Coastguard vessels.

8. Coastguard on-scene command will be established at or near the accident site and is to work with other agencies on site involved at the accident site.

5.13.5 Civil Defence Emergency

If relevant authority declares the situation a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

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5.14   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

1.   On arrival at the airport, report to Emergency Staging Point, Hape Dr.

2.   A Liaison Officer is to report to the EOC, stating numbers available.

3.   Staff will be directed to required locations with numbers and timing as directed by the EOC.

4.   Transport will be either by Rescue vehicles or other transport provided. NO private vehicles are to be driven airside.

5.   Provide support and liaison at the request of the Auckland Airport through the AEM Duty team.

6.   If relevant authority declares the situation a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

7.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

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SECTION 6 - LOCAL CRASH

6.1   DEFINITION

Local Crash Zone: An aircraft crash outside the Airport Crash Zone but within a rectangular area 10 kilometres from either end of Runway 05R/23L and 4 kilometres north and south of the Runway 05R/23L axis (including any part of the Manukau Harbour falling within this area). Please refer to CRASH MAP 1.

6.2   NOTIFICATION CHART

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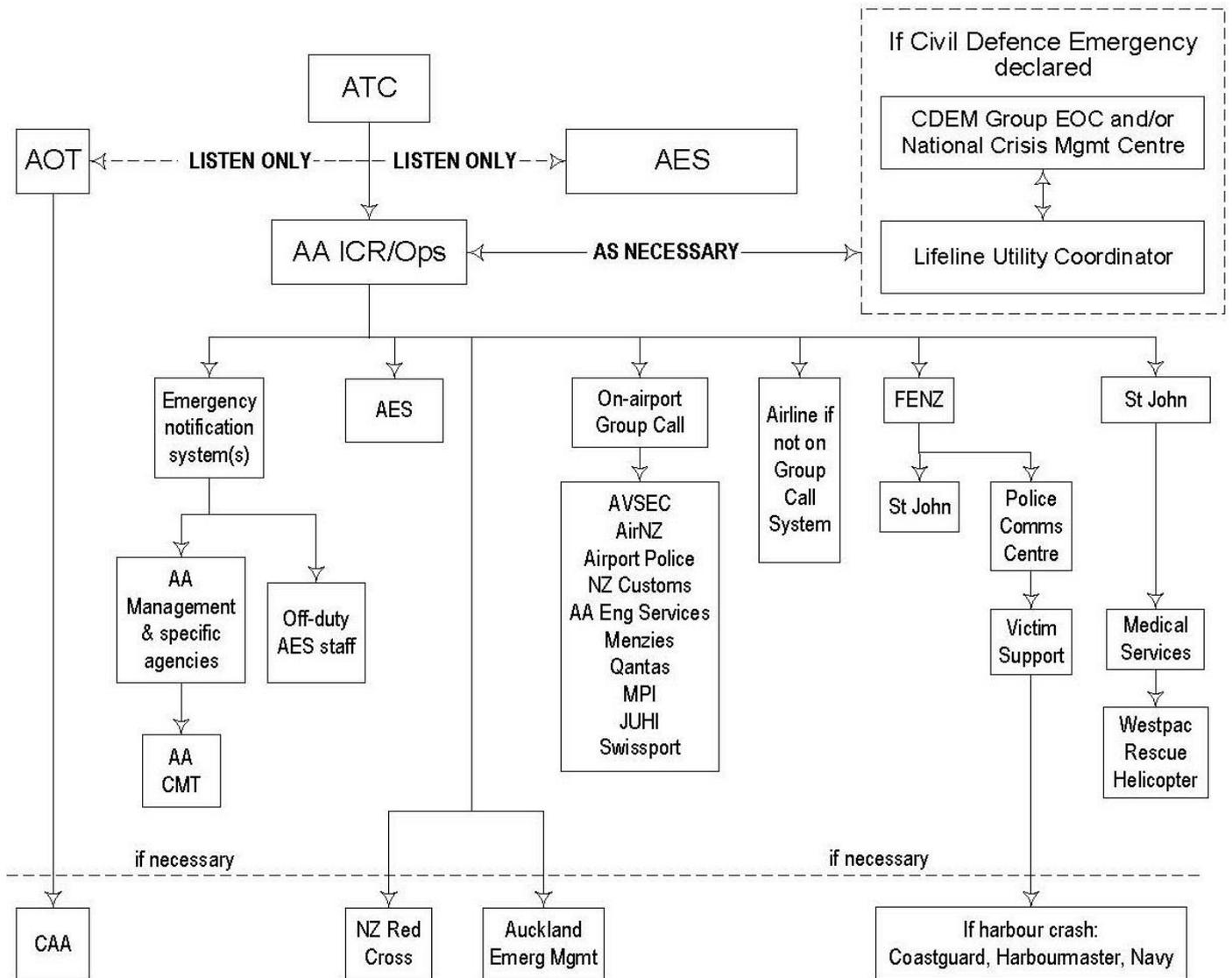
6.3 GENERAL REQUIREMENTS

6.3.1 Initial Reconciliation Area Security

Initial reconciliation area(s) security will be provided by SkyGate Security with assistance from Police (and off-duty Airport Emergency Service staff on emergency call-back if available).

6.3.2 Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

6.3.3 Declaration of Civil Defence Emergency

The Civil Defence Emergency Management Act 2002 allows authorised persons to declare a situation a Local or National Civil Defence Emergency if it appears to them that it cannot be dealt with by emergency services (ie, NZ Police, FENZ, and hospital and health services), or that it otherwise requires a significant coordinated response. If declared, Auckland Airport (as a "Lifeline Utility") must ensure the airport can function to the fullest extent possible. A CDEM Group EOC and/or National Crisis Management Centre would direct and coordinate emergency resources, and their directions would be passed down to on-airport resources via the EOC.

6.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

6.4.1 Airport Emergency Service Actions

6.4.1.1 For local crashes, the Airport Emergency Service is to:

1. Respond Airport Emergency Service appliances (and marine equipment, if appropriate) as per predetermined response procedure.

2. Ensure off-duty staff report for duty to Airport Fire Station as per post-crash procedures.

3. If accident is beyond Local Crash Zone, proceed as per Airport Tactical Plan.

4. Establish direct contact with FENZ by radio.

5. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

6.4.1.2 If, during an aircraft emergency, AES believes there is an urgent reason to contact the flight crew of an aircraft on the ground, they may call the aircraft direct on 121.9MHz without prior authorisation from ATC. AES Vehicles are fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

6.4.1.3 If an aircraft is missing on approach to the east of the airport, the Airport Emergency Service is to commence search procedures as follows:

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- The Crew Chief is to initiate Eastern Approach Area search procedures and coordinate the search from the EOC, as per operational procedures.

- Rescue 1 to initially establish their position at the corner of SH 20 and Puhinui Rd (Control Point) and procedures as per Local Crash above will apply if a crash is declared.

Notes:

- An AIAL executive will declare a crisis and initiate the Crisis Management text message, and any nominated AES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions, and must proceed to the designated Command Centre (not the EOC) to become a member of the Business Recovery Team.

- Extra marine safety equipment is stored in Airport Marine Rescue Shed, Boat ramp Echo.

- Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

6.4.2 Airfield Operations Team Actions

6.4.2.1 The AOT is to:

- Pass emergency notification to the Airfield Mobile Officer. Assume the 'Airfield Liaison' role wearing the orange jerkin.

- Place a minimum of two buses on standby (to be dispatched as required).

6.4.2.2 The Airfield Mobile Officer is to:

1. Proceed to the incident site.
2. Report to the Incident Controller at the scene and provide assistance.
3. Provide communication links for logistical support requests to EOC.
4. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.
5. Remain at scene until Incident Controller advises that your presence is no longer required. Report to EOC when departing the scene.

Notes:

- An AIAL executive will declare a crisis and initiate the Crisis Management text message, and any nominated AOT representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions, and must proceed to the designated Command Centre (not the EOC) to become a member of the Business Recovery Team.

- CRASH MAP 1 may apply for a local crash.

- Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

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6.4.3   Airport Operations Actions

1. Record emergency message.

2. Notify FENZ on Allied Emergency Services phone line.

3. Notify St John Ambulance Communications Centre.

4. Advise Comms and Duty Operations Manager, who will activate EOC.

5. Notify all staff by RT.

6. Activate group call.

7. Activate Auckland Airport text message system.

8. Advise Duty SkyGate Officer so that security measures can be implemented.

9. Set up CCTV to cover crash site if possible. Activate AES call out if requested to do so.

10. Advise Auckland Emergency Management (Civil Defence), Victim Support and New Zealand Red Cross if required.

11. Advise Airline if not Air NZ or Qantas

12. Ensure Apron Tower have sent buses to crash scene

13. Engineering Services staffed and ready should we need triage tents or lighting, ensure there is a driver ready.

14. Open an event in noggin.

15. Start Log.

16. When Duty Operations Manager is contacted by AIAL executive member declaring a crisis, they shall record details of the text message dictated by the AIAL executive member, then send that message to Crisis Management Team members via Auckland Airport text message system.

17. Update Status Board.

18. Update Aplus/noggin.

19. Advise airports of origin / destination and any other affected airports.

20. Ensure reconciliation-trained staff proceed to nominated Reconciliation Coordinators Area.

21. Initiate set-up of reconciliation areas.

22. Advise Cleaning Supervisor and other agencies/departments for staff to assist where necessary,

23. Carry out any instruction issued by EOC.

24. If relevant authority declares a Civil Defence Emergency, ensure EOC knows this, and pass on any communications from CDEM Group EOC and/or National Crisis Management Centre.

25. Issue stand down on instruction from EOC.

26. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Notes:

- If the Emergency Red Phone rings during any of the above, stop, take down any new details and

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issue a new Emergency Message.

- An AIAL executive will declare a crisis and initiate the Crisis Management text message, and any nominated L Ops representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions, and must proceed to the designated Command Centre (not the EOC) to become a member of the Business Recovery Team.

- Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

6.4.4   SkyGate Security Actions

6.4.4.1   An AIAL executive will declare a crisis and initiate the Crisis Management text message, and any nominated SkyGate representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

6.4.4.2   If reconciliation process to take place on airport:

1.   Obtain and keep secure relevant security camera footage.

2.   In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

3.   Provide security as required.

6.4.5   Engineering Services Actions

Respond as per Full Emergency procedures in Section 4 - FULL EMERGENCY.

Notes:

- An AIAL executive will declare a crisis and initiate the Crisis Management text message, and any nominated ES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

6.4.6   Crisis Management Team Member Actions

- Upon receipt of the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis

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Management Teams Handbook.

Note: Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

6.4.7   Business Recovery Team Member Actions

- Upon receipt of the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

6.5   POLICE ACTIONS

Note: Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

6.5.1   Northern Communications Centre

1.   Advise Auckland ATC on 255 5850 if the initial report did not come from them.
2.   Notify Auckland Airport Operations on 256 8777.
3.   On receiving particulars of an aircraft accident, act in accordance with the Comms MSOP.
4.   Ensure safe access exists to accident site for all emergency vehicles.

6.5.2   Senior Member of Airport Police on Duty

1.   Report to the EOC with one Constable and assume the role of Response Coordinator.
2.   Coordinate and control all functions connected with emergency operation at Airport, including appropriate media liaison.
3.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

6.5.3   Next Most Senior Member of Airport Police on Duty

1.   Proceed immediately to the Police Assembly Area at the NZ Police Station, Cyril Kay Road.
2.   Establish liaison with other services and nominate the Incident Controller.
3.   Establish communication link with EOC.
4.   Establish Assembly Area.

6.5.4   Business Recovery Team Member

Upon receipt of the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the

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Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

6.5.5 Reconciliation Support

A Reconciliation Liaison Officer at senior level plus support staff will be appointed to provide a uniformed presence in support of the process, crowd control and the protection of survivors and other participants.

6.5.6 Victim Identification

Provide National Enquiry Service and/or International Enquiry and Tracing Services.

6.6 FENZ ACTIONS

1. Appliances respond as per predetermined response procedure.

2. Proceed as per Airport Tactical Plan.

3. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

Notes:

- Extra marine safety equipment is stored in Airport Marine Rescue Shed, Boat ramp Echo.

- Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

6.7 AMBULANCE ACTIONS

Note: Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

6.7.1 Emergency Ambulance Communications Centre

1. On receipt of the emergency message and subject to its contents, despatch ambulances as appropriate to the aircraft accident scene.

2. Ambulance Communication Centre will alert the Helicopter Service via Air Desk and the Local Base Hospitals.

3. Initiate Major Incident Plan.

4. Proceed as per Ambulance Service Operational Procedures and St John Tactical Plans.

6.7.2 OC Ambulance

1. Proceed to ICP and assume command of all medical resources, requesting additional assistance medical cache and / or MIST as required.

2. Call on the Incident Controller for any material assistance (bogged vehicle, etc.).

3. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

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6.8   AIRLINES ACTIONS

1. Immediately notify CAA Transport Accident Investigation Commission (ph 0508 222 433) as per para 5.3.2.

2. Have Senior Airline Representative report to Auckland Airport EOC.

3. Despatch Airline Engineer to accident scene to report to Incident Controller immediately. If the airline does not have a resident engineer for the particular aircraft, they will need to request one from another airline.

4. Implement standard airline emergency response procedures.

5. Upon request, notify EOC of total persons on board (POB) and dangerous goods information.

6. Establish a close working relationship with Auckland Airport to ensure that information is accurate, and decisions can be made quickly. Airlines not affected upon request should send available reconciliation-trained staff to the nominated Reconciliation Coordinators Area.

7. Affected Airline(s) to provide personnel to staff the Family Assistance Centre.

8. Ascertain location of Media Centre and send representative there as soon as possible. (See section 1.8.5 for more information).

9. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

10. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

Notes:

- Aircraft operators are responsible for removing wrecked or disabled aircraft. This cannot be commenced until the Transport Accident Investigation Commission authorises removal.

- Aircraft operators are responsible for the removal of baggage, personal belongings and cabin equipment (eg, food carts) from aircraft following an incident. This cannot be commenced until the Police and the Transport Accident Investigation Commission authorise removal.

- 3.Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc. for matters relevant to local crashes, clearance for normal operations, press releases, etc.

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6.9   AIRWAYS ACTIONS

1.   Sound the crash Alarm.

2.   Pass ATC Immediate Action List on the Emergency Line as per the proforma and obtain read back.

3.   Pass Emergency Message on Emergency Line as per the proforma and obtain read back.

4.   Transmit on the aerodrome control and surface movement frequency brief details of the accident and impose radio silence on the surface movement frequency except for Emergency vehicles, eg:

     "AIRCRAFT CRASH AT AUCKLAND. ALL AIRCRAFT STOP TRANSMITTING 121.9".

5.   If necessary, direct rescue vehicles to the accident scene.

6.   Give priority to emergency vehicles responding to the accident scene by restricting all aircraft movements.

7.   Advise:

     - ATS Duty Manager.
     - TMA.
     - FIO.

8.   Upon receipt of the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind Airways must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

9.   As soon as practical, issue a new ATIS by sending AFTN form NZAAEMERG. The ATIS will broadcast:

     "Auckland aerodrome closed due emergency stop transmitting 121.9 Auckland Ground Tower 118.7 available essential calls only Contact Auckland Control for further instructions".

10. Text on the ATIS strip will print as:

     "AAEMERG - "AD CLOSED DUE EMERGENCY".

11. Where practicable, provide any further assistance requested by the Rescue Fire Officer in charge.

12. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

Notes:

- Airways is to relay all time notifications using local time expressed in terms of the 24-hour clock.

- Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

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6.10 AVSEC ACTIONS

1. A Team Leader plus one Aviation Security Officer are to proceed to the Auckland Airport Emergency Operations Centre to liaise with the EOC if Aviation Security Officers are required to assist.

2. Upon receipt of the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind Avsec must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

3. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

4. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

6.11 WELFARE ORGANISATIONS ACTIONS

Note: Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

6.11.1 All Organisations

1. Organisations that are encompassed by this plan are:

    - New Zealand Red Cross.
    - Victim Support.

2. On arrival at the airport, report to Staging Area, Hape Dr.

3. Each group's Liaison Officer is to report to the EOC, stating numbers available.

4. Staff will be directed to required locations with numbers and timing as directed by the EOC.

5. Transport will be either by Rescue vehicles or other transport provided.

6.11.2 New Zealand Red Cross

1. Provide a liaison person.

2. Provide trained personnel to support and where appropriate manage the establishment of and facilitation of shelter, and provide and set up shelter equipment including stretchers and bedding.

3. If required, provide migration services.

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6.11.3   Victim Support

1.   Provide assistance in welfare centre that is set up to assist anyone requires support and information.

2.   Provide psychological first aid and practical support to anyone affected by the incident.

3.   Liaise with Te Whatu Ora for providing support to family members.

4.   Provide assistance with Passenger Reception Area and Family Assistance Centre. (Senior staff member(s) will be main contact to link Support Workers with family groups).

5.   Provide assistance caring for passengers and families.

6.   Liaise with Auckland Airport and the Ministry of Foreign Affairs and Trade for any family members coming to the country from overseas.

7.   Liaise with and accompany Police for notifications of death.

8.   Contact affected whānau from other parts of New Zealand to offer psychosocial and practical support.

9.   Hold records of contact for each person provided with support.

6.11.4   Civil Defence Emergency

If relevant authority declares the situation a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

6.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

1.   The EOC will alert all relevant Government Departments.

2.   On receipt of call, contact EOC and take action as directed.

3.   Send representative to EOC.

4.   Upon receipt of the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the agency must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

5.   Proceed as per Departmental Procedures.

6.   If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

7.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to Paragraph 6.3 for matters relevant to local crashes, clearance for normal operations, press releases, etc.

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6.13   COASTGUARD ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.
- If incident is within the Harbour, refer section 5 Airport Crash, para 5.13.

6.14   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

1. On arrival at the airport, report to Emergency Staging Point, Hape Dr.

2. A Liaison Officer is to report to the EOC, stating numbers available.

3. Staff will be directed to required locations with numbers and timing as directed by the EOC.

4. Transport will be either by Rescue vehicles or other transport provided. NO private vehicles are to be driven airside.

5. Provide support and liaison at the request of the Auckland Airport through the AEM Duty team.

6. If relevant authority declares the situation a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

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SECTION 7 - REMOTE CRASH

7.1   DEFINITION

An aircraft crash en route to or from Auckland Airport but outside of the Local Crash Zone. Please refer to CRASH MAP 1.

7.2   NOTIFICATION CHART

```
                                    ┌──────┐
                                    │ ATC  │
                                    └──────┘
                                       │
┌─────┐                                │                              ┌─────┐
│ AOT │◄ ─ ─ ─ ─ LISTEN ONLY ─ ─ ─ ─ ─ ┼ ─ ─ ─ LISTEN ONLY ─ ─ ─►   │ AES │
└─────┘                                ▼                              └─────┘
                                ┌────────────┐
                                │ AA ICR/Ops │
                                └────────────┘
                                       │
    ┌──────────────┬────────────────┬──┴──────┬──────────┬────────┬──────────┐
    ▼              ▼                           ▼          ▼        ▼          ▼
┌──────────┐  ┌──────────┐              ┌──────────┐  ┌─────┐ ┌──────┐  ┌────────┐
│Emergency │  │On-airport│              │Airline if│  │ AES │ │ FENZ │  │St John │
│notification│ │Group Call│              │not on    │  └─────┘ └──────┘  └────────┘
│system(s) │  └──────────┘              │Group     │             │
└──────────┘       │                    │Call      │             ▼
                   ▼                    │System    │         ┌────────┐
              ┌──────────────┐          └──────────┘         │St John │
              │ AVSEC        │                               └────────┘
              │ AirNZ        │                                    │
              │ Airport Police│                                   ▼
              │ NZ Customs   │                              ┌────────┐
              │ AA Eng Services│                            │Medical │
              │ Menzies      │                              │Services│
              │ Qantas       │                              └────────┘
              │ MPI          │
              │ JUHI         │
              │ Swissport    │
              └──────────────┘
```
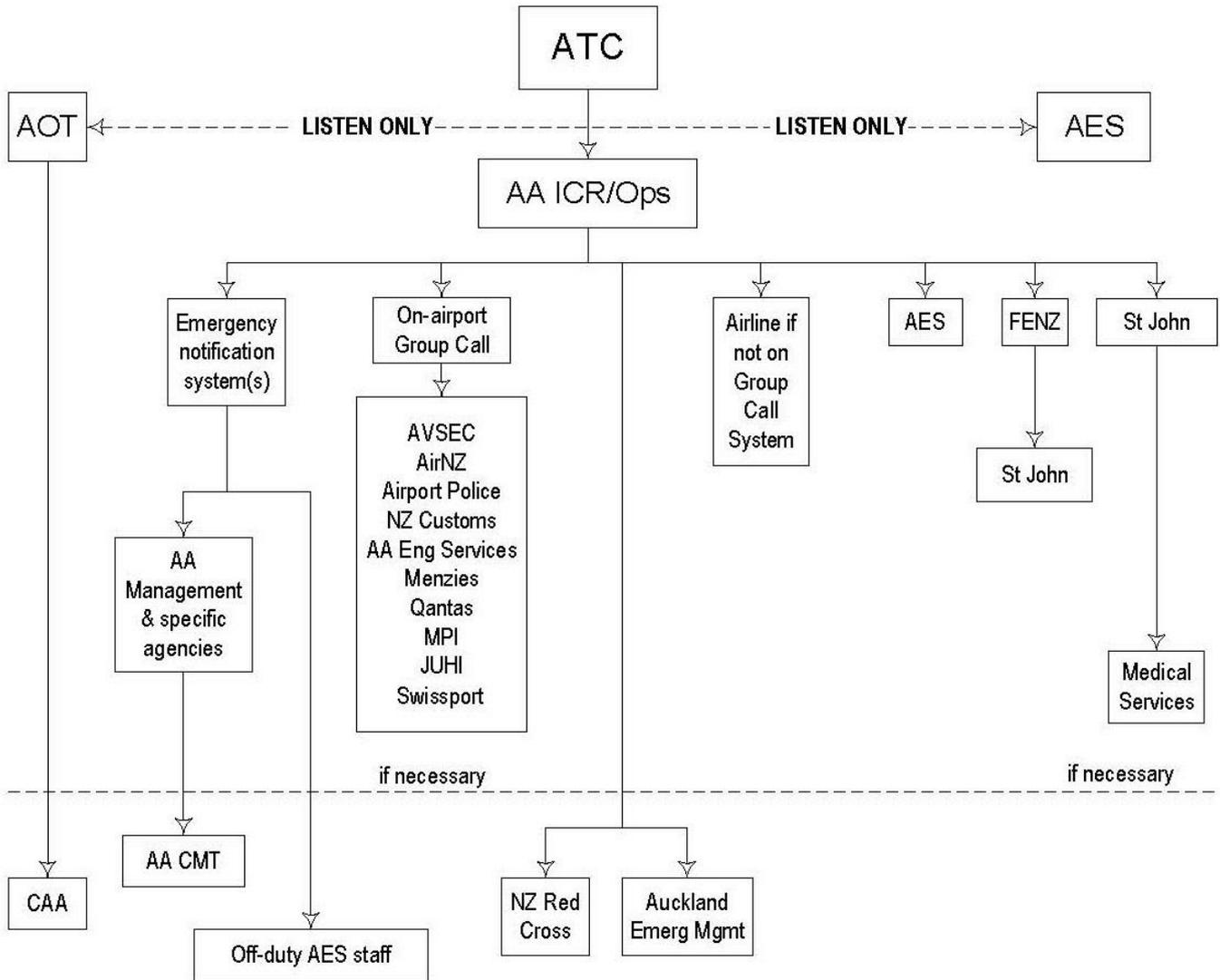
7.3   GENERAL REQUIREMENTS

7.3.1   Initial Reconciliation Area Security

If reconciliation process to take place on airport, initial reconciliation area(s) security will be provided by off-duty Airport Emergency Service staff on emergency call-back with assistance from SkyGate Security (if available). Police can assist if requested.

7.3.2   Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

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7.3.3 Declaration of Civil Defence Emergency

The Civil Defence Emergency Management Act 2002 allows authorised persons to declare a situation a Local or National Civil Defence Emergency if it appears to them that it cannot be dealt with by emergency services (ie, NZ Police, FENZ, rural fire authorities and hospital and health services), or that it otherwise requires a significant coordinated response. If declared, Auckland Airport (as a "Lifeline Utility") must ensure the airport can function to the fullest extent possible. A CDEM Group EOC and/or National Crisis Management Centre would direct and coordinate emergency resources, and their directions would be passed down to on-airport resources via the EOC.

7.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

7.4.1 Airport Emergency Service Actions

Airport Emergency Service appliances respond as per operational procedures, if possible, as per specific request from FENZ, Police or Crisis Management Team.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to Paragraph 7.3 for matters relevant to remote crashes, civil defence emergencies, press releases, etc.

7.4.2 Airfield Operations Team Actions

1. Advise Operations.
2. Listening watch only.
3. Liaise with Airport Emergency Service re category.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AOT representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to Paragraph 7.3 for matters relevant to remote crashes, civil defence emergencies, press releases, etc.

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7.4.3　Airport Operations Actions

1. Notify ATC (unless they already know).

2. Notify Airport Police (unless they already know).

3. Record emergency message.

4. Notify FENZ on Allied Emergency Services phone line.

5. Notify St John Ambulance Communications Centre.

6. Advise Comms and Duty Operations Manager, who will activate EOC.

7. Notify all staff by RT.

8. Activate group call.

9. Activate Auckland Airport text message system.

10. Set up CCTV to Reconciliation Areas. Open an event in noggin.

11. Start Log.

12. If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

13. Update Status Board.

14. Update Aplus/noggin.

15. If reconciliation process to take place on airport, ensure reconciliation-trained staff proceed to the nominated Reconciliation Coordinators Area and proceed with other steps for reconciliation as per Reconciliation Section of this AEP.

16. Carry out any instruction issued by EOC.

17. Issue stand down on instruction from EOC.

18. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Notes:

- If the Emergency Red Phone rings during any of the above, stop, take down any new details and issue a new Emergency Message.

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated L Ops representative(s) must join the specified forum (eg, conference call,

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MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to Paragraph 7.3 for matters relevant to remote crashes, civil defence emergencies, press releases, etc.

7.4.4 SkyGate Security Actions

7.4.4.1 If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated SkyGate representative must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

7.4.4.2 If reconciliation process to take place on airport:

1. Obtain and keep secure relevant security camera footage.

2. In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

3. Provide security as required.

7.4.5 Engineering Services Actions

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated ES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

7.4.6 Crisis Management Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to Paragraph 7.3 for matters relevant to remote crashes, civil defence emergencies, press releases, etc.

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7.4.7 Business Recovery Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to Paragraph 7.3 for matters relevant to remote crashes, civil defence emergencies, press releases, etc.

7.5 POLICE ACTIONS

Note: Refer also to Paragraph 7.3 for matters relevant to remote crashes, civil defence emergencies, press releases, etc.

7.5.1 Senior Member of Airport Police

- Report to Airport EOC.

- Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

7.5.2 Business Recovery Team Member

If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

7.5.3 Reconciliation Support

If reconciliation procedure occurs on airport, deploy a Reconciliation Liaison Officer at senior level plus support staff to provide a uniformed presence in support of the process, crowd control and the protection of survivors and other participants.

7.5.4 Victim Identification

Provide National Enquiry Service and/or International Enquiry and Tracing Services.

7.6 FENZ ACTIONS

Appliances respond as per predetermined response procedure.

7.7 AMBULANCE ACTIONS

Respond as per Ambulance Service Operational Procedures and St John Tactical Plans.

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7.8   AIRLINES ACTIONS

1. Immediately notify CAA Transport Accident Investigation Commission (ph 0508 222 433) as per para 5.3.2.

2. Notify Auckland Airport Operations of crash and approximate location.

3. Despatch Airline Representative to Auckland Airport EOC.

4. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the airline proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

5. If reconciliation process to occur on airport, Airlines not affected upon request should send reconciliation-trained staff to the nominated Reconciliation Coordinators Area, and affected Airline(s) to provide personnel to staff the Family Assistance Centre.

6. If necessary, ascertain location of Media Centre and send representative there as soon as possible. (See section 1.8.5 for more information).

7. Assist with any requests from EOC.

8. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to Paragraph 7.3 for matters relevant to remote crashes, civil defence emergencies, press releases, etc.

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7.9   AIRWAYS ACTIONS

Following advice of an aircraft crash either from the aircraft itself, as relayed by another aircraft or as received from the public or other agency, initiate the following actions:

1. Dial 111.

2. Pass to Police details, including:

    - Aircraft Crash.
    - Location of the aircraft.
    - Condition of the aircraft and persons.
    - Aircraft type, registration, and description, eg: size, colour, etc.
    - Best way of access if available.

3. Arrange for other aircraft in vicinity to direct rescue vehicle access if applicable.

4. No crash alarm.

5. Pass details to AOT:

    - REMOTE CRASH.
    - [Location].
    - [Aircraft Type].
    - LAND or SEA.

6. Notify Auckland Airport Operations 256 8777 or ext 98777.

7. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

8. Update Police with any other information.

9. Advise the Duty Manager of the details and actions taken.

Notes:

- Airways is to relay all time notifications using local time expressed in terms of the 24-hour clock.

- Refer also to Paragraph 7.3 for matters relevant to remote crashes, civil defence emergencies, press releases, etc.

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7.10   AVSEC ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Avsec proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

7.11   WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

7.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the agency proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

7.13   COASTGUARD ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If incident is within the Harbour, refer section 5 Airport Crash, para 5.13.

7.14   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 8A – IHR ILL TRAVELLER

8A.1   DEFINITION

8A.1.1   This section 8A applies if any person falls within the following criteria:

1.   They are on an arriving international flight; AND
2.   They have a confirmed temperature of 38C or more, OR, they appear to have a fever; AND
3.   They have one (or more) of the following symptoms:

   a.   severe diarrhoea AND vomiting.
   b.   bruising or bleeding without previous injury.
   c.   skin rash.
   d.   Recent deterioration in level of consciousness.

8A.1.2   For any other illnesses (ie, that do not meet the above criteria) on an arriving international flight, dependant upon symptoms:

1.   AES callout process for "Medical – Arrival Pathway" applies, OR
2.   Standard AES medical callout process applies.

8A.1.3   For any injuries on an arriving international flight, dependant upon number of casualties:

1.   1 to 4 casualties - standard AES medical callout process applies;
2.   5 or more casualties - Section 8B on "Mass Casualties" applies.

8A.1.4   Section 8B Mass Casualties also applies where there are injuries to 5 or more people at any other location on the airport precinct.

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8A.2   NOTIFICATION CHART
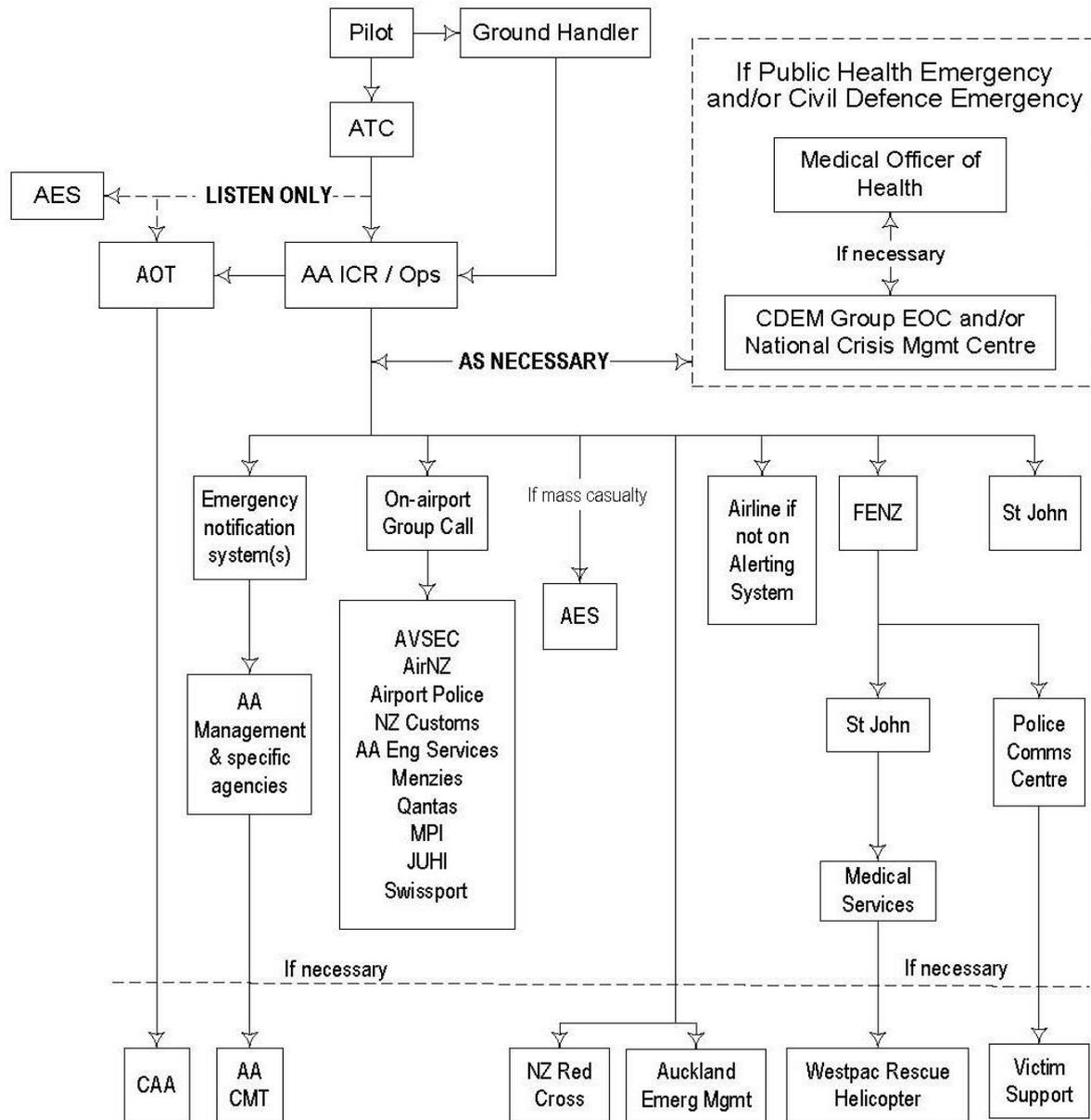
8A.3   GENERAL REQUIREMENTS FOR IHR ILL TRAVELLER & FOR MASS CASUALTIES

8A.3.1   Initial Notifications

8A.3.1.1   It is the pilot's responsibility to notify ATC of any type of illness on board arriving aircraft, and to notify airline medical authorities and the ground handling agency of any type of any mass casualties on board arriving aircraft (eg, effects of turbulence, etc – see section 8B). The ground handler is then to notify ICR, who will advise AES, St. John and the Northern Region, National Public Health Service (NPHS), Te Whatu Ora, who investigate.

8A.3.1.2   For mass casualty events not on board an international arriving aircraft (see section 8B), notifications may come from any source through to the Incident Control Room.

8A.3.1.3   It is also ATC's responsibility to ensure Public Health is notified as soon as possible for all international flights if there is any passenger or crew member exhibiting symptoms that may indicate a public health

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risk (see definition at start of para 8A.1). Note that no health report is required from top of descent until after the pilot has completed landing procedures.

8A.3.1.4   ICR will contact NZ Customs to identify the recent travel history of an ill person on board. This information will be passed onto the Public Health Medical Officer of Health to assist in decision making, especially regarding granting pratique. Any interpreter requirements are to be passed on as soon as possible to allow St John or the Medical Officer of Health (MOoH) to communicate fully with ill travellers.

8A.3.1.5   The World Health Organization will notify the Ministry of Health of any imminent threat in other countries.

8A.3.2   Power to Withhold Pratique

8A.3.2.1   If a pilot reports illness on board, the information provided by the aircraft captain is assessed by the Medical Officer of Health in consultation with St John. Under the Health Act 1956, pratique is withheld by a Public Health Officer until the Officer is satisfied there is no suspicion of a quarantinable disease being present. The aircraft and anyone on board is liable to quarantine and must follow instructions of the Public Health Officer.

8A.3.2.2   Once pratique is issued, the Public Health Officer may exercise routine powers for dealing with communicable diseases in New Zealand. In this setting, St John staff are authorised to enter the aircraft to ascertain if illness is present.

8A.3.3   Overall Incident Control

8A.3.3.1   Mass casualties due to illness or trauma, etc (see definition in para 8B.1), will be assessed by AES or St John for resources required, including number of ambulances to attend the scene.

8A.3.3.2   A pandemic or emergency situation (including one occurring overseas) may require powers to be exercised under the Health Act 1956 or the Epidemic Preparedness Act 2006.

8A.3.3.3   The Health Act 1956 empowers the Medical Officer of Health to deal with the outbreak or spread of any infectious disease. If such powers are exercised, the local Medical Officer of Health would retain overall incident control at the airport, and response activities would be governed by the Public Health document, "Auckland Airport Public Health Emergency Plan - Ill Traveller Protocol".

8A.3.3.4   The Medical Officer of Health will respond to the Airport, providing the Ill Traveller Protocol requires this, and they will become the lead agency. Briefings for any Airport staff involvement will be provided by the Medical Officer at a convenient time on arrival at the Airport. UNLESS the ill person(s) show symptoms of high-risk infections such as those listed in the definition above (para 8A.1), they are likely to be treated as normal medical incidents.

8A.3.4   Declaration of Civil Defence Emergency

8A.3.4.1   The Civil Defence Emergency Management Act 2002 allows authorised persons to declare a situation a Local or National Civil Defence Emergency if it appears to them that it cannot be dealt with by emergency services (ie, NZ Police, FENZ, rural fire authorities and hospital and health services), or that it otherwise requires a significant coordinated response.

8A.3.4.2   If declared, Auckland Airport (as a "Lifeline Utility") must ensure the airport can function to the fullest extent possible. A CDEM Group EOC and/or National Crisis Management Centre would direct and

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coordinate emergency resources, and their directions would be passed down to on-airport resources via the EOC.

8A.3.5   Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport Communications Team and (for confirmed IHR ill traveller situations, as per definition at start of para 8A.1 above) the Auckland Regional Public Health Service.

8A.4   AUCKLAND AIRPORT DEPARTMENT ACTIONS

8A.4.1   Airport Emergency Service Actions

8A.4.1.1   For confirmed instances where this section 8A applies (see definitions at start of para 8A.1), AES officially has no action other than to remain ready for other incidents or life-threatening emergencies, or may be called upon to respond in some way only if that is the specific request of either the Medical Officer of Health or St John. This is because this type of illness is governed by the Medical Officer of Health, and as St John are the legal representative of the Medical Officer of Health, St John is required by law to make any necessary assessment in conjunction with the on-call Medical Officer of Health. Also, once the Ill Traveller Protocol is enacted, it can only be revoked by the Medical Officer of Health or their representative.

8A.4.1.2   If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

8A.4.2   Airfield Operations Team Actions

8A.4.2.1   The AOT is to proceed initially as follows:

1.   Liaise with Airways as to additional information.

2.   Advise ICR of any updated information.

3.   Liaise with ICR and/or AES and designate ambulance assembly area airside.

4.   Ensure a remote stand is available if required.

8A.4.2.2   If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AOT representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

8A.4.2.3   Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8.3.2. If so, staff should maintain existing response unless

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EOC or Medical Officer of Health specifically directs otherwise.

Note: Refer also to Paragraph 8.3 for matters relevant to illness on board arriving flights,

8A.4.3   Airport Operations Actions

8A.4.3.1   If Airport Operations staff come upon a sick person showing symptoms of concern as defined in para 8A.1 they should call it in to the ICR.

8A.4.3.2   Upon receipt of a notification, Airport Operations shall proceed initially as follows:

1.   Take down details on standard LOPS form and question caller regarding person's visual signs and travel history.

2.   Advise Ambulance.

3.   Advise Comms and Duty Operations Manager, who will activate EOC.

4.   Advise Customs, Immigration and MPI.

5.   Activate Auckland Airport text message system.

6.   Activate Group Call.

7.   Set up CCTV coverage of area and record.

8.   Maintain log of incident.

9.   If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

10.   Update Aplus.

11.   As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants

8A.4.3.3   Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8.3. If so, staff should maintain existing response unless EOC or Medical Officer of Health specifically directs otherwise.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated L Ops representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to Paragraph 8A.3 for matters relevant to illness on board arriving flights, control and investigation, press releases, etc.

8A.4.4   SkyGate Security Actions

8A.4.4.1   SkyGate is to proceed initially as follows:

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1. Obtain and keep secure relevant security camera footage.

2. In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

3. Attend Medical Officer of Health briefings for staff involvement and check for any PPE requirements.

4. Provide security as required.

8A.4.4.2   If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated SkyGate representative must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

8A.4.4.3   Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3. If so, staff should maintain existing response unless EOC or Medical Officer of Health specifically directs otherwise.

8A.4.5   Engineering Services Actions

1. Duty Manager to attend Medical Officer of Health briefings for staff, if any are held.

2. No other response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

3. If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated ES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

8A.4.6   Crisis Management Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to Paragraph 8A.3 for matters relevant to illness on board arriving flights, control and investigation, press releases, etc.

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8A.4.7 Business Recovery Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to Paragraph 8A.3 for matters relevant to illness on board arriving flights, control and investigation, press releases, etc.

8A.5 POLICE ACTIONS

8A.5.1 Senior Member of Airport Police On Duty

1. Advise Northern Communications Centre in accordance with Police's Emergency Plan.
2. Senior member of Airport Police to report to EOC.
3. The next most senior member to go to designated area.
4. Liaise with agencies.
5. Assist with coordination and control of scene.
6. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP, bringing along a completed AIAL post-incident review form or equivalent.

8A.5.2 Health Emergency

Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3. If so, staff should maintain existing response unless EOC or Medical Officer of Health specifically directs otherwise.

Note: Refer also to Paragraph 8A.3 for matters relevant to illness on board arriving flights, control and investigation, press releases, etc.

8A.5.3 Business Recovery Team Member

If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

8A.6 FENZ ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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8A.7   AMBULANCE ACTIONS

8A.7.1   On receipt of an emergency message and subject to its contents, the Ambulance Communications Centre is to:

1.   Despatch ambulances, as appropriate, to the scene.

2.   Alert Hospitals, Medical Services and Helicopter Services as necessary.

3.   Call on Incident Controller for assistance with resources as required.

8A.7.2   The OC Ambulance is to:

1.   Assume the role of Incident Controller if appropriate. Otherwise, assume command of all medical resources.

2.   Obtain assistance with radio communications and interpreters where required.

3.   Manage illness according to St John Major Incident and Emergency Plan, Ambulance Service Operational Procedures and agreed protocols with other agencies.

4.   Call on Incident Controller or EOC for assistance with other resources as required.

5.   Liaise with Customs and MPI as appropriate.

8A.7.3   Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3 above. If so, staff should maintain existing response unless EOC or Medical Officer of Health specifically directs otherwise.

Note: Refer also to Paragraph 8A.3 for matters relevant to illness on board arriving flights, control and investigation, press releases, etc.

8A.8   AIRLINES/GROUND HANDLING AGENCY ACTIONS

8A.8.1   The affected airline/ground handling agency(s) are to proceed initially as follows:

1.   Notify Auckland Airport Operations of incident.

2.   Despatch Airline or Airlines Ground Handling Representative to Auckland Airport EOC.

3.   Pilot to retain all passengers and crew on board until the EOC has spoken to the MOoH after which the Pilot may make the decision, for example, to allow unaffected passengers/crew to disembark.

4.   Ensure close liaison with agencies and EOC staff.

5.   Assist with any requests from EOC.

6.   Duty Managers to attend Medical Officer of Health briefings at airport, if held.

7.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP, bringing along a completed AIAL post-incident review form or equivalent.

8A.8.2   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the airline proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

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8A.8.3   Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3. If so, staff should maintain existing response unless EOC or Medical Officer of Health specifically directs otherwise.

Note: Refer also to Paragraph 8A.3 for matters relevant to illness on board arriving flights, control and investigation, press releases, etc.

8A.9   AIRWAYS ACTIONS

1.   Notify Auckland Airport Operations of incident.

2.   Pass brief details on the Emergency Line:

- Aircraft call sign.
- Persons on board.
- Ailment and travel history.
- ETA.

3.   Update information as appropriate on Emergency Line.

4.   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

Notes:

- Airways is to relay all time notifications using local time expressed using the 24-hour clock.

- Refer also to Paragraph 8A.3 for matters relevant to illness on board arriving flights, control and investigation, press releases, etc.

8A.10   AVSEC ACTIONS

8A.10.1   AVSEC is to proceed initially as follows:

1.   One Officer to designated area.

2.   A Team Leader plus one Aviation Officer proceed to EOC

3.   Liaise with agencies in attendance at incident.

4.   Provide escorts to ambulances as necessary.

5.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP, bringing along a completed AIAL post-incident review form or equivalent.

8A.10.2   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Avsec proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

8A.10.3   Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3. If so, staff should maintain existing response unless

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EOC or Medical Officer of Health specifically directs otherwise.

Note: Refer also to Paragraph 8A.3 for matters relevant to illness on board arriving flights, control and investigation, press releases, etc.

8A.11   WELFARE ORGANISATIONS ACTIONS

No other response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

8A.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

8A.12.1   Customs and MPI are to proceed initially as follows:

1.   On receipt of call, contact EOC for directions on where to deploy staff.

2.   Send representative to EOC.

3.   Proceed as per Departmental Procedures, including providing information around travel history of persons of concern.

4.   Liaise with other responding agencies including Immigration, especially regarding border documentation.

5.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP, bringing along a completed AIAL post-incident review form or equivalent.

8A.12.2   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the agency proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

8A.12.3   Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3. If so, staff should maintain existing response unless EOC or Medical Officer of Health specifically directs otherwise.

Note: Refer also to Paragraph 8A.3 for matters relevant to illness on board arriving flights, control and investigation, press releases, etc.

8A.13   COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

8A.14   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 8B - MASS CASUALTIES

8B.1 DEFINITION

8B.1.1 This section 8B applies if any group of 5 or more persons at a single incident site on the airport precinct (including an arriving flight) has:

1. injuries or trauma (ie, to 5 or more persons); or
2. serious illness (ie, to 5 or more persons) that does NOT fall within the definition of illness to arriving international passengers set out in Section 8A "IHR III Traveller";

AND any remaining threat(s) that the incident has or may involve have been fully contained.

8B.1.2 For any injuries or trauma or serious illnesses involving a group of 4 or less persons, standard AES medical callout process applies UNLESS the AES request the incident be upgraded to a "Mass Casualty".

8B.2 NOTIFICATION CHART

For the sequence of notifications for mass casualties, refer to the Notification Chart for IHR III Traveller at para 8A.2 above.

8B.3 GENERAL REQUIREMENTS

General requirements under the following subheadings are covered for both IHR III Traveller Protocol (sec 8A) and for Mass Casualties (this sec 8B) in para 8A.3 above:

1. Initial Notifications.
2. Overall Incident Control.
3. Declaration of Civil Defence Emergency.
4. Press Releases.

8B.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

8B.4.1 Airport Emergency Service Actions

8B.4.1.1 For mass illness that is not within the definition at the start of para 8A.1 (IHR III Traveller Protocol) or trauma-related incidents, the Airport Emergency Service is to proceed initially as follows:

1. Respond appropriate resources to designated area.
2. Liaise with Incident Control, and ensure all risks are contained before moving forward.
3. Liaise with Airline representative, obtain further information.
4. Seek advice from ICR on person's medical condition and travel history.
5. Treat any medical with due caution and don any appropriate or mandated PPE as per internal procedures.
6. Provide early situation report to ambulance control.
7. Liaise with Customs and MAF staff as required.

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8B.4.1.2   If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

8B.4.1.3   If, during an aircraft emergency, AES believes there is an urgent reason to contact the flight crew of an aircraft on the ground, they may call the aircraft direct on 121.9MHz without prior ATC authorisation.

8B.4.2   Airfield Operations Team Actions

8B.4.2.1   The AOT is to proceed initially as follows:

1.   Liaise with Airways as to additional information.

2.   Advise ICR of any updated information.

3.   Liaise with ICR and/or AES and designate ambulance assembly area airside.

4.   Ensure a remote stand is available if required.

8B.4.2.2   If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AOT representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

8B.4.2.3   Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3. If so, staff should maintain existing response unless EOC directs otherwise.

Note: Refer also to Paragraph 8A.3 for other matters relevant to mass casualties on airport.

8B.4.3   Airport Operations Actions

8B.4.3.1   Upon receipt of a notification, Airport Operations shall proceed initially as follows:

1.   Take down details on standard LOPS form and question caller regarding person's visual signs and travel history.

2.   Notify Airport Emergency Service.

3.   Advise Ambulance.

4.   Advise Comms and Duty Operations Manager, who will activate EOC.

5.   Advise Customs, Immigration and MPI.

6.   Activate Auckland Airport text message system.

7.   Activate Group Call.

8.   Set up CCTV coverage of area and record.

9.   Maintain log of incident.

10.   If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then

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send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

11. Update Aplus.

12. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

8B.4.3.2 Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated L Ops representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to Paragraph 8A.3 for other matters relevant to mass casualties on airport, control and investigation, press releases, etc.

8B.4.4   SkyGate Security Actions

8B.4.4.1 SkyGate is to proceed initially as follows:

1. Obtain and keep secure relevant security camera footage.

2. In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

3. Provide security as required.

8B.4.4.2 If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated SkyGate representative must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

8B.4.4.3 Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3. If so, staff should maintain existing response unless EOC.

8B.4.5   Engineering Services Actions

1. Duty Manager to attend Medical Officer of Health briefings for staff, if any are held.

2. No other response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

3. If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated ES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre

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(not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

8B.4.6 Crisis Management Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to Paragraph 8A.3 for other matters relevant to mass casualties on airport, control and investigation, press releases, etc.

8B.4.7 Business Recovery Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to Paragraph 8A.3 for other matters relevant to mass casualties on airport, control and investigation, press releases, etc.

8B.5 POLICE ACTIONS

8B.5.1 Senior Member of Airport Police On Duty

1. Advise Northern Communications Centre in accordance with Police's Emergency Plan.
2. Senior member of Airport Police to report to EOC.
3. The next most senior member to go to designated area.
4. Liaise with agencies.
5. Assist with coordination and control of scene.
6. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP, bringing along a completed AIAL post-incident review form or equivalent.

8B.5.2 Business Recovery Team Member

If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

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8B.6   FENZ ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

8B.7   AMBULANCE ACTIONS

8B.7.1   On receipt of an emergency message and subject to its contents, the Ambulance Communications Centre is to:

1.   Despatch ambulances, as appropriate, to the scene.

2.   Alert Hospitals, Medical Services and Helicopter Services as necessary.

3.   Call on Incident Controller for assistance with resources as required.

8B.7.2   The OC Ambulance is to:

1.   Assume the role of Incident Controller if appropriate. Otherwise, assume command of all medical resources.

2.   Obtain assistance with radio communications and language interpreters where required.

3.   Manage casualties according to St John Major Incident and Emergency Plan, Ambulance Service Operational Procedures and agreed protocols with other agencies.

4.   Call on Incident Controller or EOC for assistance with other resources as required.

5.   Liaise with Customs and MPI as appropriate.

8B.7.3   Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3 above. If so, staff should maintain existing response unless EOC.

Note: Refer also to Paragraph 8A.3 for other matters relevant to mass casualties on airport, control and investigation, press releases, etc.

8B.8   AIRLINES/GROUND HANDLING AGENCY ACTIONS

8B.8.1   The affected airline/ground handling agency(s) are to proceed initially as follows:

1.   Notify Auckland Airport Operations of incident.

2.   Despatch Airline Representative to Auckland Airport EOC.

3.   Ensure close liaison with agencies and EOC staff.

4.   Assist with any requests from EOC.

5.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP, bringing along a completed AIAL post-incident review form or equivalent.

8B.8.2   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the airline proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

8B.8.3   Depending on the situation, various emergency procedures and/or use of emergency powers may

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become necessary, as set out in Paragraph 8A.3. If so, staff should maintain existing response unless EOC.

Note: Refer also to Paragraph 8A.3 for other matters relevant to mass casualties on airport, control and investigation, press releases, etc.

8B.9   AIRWAYS ACTIONS

1.   Notify Auckland Airport Operations of incident.

2.   Pass brief details on the Emergency Line:

- Aircraft call sign.
- Persons on board.
- Injuries or ailment, travel history.
- ETA.

3.   Update information as appropriate on Emergency Line.

4.   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

Notes:

- Airways is to relay all time notifications using local time expressed using the 24-hour clock.
- Refer also to Paragraph 8A.3 for other matters relevant to mass casualties on airport, control and investigation, press releases, etc.

8B.10   AVSEC ACTIONS

8B.10.1   AVSEC is to proceed initially as follows:

1.   One Officer to designated area.

2.   A Team Leader plus one Aviation Officer proceed to EOC

3.   Liaise with agencies in attendance at incident.

4.   Provide escorts to ambulances as necessary.

5.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP, bringing along a completed AIAL post-incident review form or equivalent.

8B.10.2   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Avsec proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the

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current Auckland Airport Crisis Management Teams Handbook.

8B.10.3 Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3. If so, staff should maintain existing response unless EOC.

> **Note:** Refer also to Paragraph 8A.3 for other matters relevant to mass casualties on airport, control and investigation, press releases, etc.

8B.11   WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

8B.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

8B.12.1 Customs and MPI are to proceed initially as follows:

1. On receipt of call, contact EOC for directions on where to deploy staff.

2. Send representative to EOC.

3. Proceed as per Departmental Procedures, including providing information around travel history of persons of concern.

4. Liaise with other responding agencies including Immigration, especially regarding border documentation.

5. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP, bringing along a completed AIAL post-incident review form or equivalent.

8B.12.2 If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the agency proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

8B.12.3 Depending on the situation, various emergency procedures and/or use of emergency powers may become necessary, as set out in Paragraph 8A.3. If so, staff should maintain existing response unless EOC.

> **Note:** Refer also to Paragraph 8A.3 for other matters relevant to mass casualties on airport, control and investigation, press releases, etc.

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8B.13 COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

8B.14 AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

- Civil Defence may be asked to provide assistance to transport people and provide other logistical support.

- No other response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 9 - AIRCRAFT BOMB THREAT

9.1 DEFINITION

A communicated (eg, verbal or written) threat, anonymous or otherwise, of an explosive or other item or device, or any suspicious or unattended article, involving an aircraft, which suggests or infers whether true or false that the safety of an aircraft in flight or on the ground may be in danger, which will be investigated and determined to be either a "Specific" or a "Non-specific" Threat.

9.2 NOTIFICATION CHART

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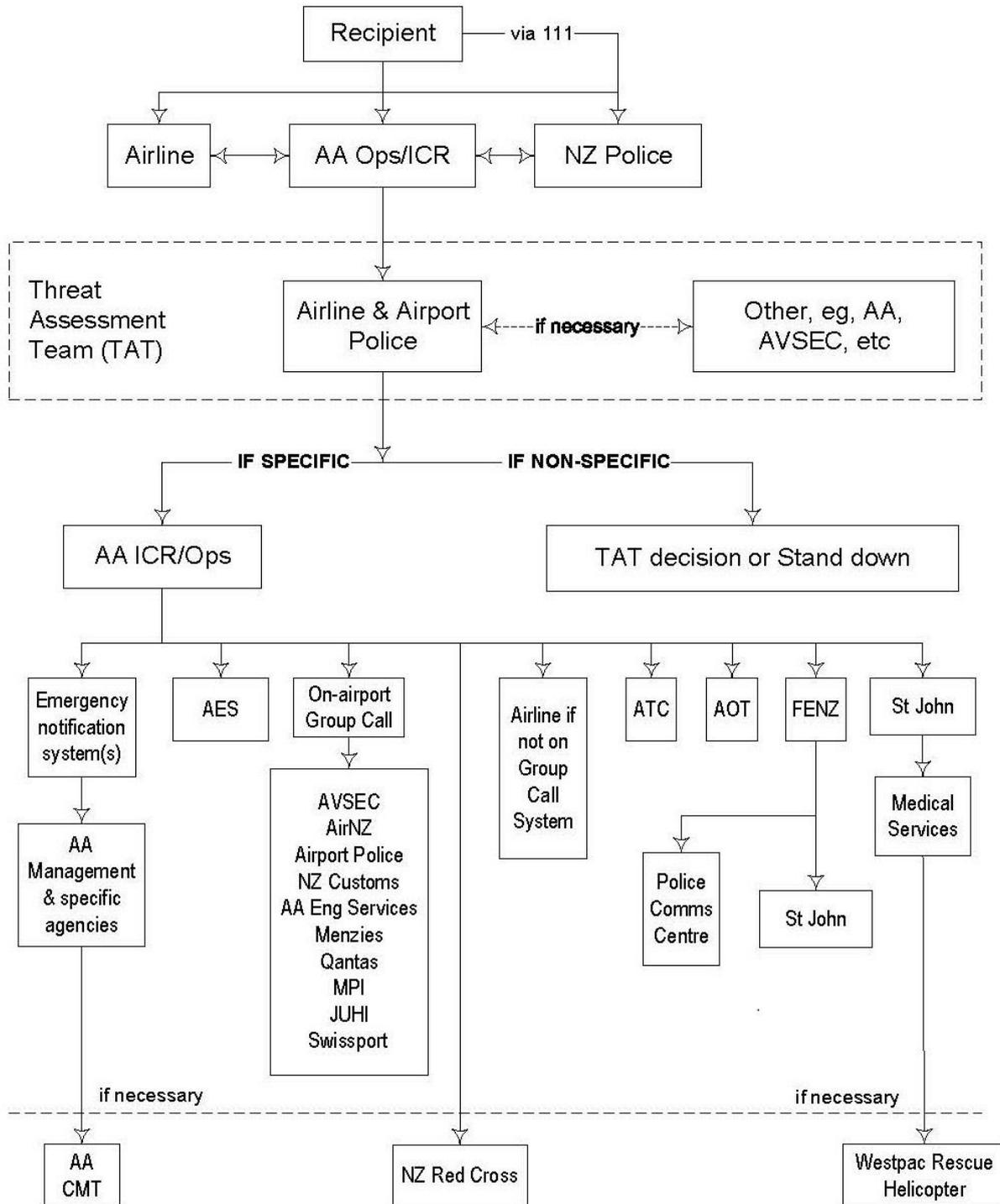
9.3 GENERAL REQUIREMENTS

9.3.1 Definition of Unattended Item

An unattended article is a bag, package or other item, labelled or unlabelled, in an area in which it is not authorised to be located, that is considered to have the potential to cause harm or damage to people or property, and which by either its appearance or location is regarded with suspicion. An unattended article on initial investigation may be deemed a "dark alarm" without being declared a suspicious article. This requires possible on-site screening to solve contamination issues without resorting to possible evacuations from a suspicious article.

9.3.2 Definition of Suspicious Article

A suspicious article is a piece of baggage, parcel, carton or package in the baggage handling system or cargo terminal facility, which has been identified through use of security detection equipment as potentially containing explosives, and where the owner of the item cannot be located for further questioning or investigation of the contents.

9.3.3 Receipt of Bomb Threat

Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the recipient is to:

1. Press the "Record" button on their phone, if available.

2. Call Police

3. And then IMMEDIATELY advise Auckland Airport Operations, ph 256 8777 (or ext 98777).

4. Pass details of:

- Name and phone number of staff member making the report.
- Nature of the threat.
- The exact words used (if possible).
- Any other relevant information.

9.3.4 Threat Assessment

9.3.4.1 Depending on the information available and nature of the threat, a Threat Assessment Team (TAT) may be convened to determine the status of the threat, considering the types of issues in paragraphs 11.3.9, etc, of this AEP. Status will be assessed as either "Specific" or "Non-specific". Membership of the TAT is flexible but for aircraft threats, the core team is normally Police and Airline, with Avsec, Auckland Airport and other staff included as required.

9.3.4.2 Positive Target Identification (PTI) is a proven systematic procedure to assess bomb threats, where, if an actual bomb or other device exists (specific assessment), the assessment leads to positive action, and, if the threat is a hoax (non-specific assessment) the assessment results in the minimum disruption to operations.

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9.3.5 Positioning of the Aircraft

Generally, the affected aircraft will be handled as follows (if the TAT has assessed the threat as "Specific"):

- If the aircraft is in flight or taxiing, it will be directed to a dispersal area nominated by the AOT.

- If the aircraft is parked at a Gate or hard stand, it may be removed to a remote area at least 300 metres from the terminal building.

9.3.6 Prohibition on Radio Transmissions & Cellphone Use

To avoid the risk of DETONATION by energy radiated from a radio transmitter or cellular telephone, DO NOT USE such devices within 50 metres of an object subject to a "SPECIFIC THREAT". Cellular telephones must also be switched off within a 50-metre radius of a suspect aircraft or package.

9.3.7 Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

9.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

9.4.1 Airport Emergency Service Actions

9.4.1.1   Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the AES Officer is to press the "Record" button on their phone, if available, and IMMEDIATELY advise Airport Operations as per Paragraph 9.3.3.

9.4.1.2   No further action is required unless TAT declares a "SPECIFIC THREAT".

9.4.1.3   If TAT declares a "SPECIFIC THREAT", AES is to:

1. Act as set out in Unit Instructions or as required by Auckland Airport Crisis Management Team or the Response Coordinator in the EOC.

2. Level of readiness will be as per "LOCAL STANDBY".

3. Proceed as per Airport Tactical Plan.

Notes:

- If an AIAL executive declares a "crisis", certain named AES staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions and, if required, must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

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9.4.2   Airfield Operations Team Actions

9.4.2.1   Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the AOT Officer is to press the "Record" button on their phone, if available, and IMMEDIATELY advise ICR as per para 9.3.

9.4.2.2   No further action is required unless TAT declares a "SPECIFIC THREAT".

9.4.2.3   If TAT declares a "SPECIFIC THREAT", the AOT is to:

1.   If the aircraft is in flight or taxiing, nominate a dispersal area, direct the aircraft to it and notify ICR (aircraft dispersal Taxiway Lima).

2.   Pass emergency notification to the Airfield Mobile Officer.

3.   Arrange for a minimum of two buses (taking into account the aircraft type and the number of persons on board) to report to the airside holding area at Layover 73.

9.4.2.4   Upon notification from AOT of a "SPECIFIC THREAT", the Airfield Mobile Officer is to:

- Proceed to a safe holding distance from the aircraft (approximately 200m upwind) to act as Airfield Liason.

- Report any update of information via mobile phone to AOT.

Notes:

- If a "SPECIFIC THREAT" is declared about an aircraft parked at a Gate or hard stand, it may need to be removed to a remote area at least 300 metres from the terminal building.

- If an AIAL executive declares a crisis, certain named AOT staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

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9.4.3 Airport Operations Actions

9.4.3.1 Upon receiving a bomb threat (or notification of a bomb threat via another party) against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, Airport Operations is to:

1. Record details of:

   - Name and phone number of person making threat or staff member making the report.
   - Nature of the threat.
   - The exact words used (if possible).
   - Any other relevant information.

2. Set up CCTV to cover relevant area and runway in use.

3. Advise senior airport Police Officer and Airline, providing full details.

4. Advise other TAT members (ie, SkyGate and Avsec), passing all known details.

5. Advise Comms and Duty Operations Manager.

6. Activate Auckland Airport text message system (advisory text only).

7. Initiate Aplus/noggin.

9.4.3.2 If TAT declares a "SPECIFIC THREAT", Airport Operations is to:

1. Advise Duty Operations Manager, who will activate EOC.

2. Notify FENZ on Allied Emergency Services phone line.

3. Notify St John Ambulance Communications Centre.Advise all parties by radio.

4. Activate group call.

5. Activate Auckland Airport text message system.

6. Advise Duty SkyGate Officer so that security measures can be implemented.

7. Start Log.

8. Monitor the Staging Area via CCTV to track the arrival of emergency services.

9. Advise emergency services at Staging Area of latest developments, ie, aircraft ETA, etc. through FENZ or AMB radio channels, or through the emergency services communications centres.

10. Advise emergency services at Staging Area when emergency standdown is declared through FENZ or AMB radio channels, or through the emergency services communications centres.

11. If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then

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send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

12. Update Aplus/noggin.

13. Update Status Board.

14. Carry out any instructions issued from EOC.

15. Issue stand down on instructions from EOC.

16. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Notes:

- If the Emergency Red Phone rings during any of the above, stop, take down any new details and issue a new Emergency Message.

- If an AIAL executive declares a crisis, certain named Operations staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.4.4 SkyGate Security Actions

9.4.4.1 Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the SkyGate Officer is to press the "Record" button on their phone, if available, and IMMEDIATELY advise Airport Operations as per para 9.3.3.

9.4.4.2 Upon notice from Police that Threat Assessment Team (TAT) is convening, the SkyGate Coordinator is to proceed immediately to the meeting. SkyGate Coordinator is to remain as Auckland Airport representative on the TAT unless relieved by other appropriate staff member.

9.4.4.3 The SkyGate Security Manager shall complete the CAA Bomb Threat Report form, as prompted on the form, and send it to CAA within the required timeframe.

9.4.4.4 No further action is required unless TAT declares a "SPECIFIC THREAT".

9.4.4.5 If TAT declares a "SPECIFIC THREAT", SkyGate is to:

1. Obtain and keep secure relevant security camera footage.

2. In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to

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facilitate access where required.

3. Provide security as required.

Notes:

- If an AIAL executive declares a crisis, certain named SkyGate staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.4.5 Engineering Services Actions

9.4.5.1 Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the ES staff member is to press the "Record" button on their phone, if available, and IMMEDIATELY advise Airport Operations as per para 9.3.3.

9.4.5.2 No further action is required unless TAT declares a "SPECIFIC THREAT".

9.4.5.3 If TAT declares a "SPECIFIC THREAT", respond as per Full Emergency procedures in Section 4 - FULL EMERGENCY.

Notes:

1. If an AIAL executive declares a crisis, certain named ES staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

2. Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.4.6 Crisis Management Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

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9.4.7 Business Recovery Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, etc.

9.5 POLICE ACTIONS

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.5.1 Receipt of Threat

Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the Police Officer or staff member is to proceed as per Police standard operating procedures.

9.5.2 Senior Member of Airport Police

1. Ensure ATC have knowledge of the call.
2. Advise Northern Communications Centre and Officer in Charge, Airport Police Station.
3. Convene meeting of Threat Assessment Team (TAT) as Police representative and Chairperson (other members = Avsec rep, Auckland Airport rep, aircraft operator rep and rep(s) of any other agency directly involved at the time).
4. If call received by Police, supply all information received to Threat Assessment Team.
5. Threat Assessment Team to complete Auckland Airport Emergency Guidelines Form.
6. TAT classify threat according to Official Policy Document as either "SPECIFIC THREAT" or "NON-SPECIFIC".
7. If classified "SPECIFIC", request Auckland Airport Operations open EOC immediately and either send a representative to the EOC or proceed to EOC to take charge.
8. If TAT classify threat as "NON-SPECIFIC", TAT is to determine appropriate action. This is likely to be dealt with by the airline's internal procedures. Ensure TAT advises EOC when "all clear" is given.
9. Attend both Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

9.5.3 Northern Communications Centre

- On receipt of "SPECIFIC THREAT" message, act as per Operational Procedures.

- Alert Bomb Disposal Officers.

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9.5.4   Senior Officer at Scene

1. Take command as Incident Controller.

2. Aircraft landing or taxiing to nominated dispersal area. Proceed to a point approximately 200 metres clear of the suspect aircraft.

3. Ensure only authorised persons are permitted closer than 200 metres (these are Airport Emergency Service vehicles, passenger steps drivers, Bomb Disposal Officers and aircraft engineers).

4. Searches will be under the control of the Police assisted by airline aircraft engineers.

5. Unloading luggage, mail, etc, is not to proceed until Bomb Disposal Officer or Police Officer in Charge issues clearance, and any search of luggage must be carried out at least 200 metres clear of the aircraft.

9.5.5   Business Recovery Team Member

If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

9.6   FENZ ACTIONS

- Proceed as per Airport Tactical Plan.

- When all passengers and crew are clear and upon receiving a clearance from the Police, FENZ will stand down and Auckland Airport AES will maintain standby status.

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.7   AMBULANCE ACTIONS

9.7.1   Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the Medical Services staff member is to press the "Record" button on their phone, if available, and IMMEDIATELY advise Auckland Airport Operations, ph 256 8777 (or ext 98777), as per para 9.3.1.

9.7.2   No further action is required unless TAT declares a "SPECIFIC THREAT".

9.7.3   If TAT declares a "SPECIFIC THREAT", Medical Services will:

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- Act in accordance with the instructions for a FULL EMERGENCY supporting the lead agency in the outer cordon.

- Following evacuation of the aircraft, St John may stand down ambulances. As a precaution, until confirmed from the EOC that no further assistance is required from the ambulance service, one ambulance will stand by at the Airport Emergency Service Station.

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.8   AIRLINES ACTIONS

9.8.1   Upon receiving a bomb threat against an aircraft, a report of a suspicious item on board or other violence threat likely to affect an aircraft or the aerodrome, the Airline staff member is to press the "Record" button on their phone, if available, and IMMEDIATELY advise Auckland Airport Operations, ph 256 8777 (or ext 98777), as per para 9.3.1.

9.8.2   After receiving such a threat or upon notification via another party of a threat affecting an aircraft:

1.   Airline internal procedures to open their EOC will commence.

2.   Communications established with pilot to confirm threat/suspicious article. This information may determine whether NZ Police should attend the Airline EOC or the Airport EOC.

3.   Despatch representative to Auckland Airport EOC or other nominated location to act as Threat Assessment Team member along with Police and other agencies involved (eg, AVSEC, Auckland Airport, etc).

4.   The Threat Assessment Team will assess threats as either "Specific" or "Non-Specific".

9.8.3   If TAT declares a "NON-SPECIFIC THREAT":

- Aircraft can be dispatched to the relevant stand position and passenger facilitation can take place as normal.

- Airline to hold a debrief and inform Auckland Airport of any findings.

9.8.4   If TAT declares a "SPECIFIC THREAT":

1.   The airline is to act in accordance with instructions for "LOCAL STANDBY".

2.   Despatch Airline Engineer immediately to Staging Area.

3.   ATC will advise the Pilot-in-Command of the recommended course of action and any relevant facts about the threat.

4.   If the Pilot-in-Command is on board the aircraft, he or she has final responsibility for what action should be taken in response to the threat. The Pilot-in-Command should, where practicable, obtain assistance from the Threat Assessment Team either directly or through ATC or AOT.

5.   Pilot-in-command decides on evacuation of passengers from the aircraft and advises ATC.

6.   Ascertain location of Media Centre and send representative there as soon as possible. (See section 1.8.5 for more information).

7.   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak

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on behalf of and bind the airline proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

8. All staff proceed as per company procedures.

9. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.9   AIRWAYS ACTIONS

9.9.1   Upon receiving a bomb threat or other violence threats likely to affect an aircraft or the aerodrome (or notification of such a threat via another party), obtain:

1. Details of the nature of the threat.

2. The exact words used (if possible).

3. Any other relevant information.

9.9.2   If the threat is against an aircraft in the air:

- Notify the Pilot-in-Command.

- Give priority, increase separation.

9.9.3   If the threat is against an aircraft on the ground:

- Notify the aircraft Pilot-in-Command (if in radio contact).

- When taxiing aircraft is identified, request the pilot to delay departure until an assessment decision has been made by the Threat Assessment Team.

9.9.4   Carry out "LOCAL STANDBY" procedures. Use the phrase "aircraft security threat" as the nature of the trouble in the emergency message.

9.9.5   Carry out further instructions as directed by the Threat Assessment Team (EOC). If no reply, follow Auckland Airport Operations' instructions.

9.9.6   Upon receipt of assessment, EOC will advise ATC and if required request ATC advise Pilot-in-Command as follows:

- "NON-SPECIFIC" situation: If accepted by the Pilot-in-Command, the EOC is to cancel the "LOCAL STANDBY".

- "SPECIFIC THREAT" situation: EOC will request Surface Movements Control to carry out "LOCAL STANDBY" procedures. Use the phrase "specific threat" as nature of trouble.

9.9.7   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance

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with the current Auckland Airport Crisis Management Teams Handbook.

Notes:

- Airways is to relay all time notifications using local time expressed in terms of the 24-hour clock.

- Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.10   AVSEC ACTIONS

9.10.1   Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the AVSEC staff member is to press the "Record" button on their phone, if available, and IMMEDIATELY advise Auckland Airport Operations, ph 256 8777 (or ext 98777), as per para 9.3.1.

9.10.2   After receiving such a bomb threat or upon notification via another party of a bomb threat affecting an aircraft:

1.   A Team Leader plus one Aviation Security Officer are to proceed to the Auckland Airport Emergency Operations Centre to liaise with the EOC if the threat is upgraded to SPECIFIC. If TAT is convened at a location other than the EOC, the Team Leader is to proceed there, and the Officer is to remain at the EOC.

2.   Security 1 is to proceed directly to the Staging Area and stand by (to carry out escorts if required).

3.   Duty Explosive Detector Dog Unit is to be advised and stand by.

9.10.3   If TAT declares a "SPECIFIC THREAT":

1.   The Team Leader and Aviation Security Officer are to liaise with the EOC, provide communications and coordinate the activities of AVSEC personnel engaged in the emergency.

2.   Security Vehicle to carry out escorts as directed via the EOC.

3.   One Officer will be stationed at the Staging Area to control the Staging Area Gate and allow access to emergency vehicles involved with the emergency.

4.   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Avsec proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

5.   Proceed as per Aviation Security Service Emergency Procedures.

6.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

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9.11 WELFARE ORGANISATIONS ACTIONS

9.11.1 Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the staff member is to press the "Record" button on their phone, if available, and IMMEDIATELY advise Auckland Airport Operations, ph 256 8777 (or ext 98777), as per para 9.3.1.

9.11.2 No other response is expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.12 CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

9.12.1 Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the staff member is to press the "Record" button on their phone, if available, and IMMEDIATELY advise Auckland Airport Operations, ph 256 8777 (or ext 98777), as per para 9.3.1.

9.12.2 No other response is expected unless Incident Controller or Response Coordinator specifically requests otherwise.

9.12.3 If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the agency proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.13 COASTGUARD ACTIONS

9.13.1 Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the staff member is to press the "Record" button on their phone, if available, and IMMEDIATELY advise Auckland Airport Operations, ph 256 8777 (or ext 98777), as per para 9.3.1.

9.13.2 No other response is expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

9.14 AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

9.14.1 Upon receiving a bomb threat against an aircraft or other violence threat likely to affect an aircraft or the aerodrome, the staff member is to press the "Record" button on their phone, if available, and IMMEDIATELY advise Auckland Airport Operations, ph 256 8777 (or ext 98777), as per para 9.3.1.

9.14.2 No other response is expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 9.3 for matters relevant to aircraft bomb threats, press releases, etc.

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SECTION 10 - UNLAWFUL SEIZURE

10.1   DEFINITION

The physical taking over of an aircraft by person or persons using actual force or threat thereof for the furtherance of their own aim(s).

10.2   NOTIFICATION CHART
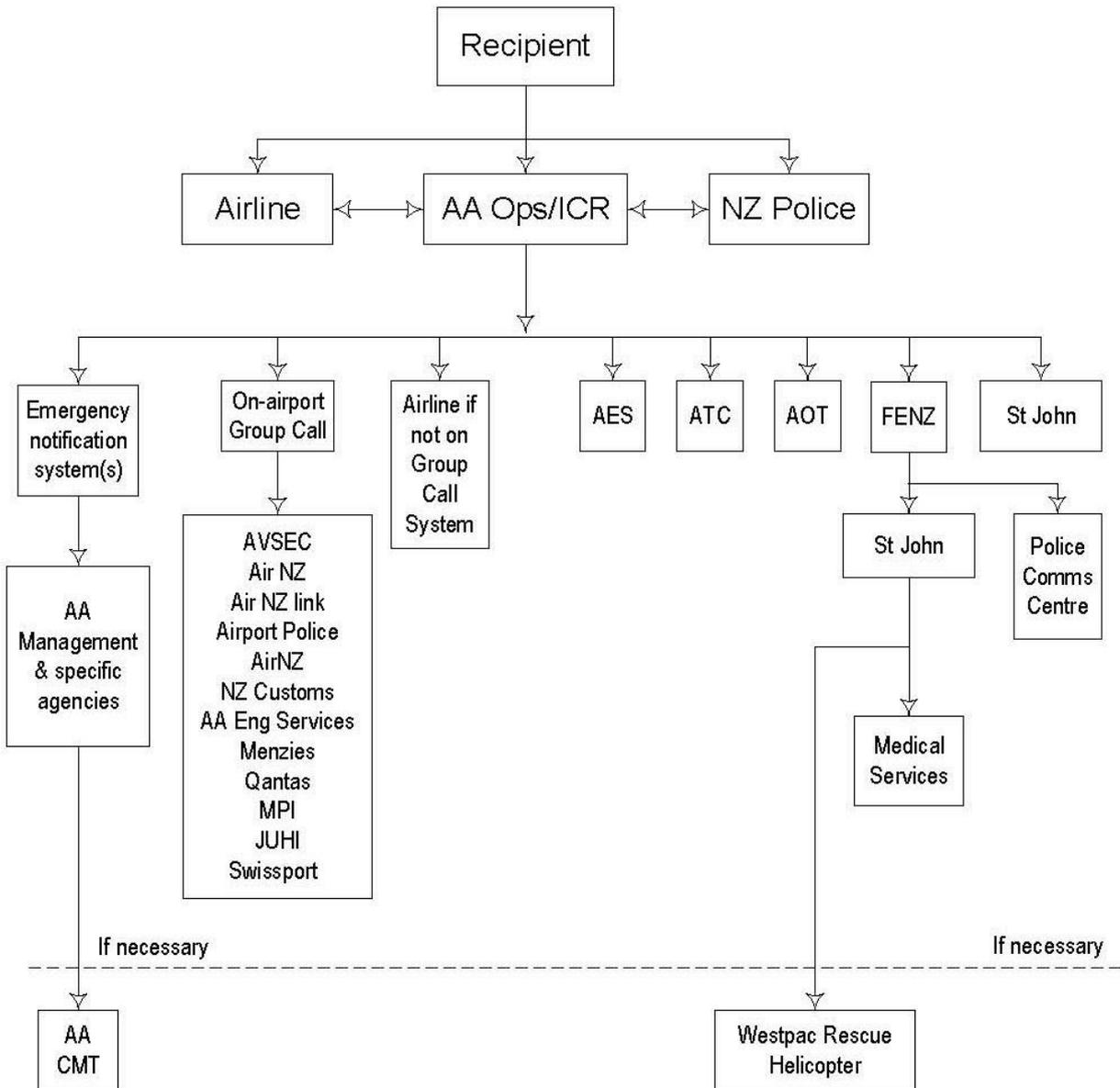
10.3   GENERAL REQUIREMENT

10.3.1   Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Communications Teams).

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10.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

10.4.1 Airport Emergency Service Actions

- Level of readiness will be as for "LOCAL STANDBY".

- Proceed as per Airport Tactical Plan.

Notes:

- If the incident escalates and EOC requests Airport Emergency Service presence closer to the aircraft, the level of readiness is to be upgraded to "FULL EMERGENCY".

- If an AIAL executive declares a crisis, certain named AES staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

10.4.2 Airfield Operations Team Actions

10.4.2.1 The AOT is to:

- Pass Local Standby message to the Airfield Mobile Officer.

- Arrange for a minimum of two buses (taking into account the aircraft type and the number of persons on board) to report to the airside holding area at Layover 73.

10.4.2.2 The Airfield Mobile Officer is to:

1. Proceed to suitable holding point, maintaining a safe distance from the aircraft.

2. Act as Airfield Liaison wearing an "International Orange" vest or jacket and provide ongoing assistance to Incident Controller.

3. Provide updated sit-reps to AOT and or EOC via mobile phone.

Notes:

- If an AIAL executive declares a crisis, certain named AOT staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

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10.4.3   Airport Operations Actions

1. Take down emergency message.

2. Notify Airport Emergency Service and Airport Police.

3. Advise Comms and Duty Operations Manager, who will activate EOC.

4. Notify FENZ on Allied Emergency Services phone line.

5. Notify St John Ambulance Communication Centre.

6. Activate group call.

7. Activate Auckland Airport text message system.

8. Advise Duty SkyGate Officer so that security measures can be implemented.

9. Set up CCTV in accordance with runway in use. Monitor the Staging Area via CCTV to track the arrival of emergency services.

10. Advise emergency services at Staging Area of latest developments, ie, aircraft ETA, etc, through FENZ or AMB radio channels, or through the emergency services communications centres.

11. Advise emergency services at Staging Area when emergency standdown is declared through FENZ or AMB radio channels, or through the emergency services communications centres.

12. Advise airline if not ANZ or Qantas.

13. Start Log.

14. Open an event in noggin

15. If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

16. Update Status Board.

17. Update Aplus/noggin.

18. Carry out any instructions issued from the EOC.

19. Issue stand down on instructions from EOC.

20. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Notes:

- If the Emergency Red Phone rings during any of the above, stop, take down any new details and issue a new Emergency Message.

- If an AIAL executive declares a crisis, certain named Operations staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for

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guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

10.4.4 SkyGate Security Actions

1. Obtain and keep secure relevant security camera footage.

2. In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

3. Provide security as required.

4. If an AIAL executive declares a crisis, certain named SkyGate staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not EOC) or alternative forum/location to become a member of the Business Recovery Team.

10.4.5 Engineering Services Actions

- Respond as per Full Emergency procedures in Section 4 - FULL EMERGENCY.

Notes:

- If an AIAL executive declares a crisis, those named ES staff who receive the Crisis Management text message must proceed as per CMT or BRT paras directly below.

- Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

10.4.6 Crisis Management Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

10.4.7 Business Recovery Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

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10.5   POLICE ACTIONS

Note: Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

10.5.1   Senior Member of Airport Police

1.   On receipt of advice, confirm Airways Corporation of NZ are aware of the call.

2.   Advise Northern Communications Centre.

3.   Advise Officer in Charge, Airport Police Station.

4.   Report to EOC as Police Representative.

5.   Deploy staff to establish mobile patrol around security fence.

6.   Facilitate the passage of Emergency Services and specialist tactical groups to the airport.

7.   Implement the Auckland Airport Police Unlawful Aircraft Seizure Response Plan.

8.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

10.5.2   Northern Communications Centre

- Notify Auckland Airport Operations and act in accordance with Operational Procedures.

- Despatch staff to Airport to report to safe forward point as determined by senior member of Airport Police.

10.5.3   Incident Controller

- The second most Senior Officer on duty at the airport is to be the Incident Controller until relieved by the District Senior Officer.

- The Incident Controller will implement the Auckland Airport Police Unlawful Aircraft Seizure Response Plan.

10.5.4   Business Recovery Team Member

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

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10.6 FENZ ACTIONS

- Proceed as per Airport Tactical Plan.

- When all passengers and crew are clear and upon receiving a clearance from the Police, FENZ will stand down and Auckland Airport Emergency Service will maintain standby status.

10.7 AMBULANCE ACTIONS

- Act in accordance with the instructions for a LOCAL STANDBY.

- Following evacuation of the aircraft, St John may stand down ambulances. As a precaution, until confirmed from the EOC that no further assistance is required from the ambulance service, one ambulance will stand by at the Airport Emergency Service Station.

  Note: Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

10.8 AIRLINES ACTIONS

1. On receipt of an unlawful seizure report, despatch an Airline Representative to Auckland Airport EOC as Liaison Officer for the airline.

2. Provide assistance as requested by the EOC.

3. Ascertain location of Media Centre from AIAL and send representative there as soon as possible. (See section 1.8.5 for more information).

4. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the airline proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

5. Proceed as per Company Instructions.

6. Note that unlawful seizure of an aircraft will be treated as a Local Standby.

7. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

   Note: Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

10.9 AIRWAYS ACTIONS

1. If aircraft is in the air, give priority, increase separation.

2. If the aircraft is on the ground, immediately advise AOT and in the absence of any particular request from AOT, direct the aircraft to nominated dispersal point requesting the pilot park facing southeast and maintain a listening watch on 121.9 MHz. AES Vehicles are fitted with a discreet

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emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

3. Restrict the movement of all aircraft and vehicles on the ground.

4. Advise TMA to hold all arriving aircraft.

5. Advise ATS Duty Manager.

6. Telephone Auckland Airport Operations 256 8777 (or ext 98777). When EOC activated, liaise for further instructions and if requested declare "FULL EMERGENCY", nature of trouble "Aircraft Security Threat".

7. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

Notes:

- Airways is to relay all time notifications using local time expressed in terms of the 24-hour clock.

- Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

10.10   AVSEC ACTIONS

1. The Team Leader and an Aviation Security Officer are to proceed to the Auckland Airport Emergency Operations Centre to provide communications and coordinate the activities of AVSEC personnel engaged in the emergency.

2. Security 1 and 2 are to proceed directly to the Staging Area to carry out escorts as directed via the EOC.

3. An Aviation Security Officer will be stationed at the Staging Area to control the Staging Area Gate and only allow access to persons immediately involved with the emergency as directed by the EOC and if it is safe to do so.

4. Aviation Security Officers will be stationed at other airfield access gates to control access and prevent person/s not immediately involved in the emergency from entering as directed by the EOC and if it is safe to do so.

5. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Avsec proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

6. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

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10.11 WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

10.12 CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the agency proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

  Note: Refer also to para 10.3 for matters relevant to unlawful seizures, press releases, etc.

10.13 COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

10.14 AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 11 - BOMB THREAT BUILDING ON AIRPORT

Note: Procedures for HBS level 4 incidents and passenger screening point incidents will be added at a later date.

11.1 DEFINITION

A verbal or written threat, anonymous or otherwise, of a device or any suspicious or unattended article, in or near a building, which suggests or infers (whether true or false) that the safety of any building on airport or any person may be in danger from an explosive or other item or device, which will then be investigated and determined to be either a "Specific" or a "Non-specific" Threat.

11.2 NOTIFICATION CHART

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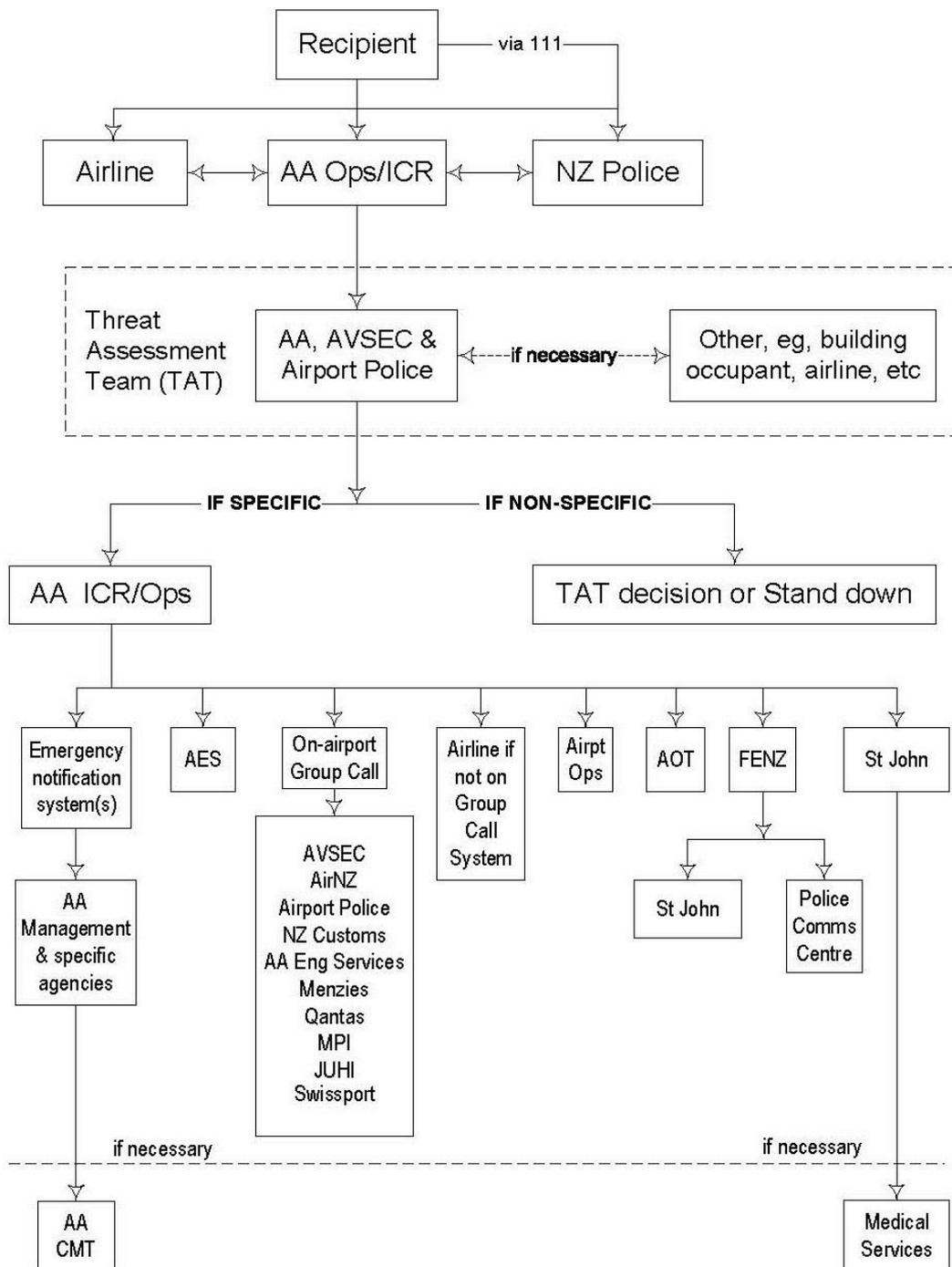
11.3   GENERAL REQUIREMENTS

11.3.1   Unattended or Suspicious Items Activation Chart
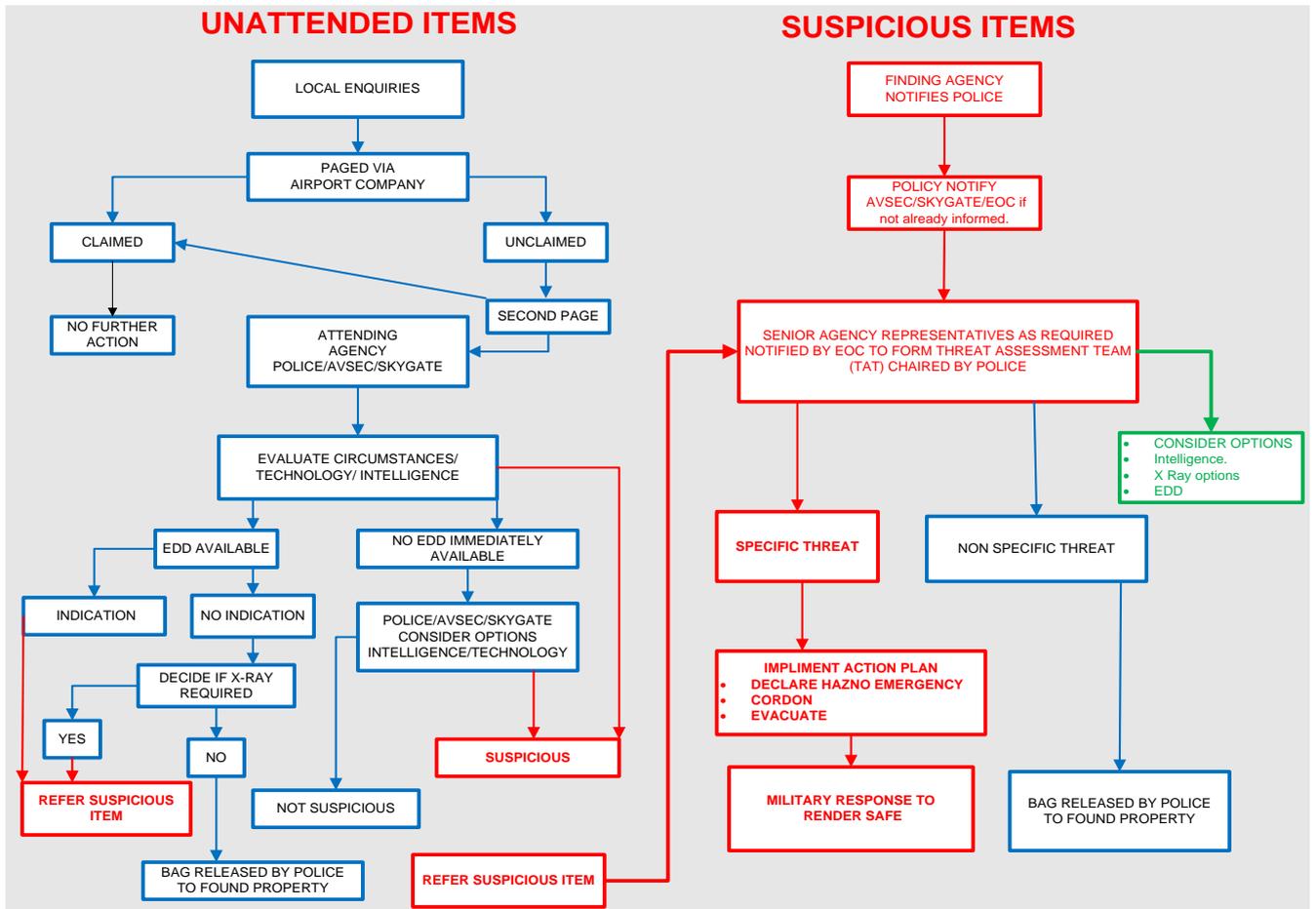
11.3.2   Definition of Unattended Item

An unattended article is a bag, package or other item, labelled or unlabelled, in an area in which it is not authorised to be located, that is considered to have the potential to cause harm or damage to people or property, and which by either its appearance or location is regarded with suspicion. An unattended article on initial investigation may be deemed a "dark alarm" without being declared a suspicious article. This requires possible on-site screening to solve contamination issues without resorting to possible evacuations from a suspicious article.

11.3.3   Definition of Suspicious Article

A suspicious article is a piece of baggage, parcel, carton or package in the baggage handling system or cargo terminal facility, which has been identified through use of security detection equipment as potentially containing explosives, and where the owner of the item cannot be located for further questioning or investigation of the contents.

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11.3.4　Discovery of Unattended Items

Any Airport ID holder becoming aware of any unattended baggage or unattended packages on airport has an obligation to:

1.　WITHOUT moving the article, look for any tag or identifier if visible and note the name of the owner for Operations.

2.　IMMEDIATELY advise 256 8817 or ext 98817 (by TELEPHONE not RADIO) while keeping the object under observation:

3.　Pass details of:

- Name and phone number of staff member making the report.
- Description (including identifying tags, markings, etc) and exact location of the article.
- The name of the owner, if visible.
- How long it has been observed as unattended.
- Any other relevant information.

4.　Remain in the vicinity but well clear of the item, and ensure area is kept clear of any other persons, while the owner is paged to return.

5.　Provide any information to responding airport staff upon their arrival.

11.3.5　First Responder to Unattended Items

11.3.5.1　An Airport Operations Officer may be the first person on the scene. (Follow the procedure outlined in Section 20 of the Airport Operations and Guest Experience Induction Manual). For any items airside, Avsec are to assume control once on the scene.

11.3.5.2　If the Officer is the discoverer of the item, proceed as per above "Discovery" para. If there has already been a page and the owner still cannot be located, the first responding Officer shall check the article visually for name tags, labels, etc, and use a landline telephone to pass any extra details to Monitoring to allow them to make a more specific page message.

11.3.5.3　Keep the article under observation while SkyGate and/or Avsec assess the item, and ensure that nobody approaches the scene or article.

11.3.5.4　If the item owner cannot be located, no identification can be established and/or there is no response from the "page all" announcements within 5 minutes, Monitoring will automatically request the Avsec Explosive Dog Detector (EDD) unit to attend.

11.3.5.5　The EDD team will establish if the item is to be deemed a suspicious item. This information is to be relayed to Monitoring who will inform the threat assessment team.

11.3.5.6　The Airport Police and /or the Aviation Security Service will respond to the unattended item and follow their procedures. The Airport Police will establish cordons.

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11.3.5.7   If the item is found not to be a threat then the Airport Operations Officer can return the property to Operations Reception to be treated as found property, ensuring they inform Operations Reception of the APLUS number of the unattended item incident.

11.3.5.8   The Aplus that has been raised for the unattended or suspicious items for tracking by Avsec and Operations reception will be logged in association with the item as found property. LOPS 302 is to be used if Aplus system is not working. (Refer Landside Operations Monitoring Manual Section 13.3).

11.3.5.9   No unattended items are to be returned to the Operations Centre without clearance from Avsec.

11.3.6   Suspicious Items

11.3.6.1   Suspicious items as defined above, will generally arise in one of three ways:

1. An unattended item which can be immediately classed as suspicious without any closer inspection (eg, wires, ticking, etc).

2. Baggage which shows up as suspicious as it passes through xray screening within the baggage handling system.

3. An unattended item which becomes classed as suspicious after the initial inspection process, but prior to the decision as to specific or non-specific threat.

11.3.6.2   AES will only be requested to attend for specific threats.

11.3.6.3   If the affected building is on a main route to landside or airside, the Threat Assessment Team will need to take into account there will be delays to transport requirements either airside or landside. This could affect the loading of cargo/catering to the aircraft. The EOC will assist in notifying the relevant people.

11.3.6.4   If the affected building is outside the two terminals, it is not possible to relay PA messages. The first person on the scene is to ensure the building is evacuated. Commercial building managers should have their own evacuation plans in place. NZ Police will ensure a cordon perimeter is in place and the EDD team to be arranged as soon as possible. Note it may be some time before the EDD team and, if required, the bomb disposal squad are available. Thus a time of 4 hours is not unreasonable for the building to be checked out and released for re-entry. Commercial building operators need to advise people either to go home if possible or seek shelter.

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11.3.7 Receipt of Bomb Threat

11.3.7.1 Any recipient of a bomb threat against an airport building or other violence threat likely to affect an airport building shall:

1. Press the "Record" button on their phone, if available.

2. IMMEDIATELY advise 111.

3. Pass details of:

- Name and phone number of staff member making the report.
- Nature of the threat.
- The exact words used (if possible).
- Any other relevant information.

11.3.7.2 Commercial building operators are expected to have their own bomb threat procedures to evacuate the building for a period of at least 4 hours.

11.3.8 Threat Assessment

11.3.8.1 Depending on the information available and nature of the threat, a Threat Assessment Team (TAT) may be convened to determine the status of the threat, considering the types of issues in 11.3.9, etc, below. Status will be assessed as either "Specific" or "Non-specific". Membership of the TAT is flexible but for building threats, the core team is normally Police, Auckland Airport and Avsec, with occupier, airline and other staff as required.

11.3.8.2 The context of any threat has to take into account the current state of NZ Police threat activity from level 1 white to level 4 red. NZ Police will advise relevant agencies of any change to level of threat activity. The threat level may raise the level of threat assessment.

11.3.9 Positive Target Identification

11.3.9.1 National Aviation Security Policy in relation to assessing threats is based upon what is known internationally as "POSITIVE TARGET IDENTIFICATION" (PTI).

11.3.9.2 Positive Target Identification (PTI) is a proven systematic procedure to assess bomb threats, where, if an actual bomb or other device exists (specific assessment), the assessment leads to positive action, and, if the threat is a hoax (non-specific assessment) the assessment results in the minimum disruption to operations.

11.3.9.3 PTI in relation to a bomb threat, means that information contained in the threat identifies the aircraft concerned, eg, by flight number, departure time or actual location at the item of the threat, AND includes other specific information which adds positive credibility to the threat. This includes a threat to an Airport facility or infrastructure. The basic policy for deciding whether or not a threat contains PTI is STRICTLY CONFIDENTIAL and is only promulgated on a strict "need to know basis". For that reason it has been separated from this document and will be subject to controlled issue.

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11.3.10   Bomb Threat – Evacuation & Cordon Guide

11.3.10.1   For on-airport Bomb Threats, the TAT is to utilise the information provided on plan D2868-2 (for the ITB - reproduced at right) and the information from the National Aviation Security Programme cordon guide below. The cordon around a building will be dependent on the type of suspicious item from a suitcase to a truck bomb. Building tenants need to be advised of the extent of likely evacuations so temporary premises to wait can be organized especially in inclement weather. EOC is to contact Airlines and Commercial Property team to source suitable premises such as a hotel meeting room for shelter

Bomb Threat Evacuation Guide

THREAT	DESCRIPTION	EXPLOSIVE QTY	MIN[1] (m)	MAX[2] (m)
	Pipe Bomb Small	100g	80	575
	Pipe Bomb Medium	500g	100	860
	Pipe Bomb Large	2.5kg	130	1,135
	Briefcase/Suitcase	23kg	185	1,520
	Compact Sedan	230kg	270	1,915
	Sedan	450kg	300	2,030
	Passenger/Cargo Van	1,800kg	375	2,410
	Small Moving Van/ Delivery Truck	4,540kg	440	3,280
	Large Moving Van/ Delivery Truck	13,600kg	525	4,730

Radio or mobile phone transmissions: min. of 25m from the device is recommended as the safe distance for transmissions.

[1] The min. withdrawal distance is intended for use by essential personnel with adequate frontal and over head protection.

[2] The max. evacuation distance is governed by the greater of the throw distance for fragmentation or the glass breakage/falling hazard distance.

purposes.

11.3.10.2   For any bomb threat on the Airport (not on an aircraft) the CAA official notification of bomb threat is to be forwarded to Wellington.

11.3.10.3   Any bomb threat at the Domestic terminal regarded as a specific threat is to be evacuated as per the DTB Evacuation Scheme. NZ Police to review the cordon requirements as the assembly points may fall
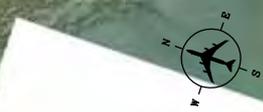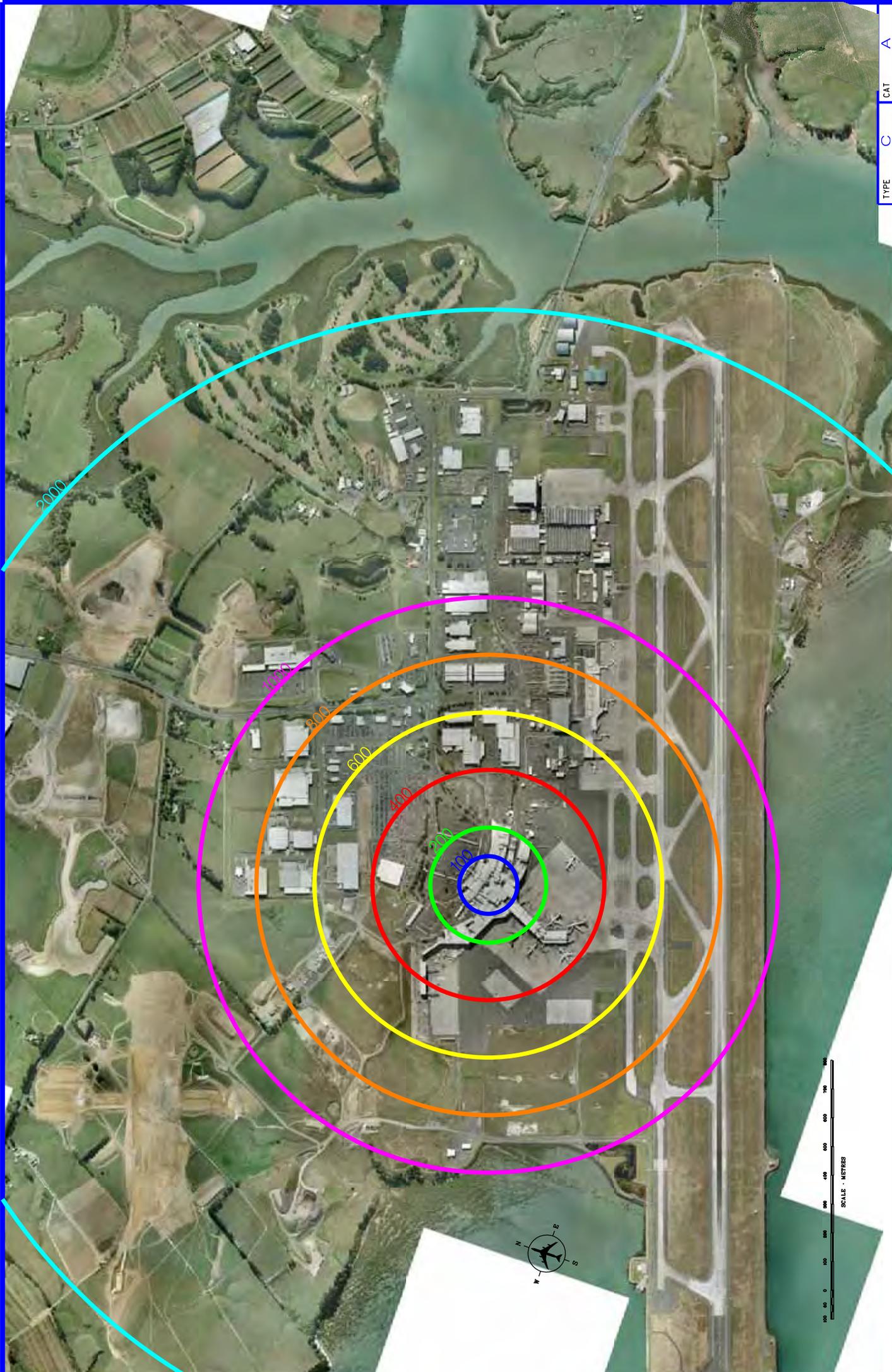
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AUCKLAND AIRPORT
LAND
AERIAL PHOTO
THREAT OVERLAY AIRPORT PLAN

A Auckland
Airport

SCALE - METRES

DRAWING SCALE AT A3	CAD FILE NAME
N.T.S.	D2868-2.DGN
	ISSUE A
DRAWING No.	
D2868-2	

TYPE C | CAT A

DESIGNED
DES. CHKD.
DRAWN STUART HOGGART 10/06
DRN.CHKD. ROY ROBERTSON 10/06
JOB No
BY CHKD APPD

A 10/06 FIRST ISSUE SAM RSK
REV DATE AMENDMENT BY DATE

within the cordon requirements. Alternative arrangements are to be made for the safe evacuation of people to another location by the airlines and EOC.

Note: Not all buildings within the boundary of the aerodrome would require a full TAT assessment as described, (eg, a warehouse in an area that would not significantly impact on airport operations).

11.3.10.4   In the worst-case scenario of a truck bomb at a central Airport premises, it is anticipated that a large scale evacuation of the Airport is required. NZ Police will call on assistance from Counties Manukau Police district to provide personnel to assist with evacuation and security of buildings. Building tenants need to be advised as soon as possible the extent of the cordons. Contact numbers for tenants are held at the EOC.

11.3.10.5   Communication will be required to:

1.   Stop vehicles coming onto Airport. NZ Police traffic management plans will be activated.

2.   Cancellation of flights for a specified period prior to updates (eg, minimum 4 hours).

3.   Auckland Airport to establish media arrangements which may include social media, an 0800 number or web site to notify public when business as usual can resume.

4.   Hotel guests will need to be relocated to off-airport hotels.

11.3.11   Prohibition on Radio Transmissions & Cellphone Use

To avoid the risk of DETONATION by energy radiated from a radio transmitter or cellular telephone, DO NOT USE such devices within 50 metres of an object subject to a "SPECIFIC THREAT". Cellular telephones must also be switched off within a 50-metre radius of a suspect aircraft or package.

11.3.12   Press Releases

No person is to make unauthorized press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

11.4   AUCKLAND AIRPORT DEPARTMENT ACTIONS

11.4.1   Airport Emergency Service Actions

WARNING
ATTENDING AGENCIES EXERCISE CAUTION RE THE POSSIBILITY OF SECONDARY DEVICES.

11.4.1.1   Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the AES Officer is to proceed as per para 11.3.7.

11.4.1.2   AES is to be on standby, but thereafter no further action is required unless TAT declares a "SPECIFIC THREAT".

11.4.1.3   Upon becoming aware of any suspicious item or unattended baggage or packages, the AES Officer is to proceed as per para 11.3.4, then remain as first attender (see para 11.3.5).

11.4.1.4   If a "SPECIFIC THREAT" is declared, the AES is to:

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- Proceed as per FENZ procedures.

- Maintain Aerodrome Category as per Part 139 Exposition.

11.4.1.5   If a "SPECIFIC THREAT" is declared relating to the NZ Post building, the AES is to take up the specified position, inform FENZ and liaise with Police.

11.4.1.6   If ITB or DTB is evacuated, the AES is to:

1.   Liaise with Police OC at scene.

2.   Undertake fire control and rescue as necessary.

3.   Assist with evacuation of entire building.

Notes:

- If an AIAL executive declares a crisis, certain named AES staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.4.2   Airfield Operations Team Actions

11.4.2.1   Upon receiving a bomb threat against an airport building or other violent threat likely to affect an airport building, the AOT is to proceed as per para 11.3.7.

11.4.2.2   Upon becoming aware of any suspicious item or unattended baggage or packages, the AOT is to proceed as per para 11.3.4, then remain as first attender (see para 11.3.5).

11.4.2.3   No further action is required unless TAT declares a "SPECIFIC THREAT". If TAT declares a "SPECIFIC THREAT" which affects the ITB, AOT may be required to evacuate.

11.4.2.4   If ITB is evacuated, the AOT is to:

1.   Follow instructions from Police, Airport Emergency Service or AVSEC.

2.   Confirm staff accounted for and report numbers to EOC.

3.   Instruct Control Tower that ITB unable to handle aircraft when instructed.

4.   Prepare to evacuate the APRON and relocate.

5.   Send senior staff member (if available) to report to backup EOC in the Disaster Recovery Room

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at The Base.

6. Assist Airways staff with requests from aircraft.

Notes:

- If an AIAL executive declares a crisis, certain named AOT staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.4.3   Airport Operations Actions

11.4.3.1   Upon receiving a bomb threat (or notification of a bomb threat via another party) against an airport building, Airport Operations is to:

1. Record details of:

    - Name and phone number of person making threat or staff member making the report.
    - Nature of the threat.
    - The exact words used (if possible).
    - Any other relevant information.

2. Set up CCTV (if available for the area concerned) to cover relevant area. Advise senior airport Police Officer, providing full details.

3. Advise other TAT members (ie, SkyGate and Avsec), passing all known details.

11.4.3.2   Staff out-and-about who become aware of any suspicious item or unattended baggage or packages are to pass details to ICR (see required details below), then remain as first attender (see para 11.3.5).

11.4.3.3   Upon notification of any suspicious item or unattended item that is obviously suspicious (eg, ticking, wires, etc), Airport Operations is to advise Police and other TAT members for further assessment, providing full details.

11.4.3.4   Upon notification of any unattended baggage or packages that is NOT immediately suspicious, Airport Operations is to:

1. Record details of:

    - Name and phone number of person making threat or staff member making the report.
    - Description and location of the article.
    - The name of the owner, if visible.
    - How long it has been observed as unattended.
    - Any other relevant information.

2. Set up CCTV to cover relevant area of Building. If item is in or near a Terminal, make a first PA announcement requesting the owner to return to the article.

3. If item is landside, request SkyGate and Airport Operations Officer to attend, passing all known

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details.

4. If item is airside, request Avsec to attend, passing all known details.

5. If necessary make a second PA announcement requesting the owner to return to the article.

6. If no response to either PA announcement or if item is not at a Terminal building, advise Police and/or Avsec for further assessment, providing full details.

7. Advise other TAT members (ie, SkyGate and Avsec), passing all known details.

11.4.3.5   If TAT declares a "SPECIFIC THREAT":

1. Notify all required parties (eg, by Group Call, Alert, Pager, or equivalent) as instructed on Ops Emergency Form.

2. Advise Duty Operations Manager, who will activate EOC.

3. Advise Duty SkyGate Officer so that security measures can be implemented.

4. Carry out any instructions from EOC.

5. Start Log.

6. Open an event in noggin.

7. If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, and then send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

8. Update Status Board.

9. Update Aplus/noggin.

10. Issue stand down on instruction from EOC.

11. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

11.4.3.6   If ITB is evacuated, Airport Operations is to:

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1. Evacuate PC11 and establish backup EOC in the Disaster Recovery Room at the former Depot.

2. Text to management undertaken.

3. Confirm staff accounted for and record on log.

4. Direct all staff out of ITB.

5. Recall additional Auckland Airport staff to assist.

6. Call out Auckland Airport Support Team.

7. Commence log of events with or without Aplus.

Notes:

- If an AIAL executive declares a crisis, certain named Airport Ops staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.4.4   SkyGate Security Actions

11.4.4.1   Upon receiving a bomb threat against an airport building or other violent threat likely to affect an airport building, the SkyGate Officer is to proceed as per para 11.3.7.

11.4.4.2   Upon becoming aware of any suspicious item or unattended baggage or packages, the SkyGate Officer is to proceed as per para 11.3.4, then remain as first attender (see para 11.3.5).

11.4.4.3   Immediately attend any unattended baggage callouts for landside items.

11.4.4.4   Upon notice from Police that Threat Assessment Team (TAT) is convening, the SkyGate Coordinator is to proceed immediately to the meeting. SkyGate Coordinator is to remain as Auckland Airport representative on the TAT unless relieved by other appropriate staff member.

11.4.4.5   The SkyGate Security Manager shall complete the CAA Bomb Threat Report form, as prompted on the form, and send it to CAA within the required timeframe.

11.4.4.6   No further action is required unless TAT declares a "SPECIFIC THREAT".

11.4.4.7   If TAT declares a "SPECIFIC THREAT":

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1.   Obtain and keep secure relevant security camera footage.

2.   In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to:

    - Facilitate access where required.
    - Provide security as required.

11.4.4.8   If ITB or DTB is evacuated, SkyGate is to liaise with EOC and assist as required.

Notes:

- If an AIAL executive declares a crisis, certain named SkyGate staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.4.5   Engineering Services Actions

11.4.5.1   Upon receiving a bomb threat against an airport building or other violent threat likely to affect an airport building, the ES staff member is to proceed as per para 11.3.7.

11.4.5.2   Upon becoming aware of any suspicious item or unattended baggage or packages, the ES staff member is to proceed as per para 11.3.4, then remain as first attender (see para 11.3.5).

11.4.5.3   No further action is required unless TAT declares a "SPECIFIC THREAT".

11.4.5.4   If TAT declares a "SPECIFIC THREAT", ES is to liaise with EOC and assist as required.

11.4.5.5   If ITB is evacuated, ES is to:

1.   Confirm staff accounted for and report numbers to EOC.

2.   appropriate Manager (or Duty Manager if after hours) report to backup EOC in the Disaster Recovery Room.

3.   Call in additional ES staff to report to The Base.

Notes:

- If an AIAL executive declares a crisis, certain named ES staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

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11.4.6   Crisis Management Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.4.7   Business Recovery Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.5   POLICE ACTIONS

WARNING

 ATTENDING AGENCIES MUST EXERCISE CAUTION BECAUSE OF THE POSSIBILITY OF SECONDARY DEVICES.

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.5.1   Receipt of Bomb Threats

Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the Police staff member is to advise Auckland Airport Operations, ph. 256 8777 (or ext. 98777), as per para 11.3.7.

11.5.2   Suspicious or Unattended Items

Upon becoming aware of any suspicious item or unattended baggage or packages, the Police staff member is to advise Auckland Airport Operations, ph. 256 8777 (or ext. 98777), then proceed as per Police standard operating procedures.

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11.5.3 Senior Member of Airport Police

1. Advise Officer in Charge, Airport Police Station.

2. Convene meeting of Threat Assessment Team (TAT) as Police representative and Chairperson (other members = Avsec Rep, Auckland Airport Rep, Aircraft operator Rep and Rep(s) of any other agency directly involved at the time).

3. If call received by Police, supply all information received to Threat Assessment Team.

4. Threat Assessment Team to complete Auckland Airport Emergency Guidelines Form.

5. TAT to classify threat according to the Official Policy Document as either a "SPECIFIC THREAT" or "NON-SPECIFIC".

6. If TAT classify threat as "SPECIFIC", request Auckland Airport Operations open EOC immediately and proceed to EOC to take charge (or backup EOC in the Disaster Recovery Room at Auckland Airport's former "Depot" if PC11 is evacuated).

7. Advise Northern Communications Centre that a specific threat has occurred.

8. If TAT classifies threat as "NON-SPECIFIC", TAT is to determine appropriate action.

9. Act as per Police Emergency Plan Procedures.

10. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

11.5.4 Northern Communications Centre

- On receipt of "SPECIFIC THREAT" or "SUSPICIOUS" message, act as per Police Emergency Plan Procedures.

- Alert Bomb Disposal Officers.

11.5.5 ITB or DTB Evacuation Plan

- If ITB or DTB is evacuated, Airport Police is to request Counties Manukau Mobile Police Bus to be deployed to the airport at a location determined by the Response Coordinator.

11.5.6 Business Recovery Team Member

If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

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11.6   FENZ ACTIONS

11.6.1   Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the FENZ staff member is to proceed as per para 11.3.7.

11.6.2   No further action is required unless TAT declares a "SPECIFIC THREAT".

11.6.3   Upon notification that TAT has declared a "SPECIFIC THREAT", follow FENZ Standard Operating Procedures.

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.7   AMBULANCE ACTIONS

11.7.1   Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the Medical Services staff member is to proceed as per para 11.3.7.

11.7.2   No further action is required unless TAT declares a "SPECIFIC THREAT".

11.7.3   Upon notification that TAT has declared a "SPECIFIC THREAT":

- Act in accordance with the instructions for a LOCAL STANDBY liaise with the Incident Controller and provide services in the outer cordon as required.

- Following evacuation of the building, St John may stand down ambulances. As a precaution, until confirmed from the EOC that no further assistance is required from the ambulance service, one ambulance will stand by at the Airport Fire Station.

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.8   AIRLINES ACTIONS

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.8.1   Receipt of Bomb Threats

11.8.1.1   Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the Airline staff member is to proceed as per para 11.3.7.

11.8.1.2   If the building owner/occupier is requested to act as a member of the Threat Assessment Team, the Airline representative is to report to Police at Auckland Airport EOC or other designated location.

11.8.1.3   The AIR NZ EOC would open for communications with other parties including other airline station managers. A representative would be sent to the EOC.

11.8.1.4   No further action is required unless TAT declares a "SPECIFIC THREAT".

11.8.2   Suspicious or Unattended Items

11.8.2.1   Upon becoming aware of any suspicious item or unattended baggage or packages, the Airline staff member is to proceed as per para 11.3.4.

11.8.2.2   No further action is required unless TAT declares a "SPECIFIC THREAT".

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11.8.3   If "Specific Threat" Declared

Upon notification that TAT has declared a "SPECIFIC THREAT":

1. Activate airline emergency and welfare plan.

2. Follow instructions from Police.

3. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the airline proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

4. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

11.8.4   ITB or DTB Evacuation Plan

If ITB or DTB is evacuated, the Airline is to:

1. Confirm staff accounted for and report numbers to EOC.

2. Activate airline emergency plan.

3. Ensure senior representative reports to backup EOC in the Disaster Recovery Room at Auckland Airport's former "Depot".

4. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

11.9   AIRWAYS ACTIONS

Notes:

- Airways are to relay all time notifications using local time expressed in terms of the 24-hour clock.

- Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.9.1   Receipt of Bomb Threats

11.9.1.1   Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the Airways staff member is to proceed as per para 11.3.7.

11.9.1.2   No further action is required unless TAT declares a "SPECIFIC THREAT".

11.9.2   Suspicious or Unattended Items

11.9.2.1   Upon becoming aware of any suspicious item or unattended baggage or packages, the AIRWAYS staff member is to proceed as per para 11.3.4.

11.9.2.2   No further action is required unless TAT declares a "SPECIFIC THREAT".

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11.9.3 If "Specific Threat" Declared

Upon notification that TAT has declared a "SPECIFIC THREAT" relating to the Control Tower:

1. Proceed as per AIRWAYS operational procedures.

2. Follow instructions from Police.

3. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

11.9.4 ITB or DTB Evacuation Plan

If ITB is evacuated, Airways is to:

1. Establish control of aircraft on international ramp area.

2. Coordinate aircraft movements.

3. Promulgate NOTAM regarding ITB or DTB operational capability.

4. Assist AOT staff establish their backup facility.

11.10 AVSEC ACTIONS

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.10.1 Receipt of Bomb Threats

1. Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the AVSEC staff member is to proceed as per para 11.3.7.

2. A Team Leader and one Aviation Security Officer are to proceed to the Auckland Airport Emergency Operations Centre to be part of the Threat Assessment Team and/or to liaise with the EOC.

3. If TAT is convened at location other than EOC, the Team Leader is to proceed there, and the other Officer is to remain at the EOC.

4. The Explosive Detector Dog Unit is to be advised and stand by.

5. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

11.10.2 Unattended Item or Suspicious Items

1. Upon becoming aware of any suspicious item or unattended baggage or packages, the AVSEC staff member is to proceed as per para 11.3.4.

2. AVSEC to immediately attend any unattended baggage callouts for airside items.

3. Upon notification of any suspicious item, the Explosive Detector Dog Unit and the Team Leader are to proceed to the location to assess the situation with the Threat Assessment Team.

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11.10.3   If "Specific Threat" Declared

1. A Team Leader and an Aviation Security Officer are to proceed to the EOC (if not already there), liaise with the EOC, provide communications and coordinate the activities of AVSEC personnel engaged in the emergency.

2. Aviation Security Officers will assist with evacuation of the areas in the terminal designated by the TAT or EOC and in accordance with Fire and Emergency Evacuation Procedures.

3. Explosive Detector Dog Unit is to assist as directed via the EOC.

4. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Avsec proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

5. Proceed as per the Aviation Security Service Fire and Emergency Evacuation Procedures.

6. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

11.10.4   ITB or DTB Evacuation Plan

If ITB is evacuated:

*   A Team Leader reports to TAT.

*   A Team Leader reports to backup EOC in the Disaster Recovery Room at Auckland Airport's former "Depot".

11.11   WELFARE ORGANISATIONS ACTIONS

*   Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the staff member is to proceed as per para 11.3.7.

*   No other response is expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.12.1   Receipt of Bomb Threats

*   Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the staff member is to proceed as per para 11.3.7.

*   No further action is required unless TAT declares a "SPECIFIC THREAT".

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11.12.2   Suspicious or Unattended Items

- Upon becoming aware of any suspicious item or unattended baggage or packages, the staff member is to proceed as per para 11.3.4.

- No further action is required unless TAT declares a "SPECIFIC THREAT".

11.12.3   If "Specific Threat" Declared

- If TAT declares a "SPECIFIC THREAT", Customs and MAF are to liaise with EOC and assist as required.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the agency proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

11.12.4   ITB or DTB Evacuation Plan

If ITB is evacuated, Customs and MPI are to:

- Confirm staff accounted for and report numbers to EOC.

- Ensure senior representative reports to backup EOC in the Disaster Recovery Room at Auckland Airport's former "Depot".

11.13   COASTGUARD ACTIONS

- Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the staff member is to proceed as per para 11.3.7.

- No other response is expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

11.14   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

- Upon receiving a bomb threat against an airport building or other violence threat likely to affect an airport building, the staff member is to proceed as per para 11.3.7.

- No other response is expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 11.3 for matters relevant to building bomb threats, press releases, etc.

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SECTION 12 - TERRORIST ACT

- Auckland Airport is currently in consultation with third parties to write the "Terror Attack" section, although we will be taking a wider "Active Armed Offender" approach with a suite of training material and exercises to be released in early 2023.

- In the interim there is no change from the status quo, with NZ Police having responsibility for command and control and leading the response for any terror or active armed offender incidents.

- In the interim you should follow the published New Zealand Government guidelines in events of terrorism or violent offending.

ESCAPE

ESCAPE - If you see a safe way out leave the area immediately. Move quickly and quietly away from danger if it is safe to do so. Take your mobile phone with you if you can, but do not go back to get it if it puts you in danger.

Leave other belongings behind.

Encourage others to go with you, but don't let their hesitation slow you down. If you cannot escape completely...

HIDE

HIDE - stay out of sight and silence your mobile phone. Secure your environment by locking doors and windows and barricading entries where possible. Stay away from doors and be as quiet and still as possible so you do not give away your hiding place. Note any potential exit points.

As soon as it is safe to do so...

TELL

TELL - police by calling 111 when it is safe. The more information you can give about your location, surroundings, the attackers and the events that have occurred, the better.

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SECTION 13 – UNCONTAINED SECURITY BREACH

13.1 DEFINITION

A security breach where unscreened person or persons without approved authority have entered the sterile area or security enhanced area, and where the breach cannot be immediately contained.

13.2 NOTIFICATION CHART

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                        ┌──────────┐
                        │  Avsec   │
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                             │
                        ┌────▼─────┐
                        │ AA ICR/Ops│
                        └────┬─────┘
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     ▼           ▼                      ▼        ▼        ▼        ▼
┌─────────┐ ┌──────────┐          ┌─────────┐ ┌─────┐ ┌─────┐ ┌─────┐
│ Threat  │ │Emergency │          │Airpt Ops│ │ ATC │ │ AOT │ │ AES │
│Assessment│ │notification│         │  Shift  │ └─────┘ └─────┘ └─────┘
│Team (TAT)│ │ system(s) │          │ Manager │
└────┬────┘ └────┬─────┘          └─────────┘
     ▼           ▼
┌─────────┐ ┌──────────────┐
│ Police  │ │   Avsec      │
│ Avsec   │ │   AirNZ      │
│ SkyGate │ │Airport Police│
└─────────┘ │  NZ Customs  │
            │AA Eng Services│
            │   Menzies    │
            │   Qantas     │
            │    MPI       │
            │    JUHI      │
            └──────────────┘
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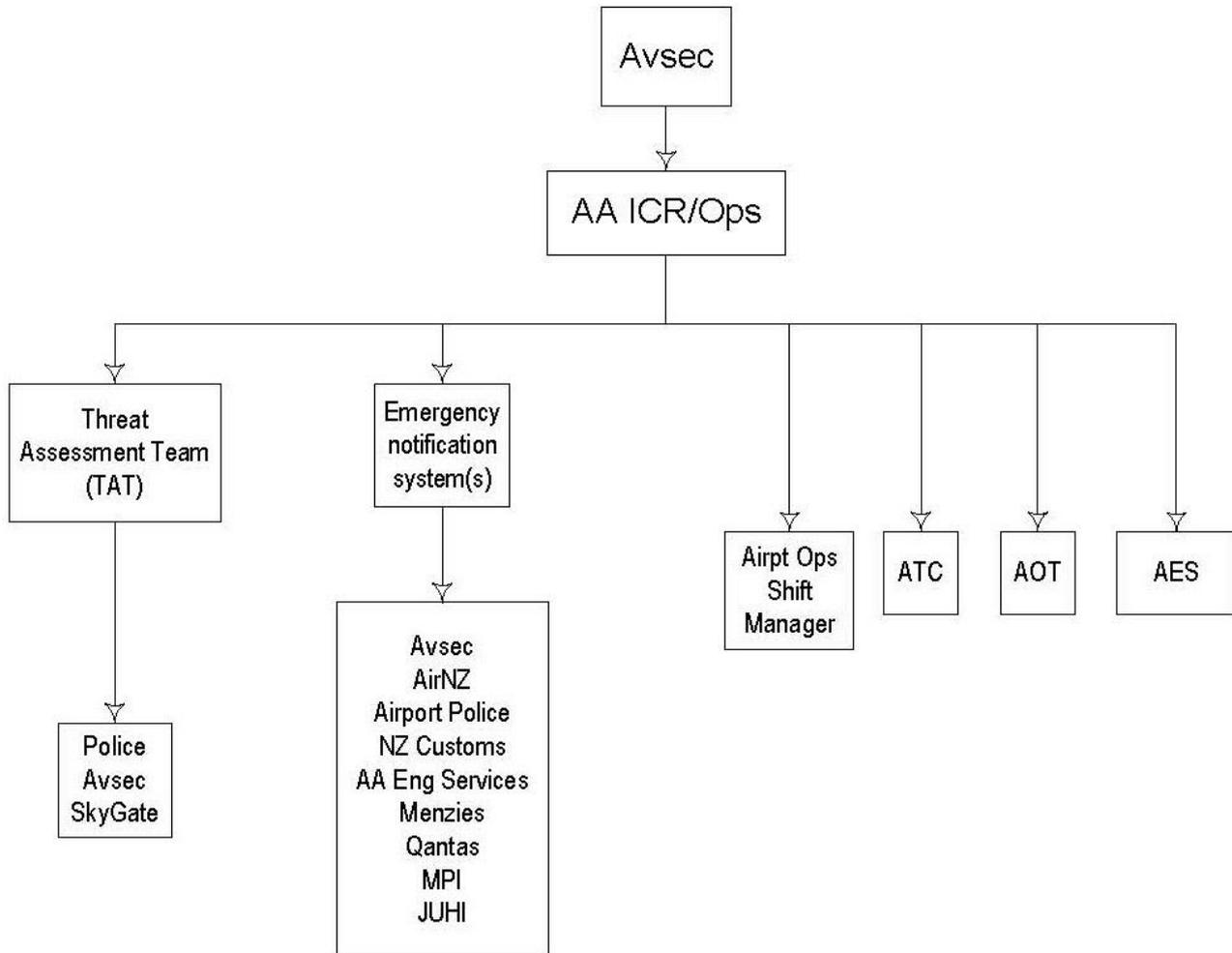
13.3 GENERAL REQUIREMENTS

13.3.1 Commencement

Where an uncontained breach is believed to have occurred at a security screening point, screening of passengers is to halt until Threat Assessment Team forms and determines the security breach is uncontained.

13.3.2 Threat Assessment

13.3.2.1 A Threat Assessment Team (TAT) is to form to determine the status of the breach. The status will be determined as either "contained" or "uncontained" For uncontained breaches, the core team will normally be Police, Auckland Airport, (SkyGate), AvSec and airlines as required.

13.3.2.2 If TAT confirms an uncontained breach that compromises or has the potential to compromise the sterile

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area or security-enhanced area, they should advise the Duty Operations Manager who will activate EOC.

13.3.2.3   The threat assessment team will determine the status of the breach as either contained or uncontained, and will consider;

1.   The nature and location of the breach.

2.   The means by which person or persons have gained access to the sterile or security enhanced area.

3.   The probable intent of the breach.

4.   The estimated number of persons located in the breached area.

13.3.3   Considerations

- If an airside evacuation of the impacted areas is required, a pier sterile and rescreening plan is to be agreed.

- If a perimeter fenceline is involved and a security enhanced area may be compromised, an appropriate plan is to be implemented to secure the fenceline and safeguard while the area is searched and cleared.

13.3.4   Clearance to Resume Normal Operations

Once security re-sterilisation has commenced, the Threat Assessment Team will confirm to the EOC when staff rescreening can begin. Once staff have reentered the area, passenger rescreening can commence. Following the initiation of passenger rescreening, the EOC will determine when normal operations have resumed.

13.3.5   Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

13.4   AUCKLAND AIRPORT DEPARTMENT ACTIONS

13.4.1   Airport Emergency Service Actions

1.   Assess ability to provide manpower to terminal and security enhanced areas airside.

2.   Respond Rescue 1 to provide additional security presence.

3.   Category must be maintained through course of event.

Note: Refer also para 13.3 for matters relevant to uncontained security breaches, press releases, etc.

13.4.2   Airfield Operations Team Actions

Note: Refer also para 13.3 for matters relevant to uncontained security breaches, press releases, etc.

13.4.2.1   The AOT is to:

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1. If incident at International or Domestic Terminals, respond Airfield Mobile Officer to passenger egress point.

2. Notify Airways.

3. Assess ability to provide manpower to terminal areas airside.

13.4.2.2   The Airfield Mobile Officer is to:

1. Report arrival at passenger egress point to EOC.

2. Establish a safety cordon and ensure any evacuated passengers stay clear of operational equipment and manoeuvring areas.

3. Communicate updates to passengers as required using vehicle PA.

4. If the breach involves a security enhanced area, pending TAT confirming the status of the breach, mobile sweeps of the area will be carried out. Focus on location of person and secure aircraft.

13.4.3   Airport Operations Actions

1. Confirm location and details of breach with Avsec.

2. Advise SkyGate Security, providing details as reported.

3. Advise Airport Police, providing details as reported.

4. Advise Duty Operations Manager who will activate EOC.

5. Advise AOT and request departures held.

6. Advise domestic AOC and request departures be held.

7. Notify all staff by RT.

8. Activate group call.

9. Activate Auckland Airport text message system.

10. Set up CCTV in accordance with incident. Start Log.

11. Update Aplus.

12. Carry out any instructions issued from EOC.

13. Issue stand down on instructions from EOC.

14. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Note: Refer also para 13.3 for matters relevant to uncontained security breaches, press releases, etc.

13.4.4   SkyGate Security Actions

1. Establish nature of security breach.

2. Review CCTV footage and confirm if breach is contained or uncontained.

3. Respond to location of TAT and act as senior AIAL representative.

Note: Refer also para 13.3 for matters relevant to uncontained security breaches, press releases, etc.

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13.4.5 Engineering Support Services Actions

1. Operations will text the appropriate Managers and staff.

2. No further action is required.

3. The nominated staff member becomes Alpha Whiskey and takes responsibility for communication until stand down.

4. If additional staffing is required, the appropriate Manager will deploy personnel as required to assist.

Note: Refer also para 13.3 for matters relevant to uncontained security breaches, press releases, etc.

13.4.6 Crisis Management Team Member Actions

No response expected, because generally AIAL executive will not declare a crisis and initiate the Crisis Management system for this type of event.

13.4.7 Business Recovery Team Member Actions

No response expected, because generally AIAL executive will not declare a crisis and initiate the Crisis Management system for this type of event.

13.5 POLICE ACTIONS

Note: Refer also para 13.3 for matters relevant to uncontained security breaches, press releases, etc.

13.5.1 Senior Member of Airport Police on Duty

1. Advise Officer in Charge, Airport Police Station.

2. Convene meeting of Threat Assessment Team (TAT) as Police representative and Chairperson (other members = Asec Rep, Auckland Airport Rep, Aircraft Operator Rep and Rep(s) of any other agency directly involved at the time).

3. Leave at least one member in Watchhouse.

4. Advise District Shift Supervisor (ASN).

13.5.2 Northern Communications Centre

1. Contact Airport Police.

2. Advise Officer in Charge, Airport Police Station.

3. Advise Duty Inspector Counties Manukau.

4. Refer to Mobilisation SOP (MSOP) for Airports.

13.6 FENZ ACTIONS

No response expected.

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13.7 AMBULANCE ACTIONS

No response expected.

13.8 AIRLINES ACTIONS

No response expected.

13.9 AIRWAYS ACTIONS

- If domestic security checks held hold all domestic departures.

- If terminal in evacuation, direct aircraft away from the vicinity of evacuated passengers or as directed by Auckland Airport and/or EOC.

Note: Refer also para 13.3 for matters relevant to uncontained security breaches, press releases, etc.

13.10 AVSEC ACTIONS

On identification of a potential uncontained breach:

1. Initiate advice of breach location, notify EOC to activate the EOC.

2. Possible persons involved in Airport Operations to review footage. Provide known details.

3. If an uncontained breach occurred at a Screening Point, AvSec will determine the need to immediately stop screening activities to minimise the number of persons airside.

4. AOT will be advised, as it may impact on aircraft movements.

5. A Team Leader or Operations Manager will proceed to the Emergency Operations centre to form part of the TAT and to provide information.

6. If the breach involves a security enhanced area, pending TAT confirming the status of the breach, mobile sweeps of the area will be carried out. Focus on location of person and secure aircraft.

7. Attend both Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also para 13.3 for matters relevant to uncontained security breaches, press releases, etc.

13.11 WELFARE ORGANISATIONS ACTIONS

No response expected.

13.12 CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

13.13 COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

13.14 AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected.

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SECTION 14 - STRUCTURAL FIRE

14.1   DEFINITION

A fire in the airport environs involving:

- Any part of a building.

- Any fuel or hazardous material spill.

14.2   NOTIFICATION CHART

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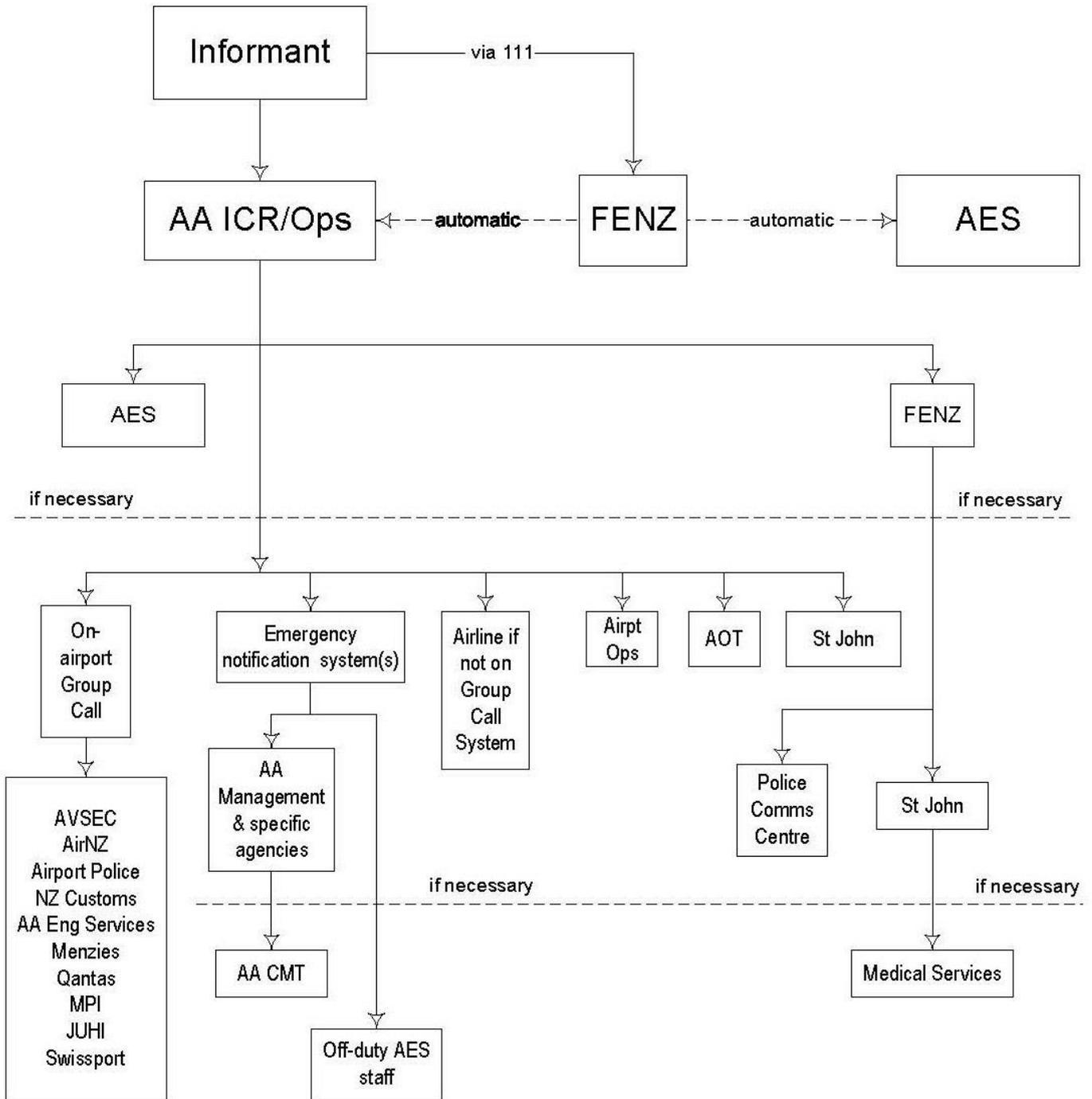
14.3   GENERAL REQUIREMENTS

14.3.1   Fire Wardens

Fire Wardens have been appointed for each area of the airport buildings and maintenance areas. Their responsibilities are as follows:

1. On the activation of an alarm, evacuation procedures is to be commenced, with all persons being required to assemble at the designated assembly areas.

2. Fire Wardens are to act as directed in Fire Evacuation Procedures or Company Procedures of the tenant who occupies the building.

3. Zone/Fire wardens are to telephone monitoring EOC confirming their area is clear of all persons.

14.3.2   Actions Upon Discovery of Fire

Any person discovering a fire in the airport environs is to immediately:

1. Activate the nearest fire alarm, or

2. If building is SOUTH of Tom Pearce Drive, telephone Auckland Airport Operations, ph 256 8777 (or ext 98777), or telephone Fire Service via 111, or

3. If building is NORTH of Tom Pearce Drive, telephone Fire Service via 111.

14.3.3   Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Team).

14.4   AUCKLAND AIRPORT DEPARTMENT ACTIONS

14.4.1   Airport Emergency Service Actions

1. Respond Appliances as per Airport Tactical Plan, Tactical Plan for Bulk Fuel Depot and/or other relevant procedure.

2. At the start of any building fire, especially for transit depots carrying dangerous goods in transit, it is important to consider any hazardous chemicals stored on site. This should be on signage at the entrance gate to premises. Tenants head fire warden is expected to have provided safety data sheets at the meeting point with AES.

3. FENZ Firecom will have received a call for the building fire and the pre-determined attendance

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based on information received. Depending on incident complexity, AES will need to update FENZ and may request the FENZ Hazmat Unit. FENZ will then re-adjust their requirements.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases.

14.4.2   Airfield Operations Team Actions

1.   Any person discovering a fire in the airport environs is to immediately act as per para 14.3.2.

2.   AOT is to pass emergency notification to the Airfield Mobile Officer who is to proceed to the scene if fire affects aircraft operations and liaise with EOC.

3.   If fire affects a contact gate, AOT is to advise all arriving aircraft to hold off.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AOT representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases.

14.4.3   Airport Operations Actions

1.   Activate "AES Turnout" Button.

2.   ICR to ensure alarm is sounding in affected areas. If not, switch AMPAC to manual and sound alarms.

3.   Advise Duty Operations Manager, who will activate EOC.

4.   Activate group call.

5.   Activate Auckland Airport text message system.

6.   Set up CCTV to cover the relevant building and parking areas. Advise Duty SkyGate Officer so that security measures can be implemented.

7.   Carry out any instructions issued from EOC.

8.   Start Log.

9.   If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then

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send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

10. Update Status Board.

11. Update Aplus.

12. Issue stand down on instructions from EOC.

13. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated L Ops representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases.

14.4.4   SkyGate Security Actions

1. Any person discovering a fire in the airport environs is to immediately act as per para 14.3.2.

2. Obtain and keep secure relevant security camera footage.

3. In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

4. Provide security as required.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated SkyGate representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer to para 14.3 for matters relevant to structural fires, fire wardens, press releases.

14.4.5   Engineering Services Actions

Any person discovering a fire in the airport environs is to immediately act as per para 14.3.2.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated ES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre

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(not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer to para 14.3 for matters relevant to structural fires, fire wardens, press releases, etc.

14.4.6 Crisis Management Team Member Actions

1. Any person discovering a fire in the airport environs is to immediately act as per para 14.3.2.

2. If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

3. Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases, etc.

14.4.7 Business Recovery Team Member Actions

1. Any person discovering a fire in the airport environs is to immediately act as per para 14.3.2.

2. If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

3. Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases, etc.

14.5 POLICE ACTIONS

Note: Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases, etc.

14.5.1 Discovery of Fire

Any person discovering a fire in the airport environs is to immediately act as per para 14.3.2.

14.5.2 Airport Police

1. Despatch staff immediately to the scene to assist with crowd control, and facilitate the passage of emergency services.

2. Confirm that Northern Communications Centre have knowledge of the call.

3. Advise Officer in Charge, Airport Police Station.

4. If fire caused by crashed aircraft, proceed as indicated in Police's Airport Emergency Plan.

5. Act as directed by Officer in Charge, Airport Police Station or Inspector at EOC.

6. Attend both Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

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14.5.3   Northern Communications Centre

1. If notification not received from Airport Police, verify that Airport Police have knowledge of the call.

2. Notify Officer in Charge, Airport Police Station.

3. Notify Duty Inspector.

4. Act as directed by Officer in Charge, Airport Police Station/Duty Inspector.

14.5.4   Business Recovery Team Member

If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

14.6   FENZ ACTIONS

1. On receipt of notification, FENZ will notify Auckland Airport Emergency Service via SEPAC system.

2. If Auckland Airport receives call first, Auckland Airport will notify FENZ Northcom.

3. Appliances will respond as per predetermined response procedure.

4. Auckland Airport appliances may assist FENZ if available. FENZ will be lead agency.

5. In a building fire involving hazardous chemicals, or a hazardous chemical incident, AES and FENZ will be responded. On arrival they will carry out a complete risk assessment and use their policies and procedures to formulate and implement an action plan to deal with the incident.

Note: Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases, etc.

14.7   AMBULANCE ACTIONS

- On receipt of message, notify Local Base Hospitals.

- Proceed as per Local Standby.

Note: Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases, etc.

14.8   AIRLINES ACTIONS

1. Any person discovering a fire in the airport environs is to immediately act as per para 14.3.2.

2. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the airline proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

3. Proceed as per Company Procedures.

4. If the fire has affected the airline, attend both the Hot Debrief and Full Debrief, upon receipt of

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invitations, as per para 1.7 of this AEP.

Note: Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases, etc.

14.9   AIRWAYS ACTIONS

1.   Any person discovering a fire in the airport environs is to immediately act as per para 14.3.2.

2.   Direct aircraft away from the vicinity of the fire where appropriate or as directed by Auckland Airport and/or EOC.

3.   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

4.   Proceed as per Company Procedures.

Note: Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases, etc.

14.10   AVSEC ACTIONS

1.   Any person discovering a fire in the airport environs is to immediately act as per para 14.3.2.

2.   A Team Leader, plus one Aviation Security Officer, are to proceed to the Auckland Airport Emergency Operations Centre to liaise with the EOC, provide communications and coordinate the activities of AVSEC personnel engaged in the emergency.

3.   Aviation Security Officers will assist with evacuation of the areas in the terminal in accordance with Fire and Emergency Evacuation Procedures.

4.   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Avsec proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

5.   Proceed as per Aviation Security Service Fire and Emergency Evacuation Procedures.

6.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases, etc.

14.11   WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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14.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

1.   Any person discovering a fire in the airport environs is to immediately act as per para 14.3.2.

2.   Senior Customs Officer is to go to the Auckland Airport EOC to aid evacuation communication.

3.   Fire Wardens appointed to sections are to promptly act in accordance with pre-set fire evacuation procedures.

4.   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the agency proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

5.   Proceed as per Departmental Procedures.

6.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to para 14.3 for matters relevant to structural fires, fire wardens, press releases, etc.

14.13   COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

14.14   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 15 - HAZARDOUS MATERIAL SPILL

15.1 DEFINITION

Any fuel or effluent spill on airport (whether Minor or Major as defined in para 15.3.1), or any spill, on airport, of a flammable, toxic, explosive, infectious, radioactive or other substance that may impair human, animal or plant health. If spill ignites, refer to Structural Fire section of this AEP.

15.2 NOTIFICATION CHART
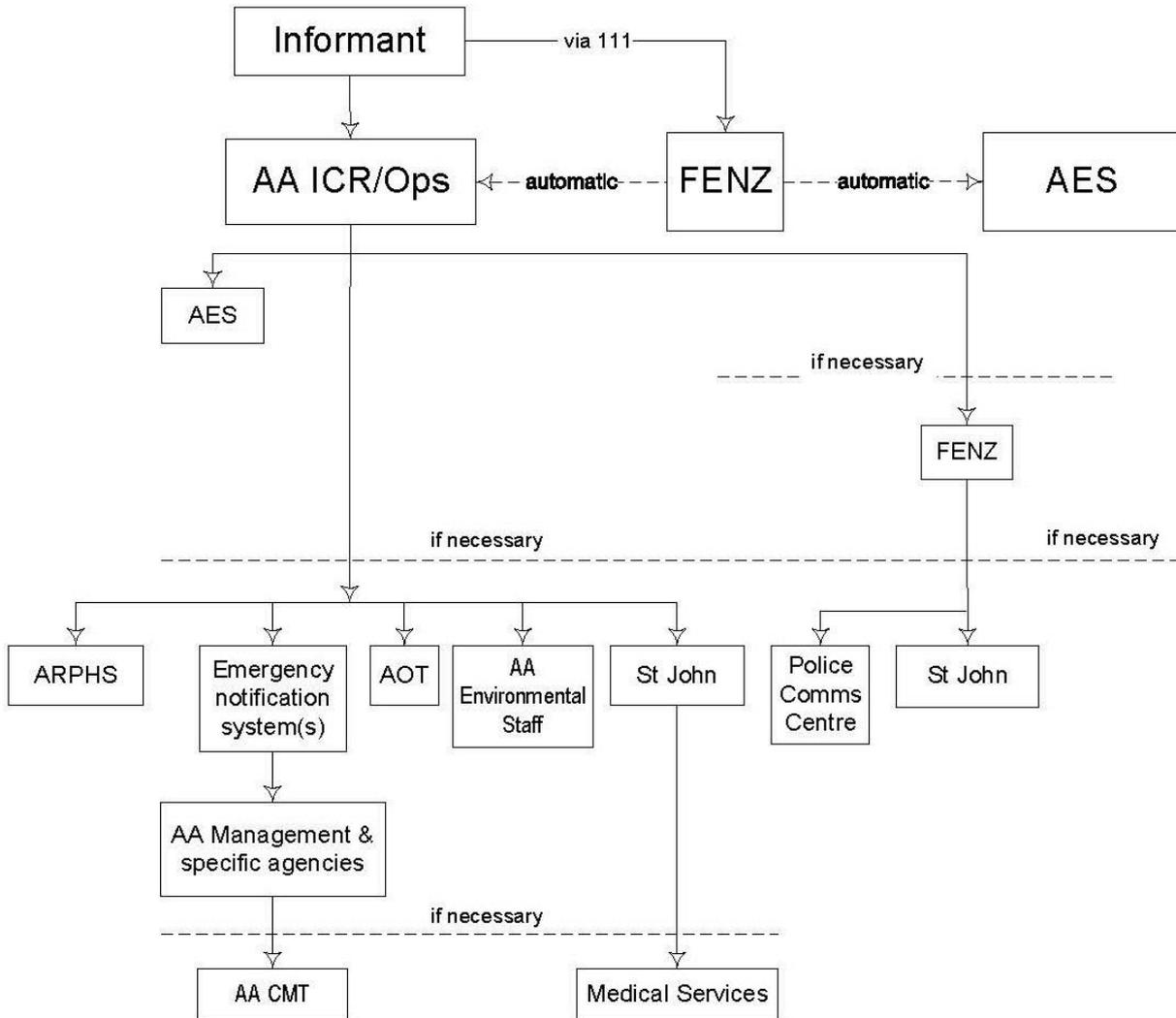
15.3 GENERAL REQUIREMENTS

15.3.1 Categories

15.3.1.1 The types of fuel or effluent spill covered by this Section are defined as follows:

- Minor Spill: A spillage of up to 2 square metres and not of a continuing nature.

- Major Spill: A spillage of more than 2 square metres or of a continuing nature.

15.3.1.2 This Section covers, for example, a fuel hose leak from a header hydrant during aircraft refuelling, but does NOT cover any spill originating from the fuel pipeline system or the hydrant valve pit itself. Any damage to and/or loss of containment from the fuel pipeline system will activate the procedures in

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Section 16, Fuel Pipeline Incident, and the relevant organisation's emergency response plan (dependant on the exact location of the incident).

15.3.1.3   The fuel/effluent categories of Minor and Major do not apply for hazardous materials - any amount of spilt hazardous material will activate these procedures.

15.3.2   Command

FENZ and AES have responsibility under legislation for hazardous material spills. These include fuel, oils and other solids, liquids or powders that may be deemed hazardous. CIMS principles apply.

15.3.3   Identification of Substance

15.3.3.1   The Airport Emergency Service will have primary responsibility for identifying the spilled material, and for determining its relative danger.

15.3.3.2   The AES and FENZ have responsibility for determining the relative danger of hazardous materials, but they will not assume responsibility for tasks which Airline, Agent or Occupiers can carry out safely.

15.3.3.3   For any radiation incidents, the National Radiation Laboratory may become lead agency. For any such incident a cordon is required (as specified in Appendix 1 of the NZ Radiation Incident Responders' Handbook) and all personnel in the cordon vicinity are to be kept or remain near the location.

15.3.4   Resources

15.3.4.1   Auckland Airport has available personnel, supplies and equipment to assist aircraft owner/operators resolve operational difficulties.

15.3.4.2   The Airport Emergency Service is responsible initially for containment of the spilled material, and will provide, as necessary:

1.   Fire suppression.

2.   Area security.

3.   Medical support.

4.   Operational assistance.

15.3.5   Expenses

The airline/tenant or organisation responsible for the spill is to bear all expenses incurred as a result of a hazardous material spill.

15.3.6   Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

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15.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

15.4.1 Airport Emergency Service Actions

1. Respond as per the Tactical Plan, Tactical Plan for Bulk Fuel Depot and/or other relevant procedure.

2. Attempt to identify the spilled material.

3. Determine its relative danger.

4. If necessary, ensure ICR calls out FENZ Hazmat Unit.

5. Provide:

    - Initial command.
    - Fire suppression.
    - Area security.
    - Medical support.
    - Operations assistance.

6. Where radiation is involved:

    - Set up a minimum cordon of 30 metres radius from the incident site.
    - Ensure people who are exposed to the radiation or within the cordon area are kept in close proximity to the location so they do not disperse without being medically examined.
    - Set up a suitable sterile area (depending on the outside location and weather conditions).

    Note: Refer also to para 15.3 for matters relevant to spills, command and control, press releases, etc.

15.4.2 Airfield Operations Team Actions

15.4.2.1   Upon notification of a major fuel or effluent spill, AOT is to record details, activate the Airport Emergency Service call out system, and notify ICR.

15.4.2.2   On being notified of a hazardous material spill or a minor fuel or effluent spill, AOT is to record details and relay these to ICR.

15.4.2.3   AOT is to pass any spill details to the Airfield Mobile Officer who is to proceed to the scene and act in accordance with requests from the Airport Emergency Service and/or FENZ.

    Note: Refer also to para 15.3 for matters relevant to spills, command and control, press releases, etc.

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15.4.3   Airport Operations Actions

15.4.3.1   Upon notification of any type of spill:

- Activate "AES Turnout" button.

- Advise Airport Emergency Service of spill.

15.4.3.2   Upon notification of any hazardous material spill:

1.   Activate group call.

2.   If radioactive material is involved:

- Advise National Radiation Laboratory Duty Officer (03 366 5059). Note the NRL will contact the Auckland Office as required.

- Then contact Auckland Regional Public Health Service Duty Officer (09 623 4600).

3.   If fuel is involved, ensure AIAL Fuel Pipeline Manager is aware of the incident and its location.

4.   Advise Avsec.

5.   If AES requests it, request FENZ to turn out FENZ Hazmat Unit.

6.   Advise ARPHS that FENZ Hazmat Unit has been turned out to airport.

Note: Refer also to para 15.3 for matters relevant to spills, command and control, press releases, etc.

15.4.4   SkyGate Security Actions

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 15.3 for matters relevant to spills, command and control, press releases, etc.

15.4.5   Engineering Services Actions

15.4.5.1   If spill occurs during working hours, ES response may not be required, but if requested:

15.4.5.2   Provide personnel, equipment, absorbent materials, etc, as requested by AES and/or FENZ.

1.   Isolate and contain stormwater systems.

2.   Inform relevant Environmental Manager(s).

3.   Activate clean-up.

15.4.5.3   If spill occurs after working hours, ES response may not be required, but if requested:

1.   ES Duty Manager to arrange for call back of appropriate number of staff.

2.   If after dark, emergency lighting trailers may be required.

3.   Proceed as per bullets above for working hours.

Note: Refer also to para 15.3 for matters relevant to spills, command and control, press releases, etc.

15.4.6   Crisis Management Team Member Actions

No response expected, because generally AIAL executive will not declare a crisis and initiate the Crisis Management system for a spill.

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15.4.7 Business Recovery Team Member Actions

No response expected, because generally AIAL executive will not declare a crisis and initiate the Crisis Management system for a spill.

15.5 POLICE ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

15.6 FENZ ACTIONS

On notification, act in accordance with FENZ Standard Operating Procedures.

Note: Refer also to para 15.3 for matters relevant to spills, command and control, press releases, etc.

15.7 AMBULANCE ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

15.8 AIRLINES ACTIONS

The Spillage Originator is to notify Auckland Airports Operations (ICR) and they will in turn call emergency services.

15.9 GROUND HANDLER ACTIONS

1. The Spillage Originator is to isolate and secure the area pending arrival of emergency services, and is to attempt to stop the flow or contain the spillage and prevent entry into stormwater system if safe to do so.

2. For Minor fuel or effluent spills, the Spillage Originator is to contain, clean up, remove and safely dispose of any contaminated material.

3. The Spillage Originator must ensure personal safety is not compromised - this may require using the emergency water shower.

4. For radiation incidents the originator is to establish a cordon of 30 metres which may be extended to 300 metres. Any persons within that area must be contained within the site or accompanied to a sterile area.

5. Ensure first aid and fire extinguisher(s) are readily available.

6. The Spillage Originator is to obtain names and addresses of all persons involved including anyone who has been removed for medical attention.

7. The Spillage Originator is to obtain and provide information on the hazardous material to the Airport Emergency Service Officer-in-Charge (eg, chemical data sheets, etc).

Note: Refer also to para 15.3 for matters relevant to spills, command and control, press releases, etc.

15.10 AIRWAYS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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15.11   AVSEC ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

15.12   WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

15.13   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

15.14   COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

15.15   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 16 - FUEL PIPELINE INCIDENT

16.1　DEFINITION

Fuel pipeline system (the scope of the system is outlined in para 16.3.2 below) incidents that will activate these procedures are defined as:

- Physical damage/malfunction that does not result in loss of containment but interrupts supply.

- Uncontrolled loss of containment.

16.2　NOTIFICATION CHART

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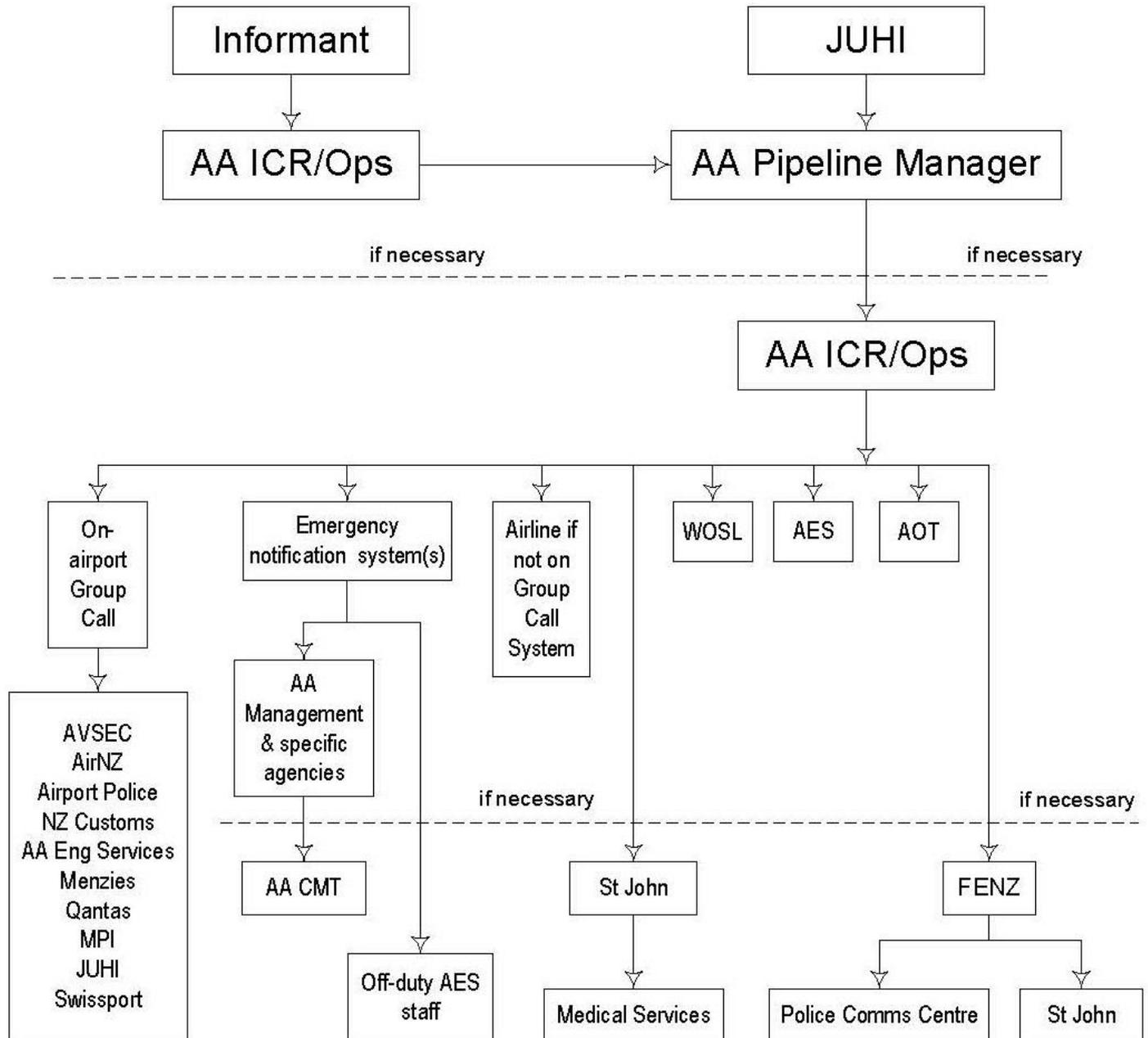
16.3   GENERAL REQUIREMENTS

16.3.1   Overview

16.3.1.1   A fuel pipeline containing aviation fuel travels through Auckland Airport property to supply airside fuel hydrants for aircraft refuelling. Different organisations own portions of this pipeline (see para 16.3.2 below for details). This section outlines the required response for all on-airport agencies following a fuel pipeline incident. Further to the definition in para 16.1 above, the term "incident" includes a range of possible scenarios:

1.   Any type of damage to the pipeline, even if the damage does not cause a leak.

2.   Small pinhole or corrosion-based leaks.

3.   Larger ruptures.

16.3.1.2   Auckland Airport is required by legislation to appoint a Pipeline Manager. The AIAL Fuel Pipeline Manager (or if unavailable, the ES On-Duty Manager) should be notified as early as possible of any incident to ensure it is correctly classified, as often an alert will only relate to a minor issue that can be dealt with by just the Pipeline Manager and JUHI.

16.3.1.3   This Section does NOT cover fuel spills, which are dealt with in Section 15, Hazardous Material Spill (for example, a fuel hose leak from a header hydrant during aircraft refuelling). Consequently, the fuel/effluent spill categories of Minor and Major do not apply to a fuel pipeline system incident. Any damage to and/or loss of containment from the fuel pipeline system will activate the procedures in this Section, and response and recovery strategies are detailed further in the relevant organisations' emergency plans (see Fuel Pipeline Ownership & Responsibility below).

16.3.2   Fuel Pipeline Ownership & Responsibility

16.3.2.1   The fuel supply for aircraft refuelling at Auckland Airport comes via a single pipeline from the Wiri Oil Services Limited ("WOSL") Terminal at Wiri, across Auckland Airport-owned property as shown on the Fuel Pipeline Ownership drawing at right. Although the entire pipeline is subject to the Health and Safety in Employment (Pipelines) Regulations 1999, actual pipeline ownership is spread between Auckland Airport, JUHI and WOSL, as shown on the drawing.

16.3.2.2   Due to the divided ownership, the following distinctions are made in this Aerodrome Emergency Plan:

- The "fuel hydrant pipeline system" refers to ONLY the Auckland Airport-owned section extending west from Valve V1 (as shown on the Fuel Pipeline Ownership drawing at right), and specifically for which Auckland Airport has developed the Fuel Supply Emergency Response & Contingency Plan (available internally in Radar).

- The other parts of the fuel pipeline system are from Valve V1 back to the WOSL Terminal at Wiri. Both JUHI and WOSL have their own incident or emergency response plans for the sections of the pipeline that they own (as shown on the Fuel Pipeline Ownership drawing at right).

16.3.2.3   Both the JUHI and WOSL incident response plans require those organisations to notify Auckland Airport Operations as soon as they become aware of and/or investigate any pipeline incident to which this Section applies, so the Auckland Airport Operations team can initiate any required on-airport response.

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Legend

- Airside/Landsie Boundary
- Fuel Valves

Fuel Pipeline System Owners
- AIAL Fuel Hydrant Pipeline System
- JUHI
- WOSL
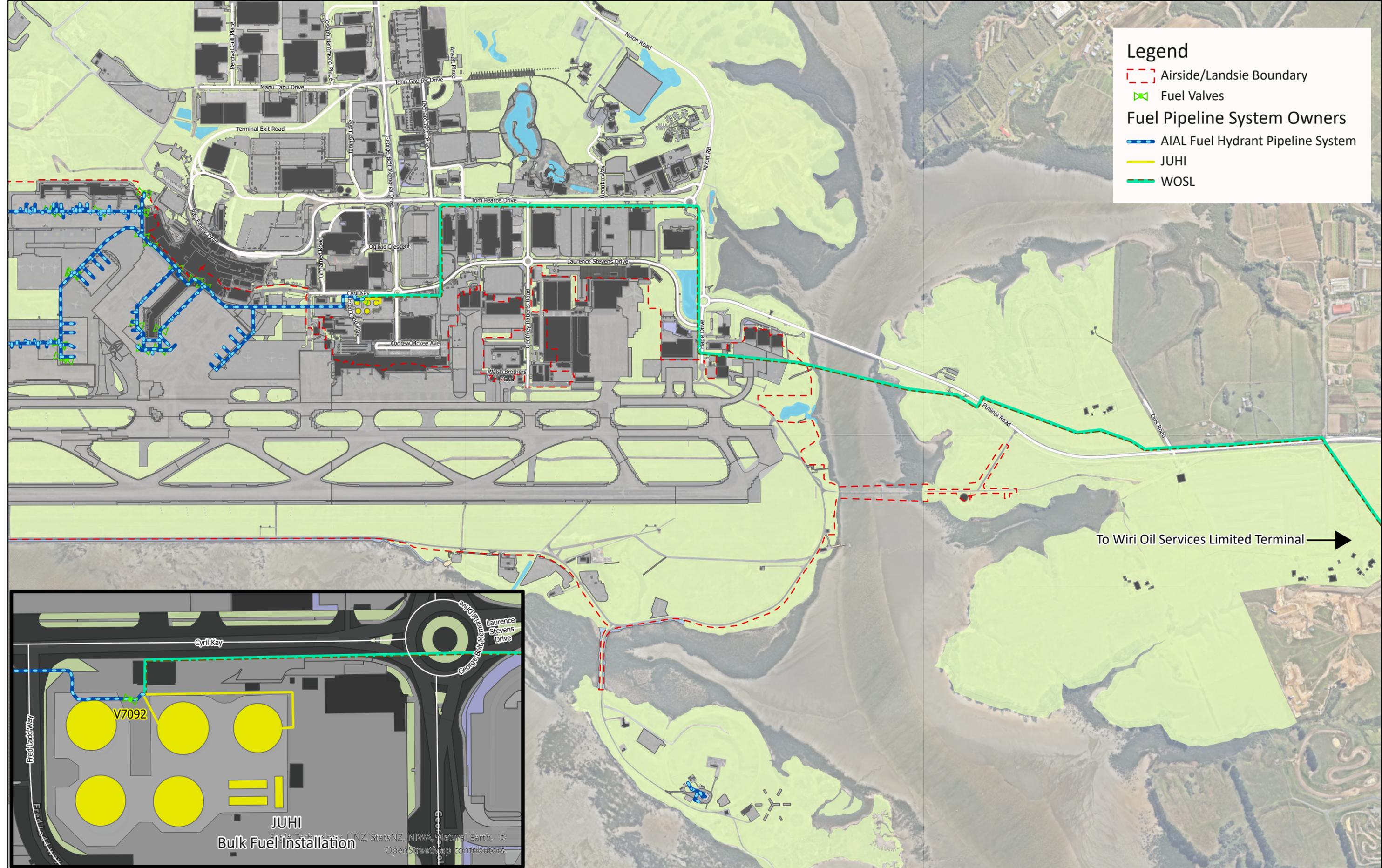
To Wiri Oil Services Limited Terminal →

V7092

JUHI
Bulk Fuel Installation

Esri, Eagle Technology, LINZ, StatsNZ, NIWA, Natural Earth, © OpenStreetMap contributors.

Auckland Airport

Auckland International Airport
Underground Services
Fuel Pipeline Ownership

0.0 0.0 0.07 0.13 0.20.26 Kilometers

User: ChristinaHa
Date: 4/11/2022

N

Path: U:\06_StandardPlans\Emergency\Crash Map\AEP_FuelPipeline.aprx

16.3.3 Identification of Substance

The fuel pipeline system contains Jet A-1 aviation fuel.

16.3.4 Resources

16.3.4.1 Auckland Airport has available personnel, supplies and equipment to assist aircraft owner/operators to resolve operational difficulties.

16.3.4.2 In the event of damage to and/or loss of containment to either the fuel hydrant pipeline system or the other parts of the fuel pipeline system on Auckland Airport-owned property, the Airport Emergency Service will provide support as necessary, including:

1. Fire suppression.

2. Area security.

3. Medical support.

4. Operational assistance.

16.3.5 Expenses

The organisation responsible for the incident is to bear all expenses incurred as a result.

16.3.6 Press Releases

No AIAL staff or contractors shall make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams for incidents located on the fuel hydrant pipeline system, or the lead agency for incidents located on any other part of the fuel pipeline system).

16.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

16.4.1 Fuel Pipeline Manager Actions

1. Upon notification, decide level of severity.

2. Advise ICR of severity (eg, if uncontrolled release, EOC would open, but if not a serious incident, other agencies may not need to be involved).

3. Ensure JUHI Control Room and WOSL Control Room are aware of the incident and its location.

4. If EOC opened, proceed to EOC.

5. Follow steps in AIAL Fuel Supply Emergency Response & Contingency Plan to help manage incident to its conclusion.

16.4.1 Airport Emergency Service Actions

1. If incident is located within the fuel hydrant pipeline system, respond as per Auckland Airport Fuel Supply Emergency Response & Contingency Plan (available internally in Radar) and/or other relevant procedure.

2. Determine its relative danger.

3. If necessary, ensure FENZ is called out.

4. Provide:

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- Initial command (AES Crew Chief to assume the role of Incident Commander at the scene).
- Absorbent materials.
- Fire suppression.
- Area security.
- Medical support.
- Operations assistance.

5. If incident is located on another part of the fuel pipeline system, respond as per above, or in support of FENZ or lead agency.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.4.2 Airfield Operations Team Actions

16.4.2.1 Upon a sighting or a notification of a fuel hydrant pipeline system incident:

1. Activate Emergency Shutdown Control if required, either from Apron or from Apron Tower.

2. If urgent, activate the "AES Turnout" Button.

3. Ensure ICR is aware of incident if incident notification was not originally from ICR.

4. Obtain and record further details and pass these on to ICR.

5. Pass details to the Airfield Mobile Officer who is to proceed to the scene and act in accordance with requests from the Airport Emergency Service and/or FENZ.

16.4.2.2 On being notified or becoming aware of any other fuel pipeline system incident (ie, affecting the fuel pipeline system beyond the fuel hydrant pipeline system), AOT to record details and relay these to ICR.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.4.3 Airport Operations Actions

1. Attempt to verify the exact location and nature of the incident (refer para 16.3.2 above for pipeline ownership and significance of the location).

2. Activate "AES Turnout" Button.

3. Advise AIAL Pipeline Manager and Duty Operations Manager of details, and ensure JUHI Control Room are aware of the incident and its location.

4. If Pipeline Manager is unavailable, advise On-Duty ES Manager of details.

5. If Pipeline Manager (or if Pipeline Manager is unavailable, the On-Duty ES Manager) verifies to Ops that the incident requires it, OR if the incident is obviously serious (eg, fuel is visibly escaping), Duty Operations Manager will activate EOC, assume the role of initial Response Co-ordinator and proceed as per the appropriate (dependant on incident location) Response Coordinator's Pipeline Incident Checklist.

6. Activate group call.

7. Activate Auckland Airport text message system.

8. Set up CCTV for coverage of area (if available for the area concerned). Advise Duty SkyGate

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Officer so that security measures can be implemented if needed.

9.   Carry out any instructions issued from EOC.

10. Start Log.

11. If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

12. Update Status Board.

13. Update Aplus.

14. Issue stand down on instructions from EOC.

15. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.4.4   SkyGate Security Actions

1.   Obtain and keep secure relevant security camera footage.

2.   In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

3.   Provide security as required.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.4.5   Engineering Services Actions

16.4.5.1   If AIAL Pipeline Manager is unavailable, Ops will contact the ES On-Duty Manager to classify the incident and advise Ops if the incident warrants EOC to be opened. The ES On-Duty Manager would advise Ops and take any other required steps as per AIAL Fuel Supply Emergency Response & Contingency Plan.

16.4.5.2   If incident is located within the fuel hydrant pipeline system, ES will participate in the Fuel Hydrant Pipeline System Emergency Management Team with the roles specified in the Auckland Airport Fuel Hydrant Pipeline Emergency Response Plan (see doc 894337). ES shall also proceed as follows as required:

1.   Provide personnel, equipment, absorbent materials, etc, as requested by the Airport Emergency Service and/or FENZ.

2.   Isolate and contain stormwater systems.

3.   Inform current Auckland Airport Environment representative.

4.   Activate clean-up.

5.   If fuel hydrant pipeline system failure occurs after working hours, Duty Manager to arrange for call

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back of appropriate number of staff.

6.   If after dark, emergency lighting trailers may be required.

16.4.5.3   If incident is located on another part of the fuel pipeline system, respond as requested by EOC.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.4.6   Environmental Representative Actions

16.4.6.1   If incident is located within the fuel hydrant pipeline system, an AIAL environmental representative will participate in the Fuel Hydrant Pipeline System Emergency Management Team with the roles specified in the Auckland Airport Fuel Hydrant Pipeline Emergency Response Plan (see former FileSite doc 894337).

16.4.6.2   If incident is located on another part of the fuel pipeline system, liaise with EOC, JUHI and/or WOSL as required to ensure all Auckland Airport environmental requirements are met.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.4.7   Crisis Management Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

16.4.8   Business Recovery Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

16.5   POLICE ACTIONS

1.   Unless incident is due to suspected criminal act, traffic accident, etc, no response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

2.   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the Police proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in

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accordance with the current Auckland Airport Crisis Management Teams Handbook.

3. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.6   FENZ ACTIONS

On notification, act in accordance with FENZ Standard Operating Procedures.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.7   AMBULANCE ACTIONS

- Upon notification of uncontrolled loss of containment of aviation fuel, act in accordance with the instructions for a LOCAL STANDBY.

- If interruption to supply only (ie, fuel is fully contained), no response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.8   AIRLINES ACTIONS

1. Dispatch Airline Representative to Auckland Airport EOC if required.

2. Assist with any requests from EOC.

3. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the airline proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

4. Attend both Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.9   AIRWAYS ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

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16.10 AVSEC ACTIONS

16.10.1 If incident is located within the fuel hydrant pipeline system and EOC is opened:

1. A Team Leader, plus one Aviation Security Officer, are to proceed to the Auckland Airport Emergency Operations Centre to provide communications and coordinate the activities of AVSEC personnel engaged in the emergency.

2. Security 1 and all other Officers to be on standby for instructions from the EOC (for example, there may be a need to carry out escorts from an airside access point as directed via the EOC, Checkpoint Charlie access may be affected, etc).

3. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

16.10.2 If incident is located on another part of the fuel pipeline, await instructions in case airside escorts or security gate control are required.

16.10.3 If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Avsec proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.11 WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

16.12 CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the agency proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

16.13 COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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16.14   JUHI ACTIONS

1. On being notified or becoming aware of an incident on either the fuel hydrant pipeline system or any other parts of the fuel pipeline system, JUHI to record details and relay these to AIAL Pipeline Manager, AIAL ICR, WOSL Control Room and JUHI Control Room.

2. Activate Emergency Shutdown Control if required.

3. Proceed as per AIAL Fuel Supply Emergency Response & Contingency Plan, or JUHI or WOSL incident or emergency plans, depending on location of incident.

4. If incident is located within the fuel hydrant pipeline system, a JUHI representative will participate in the Fuel Hydrant Pipeline System Emergency Management Team, as specified in the Auckland Airport Fuel Supply Emergency Response & Contingency Plan.

5. If incident has occurred in the JUHI-owned section of the pipeline, or if requested by AIAL, perform any necessary pipeline isolations, decommissioning and commissioning of pipeline.

6. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind JUHI proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

7. Assist with clean-up if required.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.15   WOSL ACTIONS

•   On being notified or becoming aware of an incident on either the fuel hydrant pipeline system or any other parts of the fuel pipeline system, WOSL to record details and relay these to AIAL Pipeline Manager, AIAL ICR, WOSL Control Room and JUHI Control Room.

•   If incident is located on the WOSL part of the fuel pipeline, proceed as per WOSL incident or emergency plans.

Note: Refer also to para 16.3 for matters relevant to a fuel pipeline system incident, command and control, press releases, etc.

16.16   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 17 - NATURAL EVENT

17.1   DEFINITION

An event of nature such as storm, earthquake, volcano, tsunami, rural fire, landslip, etc, where damage to airport facilities may have occurred, or, if it has occurred remote to the airport, may have operational impacts on this airport.

17.2   NOTIFICATION CHART

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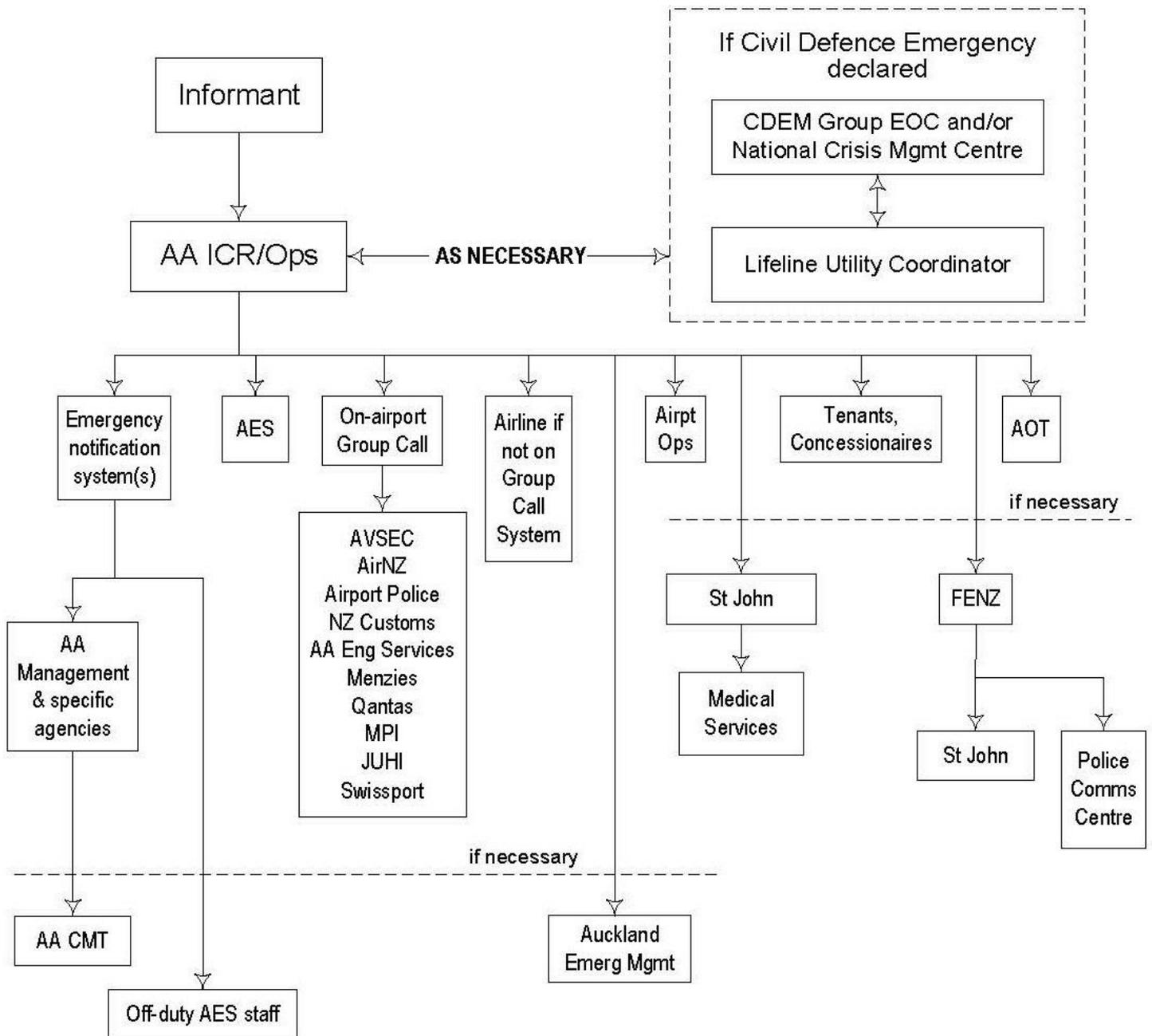
17.3   GENERAL REQUIREMENTS

17.3.1   Scope of "Natural Event"

17.3.1.1   The types of natural event envisaged in this category include:

1.   Earthquake.

2.   Tsunami.

3.   Volcanic eruption.

4.   High winds.

5.   Flooding.

17.3.1.2   "Natural event" for the purposes of this AEP includes an event which occurs too remotely to cause direct physical damage to this airport, but where normal airport operations could be adversely affected.

17.3.2   Incident Management

17.3.2.1   The incident management team for this type of event will normally consist of the Crisis Management Team (if a crisis has been declared) or appropriate Auckland Airport senior management, Lifeline Utility Coordinator and initially the Airport Operations Duty Operations Manager. General considerations will include:

1.   Incident action planning.

2.   Operational priorities.

3.   Recovery and business continuity planning.

17.3.2.2   An Auckland Airport Business Recovery Team and an Auckland Airport Strategy Team may also form to deal with wider corporate issues, including media coverage.

17.3.2.3   Assistance will be sought from other agencies as required (ie, Police, Customs, AVSEC, etc), and all other Auckland Airport Sections will furnish Sitreps to EOC.

17.3.3   Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

17.3.4   Declaration of Civil Defence Emergency

The Civil Defence Emergency Management Act 2002 allows authorised persons to declare a situation a Local or National Civil Defence Emergency if it appears to them that it cannot be dealt with by emergency services (ie, USAR, NZ Police, FENZ, rural fire authorities and hospital and health services), or that it otherwise requires a significant coordinated response. If declared, Auckland Airport (as a "Lifeline Utility") must ensure the airport can function to the fullest extent possible. A CDEM Group EOC and/or National Crisis Management Centre would direct and coordinate emergency resources, and their directions would be passed down to on-airport resources via the EOC.

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17.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

17.4.1 Airport Emergency Service Actions

1. Check Station vehicle doors for operation.

2. Move Vehicles outside if necessary.

3. Carry out communications checks.

4. Provide Sitreps to EOC.

5. Provide medical assistance if necessary.

6. Render other assistance wherever possible.

7. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.4.2 Airfield Operations Team Actions

AOT is to:

1. Instruct Airfield Mobile Officer to:

   - Carry out runway and apron inspection to ascertain operational condition.
   - Pay particular attention to fuel hydrant line on apron.
   - Undertake lighting check if necessary.

2. Issue NOTAM if required.

3. Liaise with Control Tower.

4. Provide Sitreps to EOC.

5. If relevant authority declares a Civil Defence Emergency, maintain existing response unless

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Incident Controller or Response Coordinator specifically directs otherwise.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AOT representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.4.3　Airport Operations Actions

1. Advise Comms and Duty Operations Manager, who will activate EOC.

2. Activate Auckland Airport text message system.

3. Evacuate Buildings if necessary.

4. Advise Duty SkyGate Officer so that security measures can be implemented.

5. Check terminal occupants for injuries and notify EOC if necessary.

6. Undertake operational checks on FIDS, PA, etc.

7. Undertake building checks and notify EOC of any damage.

8. Make announcements to allay passenger and public concerns re aircraft arrivals and departures.

9. If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

10. If relevant authority declares the situation a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

11. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated L Ops representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

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17.4.4   SkyGate Security Actions

1.   Obtain and keep secure relevant security camera footage, if any.

2.   In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

3.   Provide security as required.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated SkyGate representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.4.5   Engineering Services Actions

17.4.5.1   If natural event occurs during working hours, if necessary:

1.   Undertake checks on Terminal buildings and on services infrastructure, eg, pumping stations, power centres, water storage tanks, water supply network, etc.

2.   Notify EOC of any damage.

3.   If structural damage to Terminal(s) is found, engage engineering expert(s) to undertake full structural assessment ASAP.

4.   Provide Sitreps to EOC.

5.   Stand by with staff and equipment to help where necessary.

17.4.5.2   If natural event occurs after working hours, if necessary:

1.   Duty Manager to activate Emergency call out list.

2.   If after dark, hitch vehicles to emergency lighting trailers and make ready to deploy.

3.   Proceed as per instructions in para 17.4.5.1.

4.   Emergency Coordinator to check security of all vehicles and buildings after stand down.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated ES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for

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guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.4.6 Crisis Management Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.4.7 Business Recovery Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.5 USAR ACTIONS

- Following a major natural disaster, it is likely New Zealand will request and receive offers of international assistance, including Medical Assistance Teams (MAT) and Urban Search and Rescue (USAR) Teams.

- Auckland Airport may be used as the point of first arrival for international support. In this situation NEMA would establish a Reception Departure Centre (RDC) within the airport terminal and an assembly area at a suitable location close to the airport.

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17.6   POLICE ACTIONS

1.   Send representative to EOC.

2.   Assist with evacuations, crowd control as required.

3.   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

4.   If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

5.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.7   FENZ ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.8   AMBULANCE ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.9   AIRLINES ACTIONS

1.   Assist with evacuation of terminals if required.

2.   Liaise with EOC to report damage, etc.

3.   Liaise with EOC to ascertain operational status of airport.

4.   If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the airline proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in

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accordance with the current Auckland Airport Crisis Management Teams Handbook.

5. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

6. No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

Note: Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.10   AIRWAYS ACTIONS

1. Immediately make manoeuvring area available for inspection.

2. Halt all traffic.

3. Obtain status report(s) and if airport is not operational, continue as for airport crash.

4. Liaise with AOT.

5. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

6. If relevant authority declares a Civil Defence Emergency, maintain existing response unless EOC specifically requests otherwise.

Notes:

*   Airways is to relay time notifications using local time expressed in terms of the 24-hour clock.

*   Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.11   AVSEC ACTIONS

1. Send representative to EOC.

2. Assist with protection of the airside/landside boundary if necessary.

3. Assist with evacuation of ITB if necessary.

4. Liaise with EOC to report any damage and/or factors affecting airport operational ability.

5. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Avsec proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in

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accordance with the current Auckland Airport Crisis Management Teams Handbook.

6. If relevant authority declares a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

7. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

Note: Refer also to para 17.3 for matters relevant to natural events, command and control, press releases, etc.

17.12   WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

17.13   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

17.14   COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

17.15   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

17.15.1   IF the natural event has not affected the airport, no response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

17.15.2   IF the natural event has affected the airport, but there will be no immediate AEM staff available, convey this information to the AIAL EOC.

17.15.3   IF the natural event has affected the airport, or the response staging point is at the airport, and provided there are AEM staff available:

1. On arrival at the airport, report to Emergency Staging Point, Hape Dr.

2. A Liaison Officer is to report to the EOC, stating numbers available.

3. Staff will be directed to required locations with numbers and timing as directed by the EOC.

4. Transport will be provided. NO private vehicles are to be driven airside.

5. Provide support and liaison at the request of the Auckland Airport through the AEM Duty team.

6. If relevant authority declares the situation a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

7. Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

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SECTION 18 - OTHER INCIDENT NOT SPECIFIED

18.1 DEFINITION

Any event, local or remote, not specified elsewhere in this Plan which has the potential to disrupt or affect normal airport operations, including an event the relevant authority declares to be a Local or National Civil Defence Emergency.

18.2 NOTIFICATION CHART

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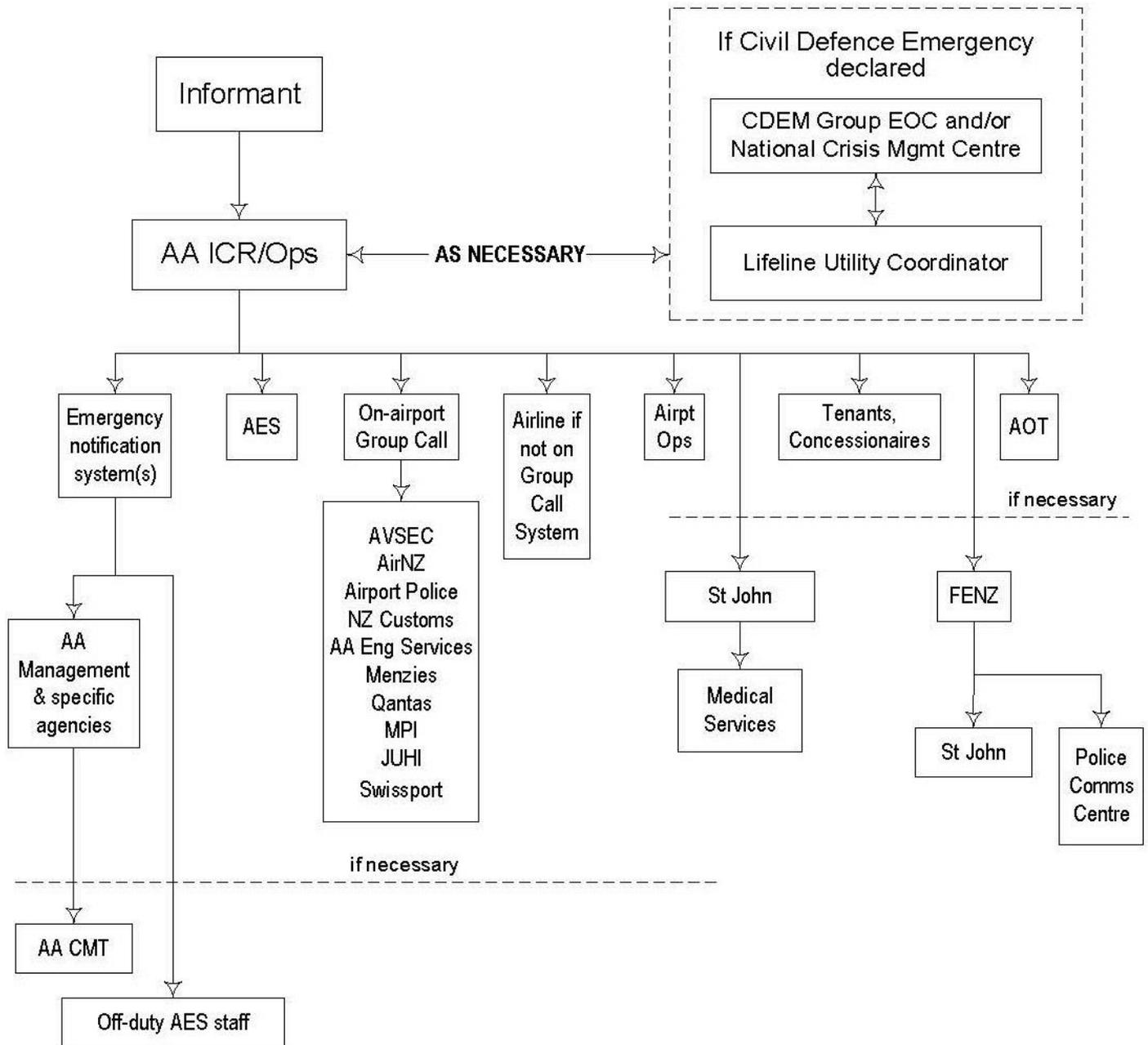
18.3   GENERAL REQUIREMENTS

18.3.1   Examples, Local & Remote

18.3.1.1   Examples of "other incidents" not specified elsewhere in this AEP occurring locally could include:

1.   Major power or other utilities failure.

2.   Civil disturbance.

3.   Major security breach.

4.   Major transport accident (ie, road/rail/aircraft) or road closure(s) causing disruption, etc.

18.3.1.2   Examples of "other incidents" not specified elsewhere in this AEP occurring remotely to Auckland Airport could include:

1.   Major disruption to another large NZ city.

2.   Loss of a strategic national lifeline utility.

3.   Agricultural / horticultural emergency.

4.   Public health crisis in another region.

5.   Disruption at other international airport.

18.3.2   Command

18.3.2.1   The incident management team to deal with operational issues for this type of event may be formed of the Crisis Management Team (if a crisis has been declared) or appropriate Auckland Airport senior management and initially the Airport Operations Duty Operations Manager, rather than Emergency Services representatives.

18.3.2.2   An Auckland Airport Business Recovery Team and an Auckland Airport Strategy Team may also form to deal with wider corporate issues, including media coverage.

18.3.2.3   Assistance will be sought from other agencies as required (ie, Police, Customs, AVSEC, etc), and all other Auckland Airport Sections will furnish Sitreps to EOC.

18.3.3   Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airlines Communications Teams).

18.3.4   Declaration of Civil Defence Emergency

18.3.4.1   The Civil Defence Emergency Management Act 2002 allows authorised persons to declare a situation a Local or National Civil Defence Emergency if it appears to them that it cannot be dealt with by emergency services (ie, NZ Police, FENZ, rural fire authorities and hospital and health services), or that it otherwise requires a significant coordinated response. If declared, Auckland Airport (as a "Lifeline

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Utility") must ensure the airport can function to the fullest extent possible. A CDEM Group EOC and/or National Crisis Management Centre would direct and coordinate emergency resources, and their directions would be passed down to on-airport resources via the EOC.

18.3.4.2   If relevant authority declares the situation a Civil Defence Emergency, either the EOC will already be open because the event affects the airport, or if the event is remote from Auckland Airport, the EOC will be opened and the relevant Auckland Airport staff and Management notified.

18.4   AUCKLAND AIRPORT DEPARTMENT ACTIONS

18.4.1   Airport Emergency Service Actions

18.4.1.1   The Airport Emergency Service is to proceed initially as follows:

- Duty Crew Chief to ensure all appliances and equipment are fully operational and liaise with EOC for further instructions.

- Provide Sitreps to EOC as required.

18.4.1.2   If, during an aircraft emergency, AES believes there is an urgent reason to contact the flight crew of an aircraft on the ground, they may call the aircraft direct on 121.9MHz without prior ATC authorisation. AES Vehicles are fitted with a discreet Emergency frequency with which they may communicate directly with the pilot in charge after initiating contact through ATC.

18.4.1.3   If relevant authority declares the situation a Civil Defence Emergency, either the EOC will already be open because the event affects the airport, or if the event is remote from Auckland Airport, the EOC will be opened and the relevant Auckland Airport staff and Management notified.

18.4.1.4   If Civil Defence Emergency has been declared, AES is to maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 18.3 for matters relevant to the category "other incidents", press releases.

18.4.2   Airfield Operations Team Actions

18.4.2.1   The AOT is to:

1.   Issue NOTAM if required.

2.   Liaise with EOC for further instructions.

3.   Provide Sitreps to EOC.

18.4.2.2   If relevant authority declares the situation a Civil Defence Emergency, either the EOC will already be

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open because the event affects the airport, or if the event is remote from Auckland Airport, the EOC will be opened and the relevant Auckland Airport staff and Management notified.

18.4.2.3   If Civil Defence Emergency has been declared, AOT is to maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AOT representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 18.3 for matters relevant to the category "other incidents", press releases.

18.4.3   Airport Operations Actions

18.4.3.1   Airport Operations is to:

1. Upon notification of such an event, advise Duty Operations Manager.

2. Notify Auckland Airport management via text message system if event is local.

3. Activate EOC if the incident affects or has the potential to affect the airport or its surrounds.

4. If incident includes a major utilities failure, contact ES On-call trades personnel and ES On-call Duty Manager.

5. Advise (as appropriate) all other affected on-airport organisations or parties.

18.4.3.2   If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

18.4.3.3   If relevant authority declares the situation a Civil Defence Emergency:

1. Advise Duty Operations Manager of new incident status.

2. Notify Auckland Airport management of new incident status.

3. If the EOC is not already open, activate EOC.

4. Relay instructions or requests from CDEM Group EOC or National Crisis Management Centre to on-airport EOC.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated L Ops representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for

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guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 18.3 for matters relevant to the category "other incidents", press releases.

18.4.4   SkyGate Security Actions

1. Obtain and keep secure relevant security camera footage.

2. In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

3. Provide security as required.

4. Provide Sitreps to EOC.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated SkyGate representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 18.3 for matters relevant to the category "other incidents", press releases.

18.4.5   Engineering Services Actions

18.4.5.1   If incident occurs during working hours, if necessary:

1. Ensure appropriate Manager (or delegate) reports to EOC.

2. Stand by with staff and equipment to help where necessary.

3. Provide Sitreps to EOC as required.

18.4.5.2   If incident occurs after working hours, if necessary:

1. On-call Duty Manager to activate Emergency call out list.

2. On-call Duty Manager to report to EOC.

3. If after dark, hitch vehicles to emergency lighting trailers and make ready to deploy.

4. Proceed as per instructions in para 18.4.5.1.

5. Emergency Coordinator to check security of all vehicles and buildings after stand down.

18.4.5.3   If relevant authority declares the situation a Civil Defence Emergency, either the EOC will already be open because the event affects the airport, or if the event is remote from Auckland Airport, the EOC will be opened and the relevant Auckland Airport staff and Management notified.

18.4.5.4   If Civil Defence Emergency has been declared, ES is to maintain existing response unless Incident

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Controller or Response Coordinator specifically directs otherwise.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated ES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 18.3 for matters relevant to the category "other incidents", press releases.

18.4.6 Crisis Management Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 18.3 for matters relevant to the category "other incidents", press releases, etc.

18.4.7 Business Recovery Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 18.3 for matters relevant to the category "other incidents", press releases, etc.

18.5 POLICE ACTIONS

- Upon notification, Police to instigate appropriate tactical response as required.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and bind the NZ Police must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

Note: Refer also to para 18.3 for matters relevant to the category "other incidents", press releases, etc.

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18.6   FENZ ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

18.7   AMBULANCE ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

18.8   AIRLINES ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the airline proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

Note: Refer also to para 18.3 for matters relevant to the category "other incidents", press releases, etc.

18.9   AIRWAYS ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Airways proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

Note: Refer also to para 18.3 for matters relevant to the category "other incidents", press releases, etc.

18.10   AVSEC ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind Avsec proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

Note: Refer also to para 18.3 for matters relevant to the category "other incidents", press releases, etc.

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18.11   WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

18.12   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

- No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with sufficient authority to speak on behalf of and bind the agency proceeds to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

Note: Refer also to para 18.3 for matters relevant to the category "other incidents", press releases, etc.

18.13   COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

18.14   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

18.14.1   IF the event has not affected the airport, no response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

18.14.2   IF the event has affected the airport, but there will be no immediate AEM staff available, convey this information to the AIAL EOC.

18.14.3   IF the event has affected the airport, or the response staging point is at the airport, and provided there are AEM staff available:

1.   On arrival at the airport, report to Emergency Staging Point, Hape Dr.

2.   A Liaison Officer is to report to the EOC, stating numbers available.

3.   Staff will be directed to required locations with numbers and timing as directed by the EOC.

4.   Transport will be provided. NO private vehicles are to be driven airside.

5.   Provide support and liaison at the request of the Auckland Airport through the AEM Duty team.

6.   If relevant authority declares the situation a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

7.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP.

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SECTION 19 - RECONCILIATION PROCESS

19.1   DEFINITION

Reconciliation is the process by which passengers and crew on an affected flight are accounted for by comparing the passenger manifest against survivors, deceased or missing persons, and by which survivors are reunited with family and friends.

19.2   NOTIFICATION CHART
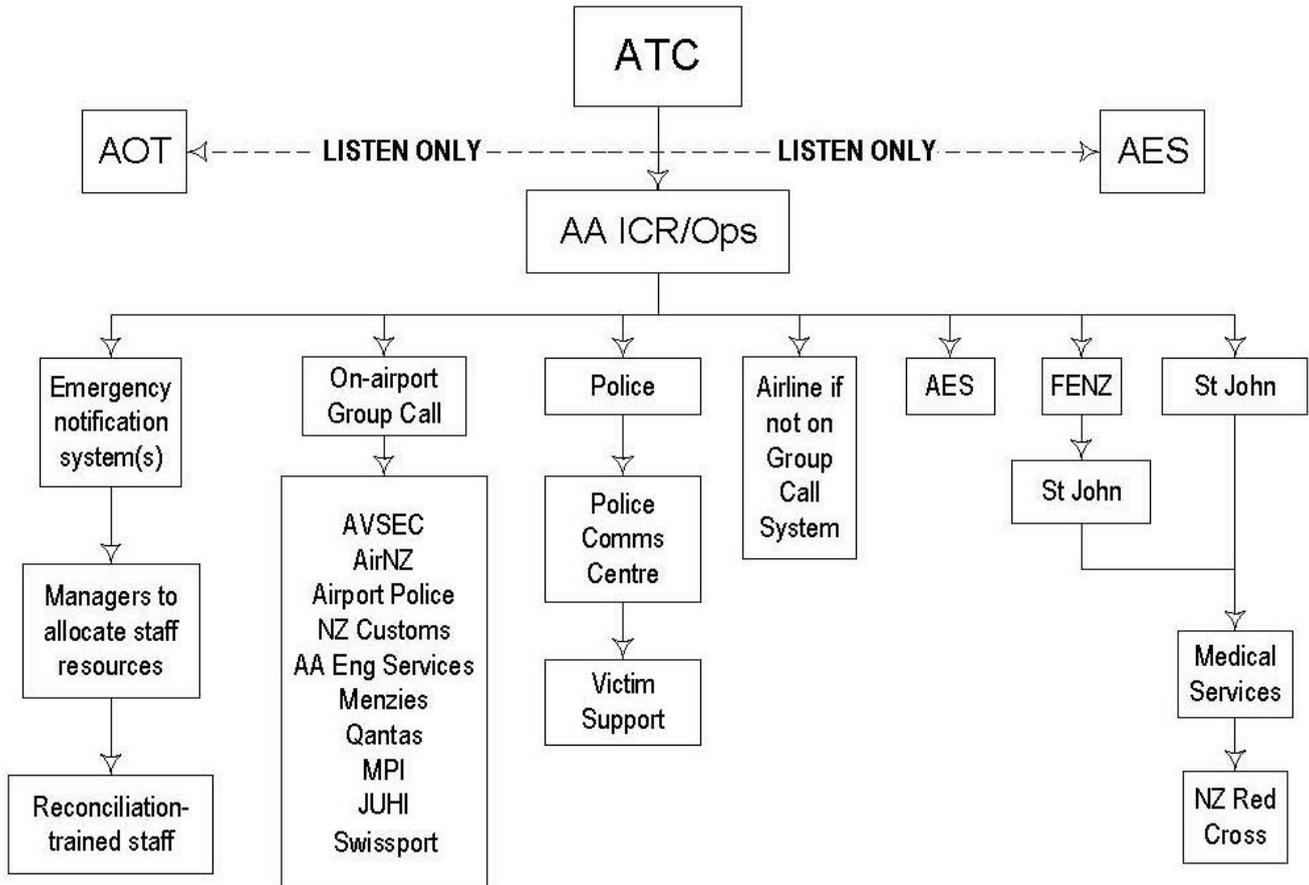
19.3   LOCATIONS

19.3.1   Incident Site – Crash Maps 1 and 2

19.3.1.1   The incident site may be on airport, in the harbour or within the local crash zone. An incident outside of these zones may require an on-airport reconciliation process to support persons associated with passengers on the aircraft. Refer Crash Maps at the end of section 1 General.

19.3.1.2   This would be determined by the Incident Controller, the airline in question, Auckland Airport and the Response Coordinator in EOC (Police).

19.3.2   Reconciliation Coordination (Initially at Passenger Reception Area)

Reconciliation Coordination will initially be in the proximity of the Passenger Reception Area, with all Reconciliation Coordinator resources currently located in bus gate lounges16a and 16b ITB Pier B, and in the cupboard at DTB gate lounge 62.

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19.3.3   Passenger Reception Area – Plans 2293

19.3.3.1   The Passenger Reception Area is where passengers will be cared for while survivor forms are completed and arrangements made for transport to the Family Assistance Centre or another location agreed by Police and the Airline.

19.3.3.2   The Passenger Reception Area is to be determined by the Incident Controller in consultation with the Airline and the Airport EOC. The primary planned area is bus gate lounges 16a and 16b ground floor, Pier B in the International Terminal Building. This area is suitable for incidents involving single or smaller aircraft.

19.3.3.3   If the incident involves wide-body or multiple aircraft then Level 2, Pier B, ITB may be required as a passenger holding area. This will require additional security resource from Aviation Security.

19.3.3.4   The final decision on the most suitable location for passenger reception will be made by the Response Coordinator at the EOC in consultation with the Airline and Incident Controller.

19.3.4   Triage

Primary triage will be at the scene, with those not requiring immediate medical treatment or hospitalization being transported by bus or other vehicle to a secondary triage area. A uniformed presence will be required on this vehicle.

19.3.5   Secondary Triage

19.3.5.1   Secondary triage will be undertaken by trained medical personnel (St John) in bus gate lounges 16a and 16b, ground floor, Pier B, ITB or gate lounge 62 and 63, DTB for smaller aircraft.

19.3.5.2   Secondary triage will perform a more in-depth screening of passenger for potential masked injuries. To provide privacy, buses delivering passengers to the triage area need to park so passengers can walk from the bus directly into the building, ie, not around the bus. Passengers will not be released to the passenger holding area unless they have been through secondary triage.

19.3.5.3   Screens will be available for privacy if required.

19.3.6   Crew Reception Area

19.3.6.1   The Crew Reception Area is where crew will be cared for while decisions regarding investigation process and transport arrangements are made with appropriate agencies and the Airline.

19.3.6.2   The Crew Reception Area is the Aviation Security Offices on Cyril Kay Road. Crew must be triaged by trained medical personnel prior to being transported from the scene.

19.3.6.3   Crew are to be accompanied by a member of NZ Police and Senior Airline Manager if available. If more than one aircraft involved, each crew group should be kept separate. Access to support from the airline and legal representation should be arranged at the earliest opportunity.

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19.3.7 Family Assistance Centre (FAC)

19.3.7.1 The Family Assistance Centre is where any person enquiring about passengers on the aircraft will be taken or instructed to go to so they may be cared for while Enquirer Registration Forms are completed.

19.3.7.2 This is best located in a hotel that has a BARNZ Memorandum of Understanding in place. The preferred option is Jett Park at 63 Westney Road or Holiday Inn at 2 Ascot Rd Mangere due to there size and ability to cater for large numbers and the ability to remove congestion from the airport. The EOC and the Airline can decide this at the time.

19.3.7.3 Family Assistance Centre set-up documentation is available from airlines.

19.3.7.4 Note that media are not permitted in the family area of the FAC without approval of a Senior Member of Police and the Airline.

19.3.8 Storage of Resources

19.3.8.1 The resources for Reconciliation are stored in access-controlled cabinets in bus gate lounges 16a and 16b and at the South Western end of Level 1, Pier B with additional tables, lecterns and screens stored in a back storeroom. There are also resources held in the cupboard of gate lounge 62 of the Domestic terminal and chairs and screens stacked in the corner of the lounge.

19.3.8.2 Action packs for each area of reconciliation are held in the storage cabinets in the ITB bus gate lounges 16 and in the locked cupboard in DTB gate lounge 62. These are collected by the relevant manager assigned to the separate areas. This area will be audited regularly by Auckland Airport Operations.

19.4 GENERAL REQUIREMENTS

19.4.1 Establishing Reconciliation

19.4.1.1 The requirement for Reconciliation would be determined between the Response Coordinator, the Incident Controller and the Airline.

19.4.1.2 The first qualified manager to arrive at the Passenger Reception Area is to assume responsibility as "Reconciliation Coordinator" (the Incident Controller of Reconciliation) until relieved by a Senior Police Officer or nominated representative. The most qualified Airline Manager becomes the Reconciliation Leader.

19.4.1.3 Refer to Reconciliation handbooks/packs for processes and tasks.

19.4.2 Access to Reconciliation Area

All staff indicated throughout this section will require access to all reconciliation area to assist with the process as required. Temporary airside access may be required for some parties from Aviation Security.

19.4.3 Initial Reconciliation Area Security

Initial reconciliation area(s) security will be provided by SkyGate and Aviation Security with assistance from Police (and off-duty Airport Emergency Service staff on emergency call-back if available).

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19.4.4 Reconciliation Staff Resourcing

It is expected that as many staff as possible from the Airport Community will assist with Reconciliation. A request can be made to Air New Zealand who may be able to provide Special Assistance team support.

19.4.5 Transport

19.4.5.1 It is expected that everyone assisting at the incident site will assist with getting passengers to the Primary triage area.

19.4.5.2 If released from primary triage area they may then be taken to the Passenger Reception Area by bus, organised by the Airfield Operations Team.

19.4.5.3 It is expected that everyone assisting at the incident site will assist with separating crew from passengers and putting them on a separate bus for transport to the Crew Reception Area. If more than one aircraft involved, each crew group should be transported separately.

19.4.6 Departure from Passenger Reception Area

19.4.6.1 Once passengers are cleared to leave the Passenger Reception Area, transport arrangements will be made by the Airline in consultation with Police.

19.4.6.2 The Airline will be responsible for transport, accommodation or travel arrangements for passengers and family.

19.4.6.3 Prior approval for passengers to leave will be given by Police in consultation with Border Agencies.

19.4.7 Reunion of Passengers

Reunion of passengers to relatives will be the responsibility of the airline and will occur in the Family Assistance Centre or in a location of the airlines choosing.

19.4.8 Runners

Runners will need to take forms to the Crew Reception area and bring them back to the Passenger Reception Area if required.

19.4.9 Media & Press Releases

19.4.9.1 No person may provide written or verbal information about the emergency to the media or the public without the approval of the Auckland Airport and/or Airline Communications Teams or in accordance with the emergency media protocols of the NZ Police or the airline involved.

19.4.9.2 No person shall take photographs or videos unless authorised to do so.

19.4.10 Declaration of Civil Defence Emergency

The Civil Defence Emergency Management Act 2002 allows authorised persons to declare a situation a Local or National Civil Defence Emergency if it appears to them that it cannot be dealt with by emergency services (ie, NZ Police, FENZ, rural fire authorities and hospital and health services), or that it otherwise requires a significant coordinated response. If declared, Auckland Airport (as a "Lifeline

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Utility") must ensure the airport can function to the fullest extent possible. A CDEM Group EOC and/or National Crisis Management Centre would direct and coordinate emergency resources, and their directions would be passed down to on-airport resources via the EOC.

19.4.11   Stand Down

19.4.11.1   Stand down for the initial incident response at Airport will be issued by the Incident Controller, while stand down for the initial Reconciliation response at Airport will be issued by the Response Coordinator (Police).

19.4.11.2   After stand down for the initial incident response has been given, reconciliation may continue for several days/weeks. The Family Assistance Centre may move during this time, but would remain open until all passengers have been met, released or identified as being in hospital or deceased and the passenger manifest is fully accounted for.

19.4.12   Health, Safety and Wellbeing of Staff Involved in Reconciliation

19.4.12.1   All agencies have a requirement to be aware of the need to provide health, safety and wellbeing support for all staff involved in the reconciliation process.

19.4.12.2   The wellbeing of staff will be actively monitored by the Reconciliation Coordinator, Airline and the EOC. Auckland Airport has a Welfare person that can look after its staff where necessary. It's assumed that Airlines will do the same for their staff.

19.4.13   Passenger Baggage

19.4.13.1   Baggage and personal belongings will need to remain on the aircraft until it has been cleared by Police and TAIC.

19.4.13.2   The Airline will be responsible for transporting baggage to distribute to passengers. This may be handled through the Family Assistance Centre.

19.5   DESIGNATED POSITIONS ACTIONS

19.5.1   Reconciliation Coordinator

19.5.1.1   The Reconciliation Coordinator is the first person to arrive at the gate lounges, or the most competent of trained personnel available until relieved by a Senior Police Officer as soon as practical.

19.5.1.2   The Reconciliation Coordinator may receive support from the airport community and other agencies, ie, St John, Special Assistance Team (SAT) and Welfare Organisations, ie, New Zealand Red Cross (in provision of psychosocial support), Victim Support and Auckland Emergency Management (Civil Defence) as required and depending on the scale of the emergency.

19.5.1.3   The Reconciliation Coordinator will:

1.   Provide regular status updates to the Response Coordinator in EOC.
2.   Ensure all requests for staff support and resources are received and passed to the EOC.
3.   Remain mindfulof the general reconciliation matters in para 19.4 above.

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19.5.2 Reconciliation Leader

19.5.2.1 The Reconciliation Leader is responsible for reconciliation process ensuring passenger forms are completed for all passengers that arrive at the Passenger Reconciliation Area.

19.5.2.2 The Reconciliation Leader is the first qualified airline staff member to arrive at the Pier B bus gate lounges, or the most competent of trained personnel available, who will then be relieved by a Senior Manager from the affected airline (or nominated representative) as soon as practical.

19.5.2.4 The Reconciliation Leader may receive support from the airport community and other agencies, ie, St John, Special Assistance Team (SAT), and Welfare Organisations, ie, New Zealand Red Cross (in provision of psychosocial support), Victim Support and Auckland Emergency Management (Civil Defence) as required and depending on the scale of the emergency.

19.5.2.5 The Reconciliation Leader will:

1. Provide regular status updates to the Reconciliation Coordinator.

2. Ensure regular updates are provided to passengers.

3. Ensure all requests for staff support and resources are received and passed to the Coordinator.

4. Remain mindful of the general reconciliation matters in para 19.4 above.

19.5.3 OIC Passenger Reception Area

1. Manage Passenger Reception Area by ensuring all staff involved are aware of their tasks and duties.

2. Ensure registration forms are completed for all passengers.

3. Provide regular information and updates to passengers on the process.

4. Provide care and support to passengers (water, blankets, and other assistance, eg, care of the elderly, infants, children needs).

5. Provide regular situation reports to the Reconciliation Leader.

6. Manage the lanyard process for the arrival of passengers into the Passenger Reception Area.

7. Remain mindful of the general reconciliation matters in para 19.4 above.

19.5.4 Passenger Reception

1. Complete form for passengers and affix wrist band:

   - White for passengers being met on arrival.
   - Yellow for passenger not expecting to be met on arrival.
   - and Green for those that need secondary triage attention

2. Write the surname and form number on the passenger's wristband.

3. Encourage passengers to phone families.

4. Provide care and support.

5. Give regular updates to the OIC Passenger Reception Area.

6. Remain mindful of the general reconciliation matters in para 19.4 above.

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19.5.5 Family Assistance Centre Manager or OIC Family Assistance Centre

19.5.5.1 This position will be filled by the Senior Manager from the affected Airline or nominated person. Make sure the Leader is wearing the provided jerkin located in the Go kit. It would also help if there is a whiteboard on which to capture the leader and supporting staff names for quick reference.

19.5.5.2 This position will:

1. Set up and manage the Family Assistance Centre by ensuring all staff involved are aware of their tasks and duties.

2. Ensure forms are completed for all persons present and entered into the electronic system.

3. Confirm all persons in the Family Assistance Centre are meeting passengers on the affected flight/s.

4. Remain mindful of the general reconciliation matters in para 19.4 above.

19.5.6 Family Assistance Centre Support

1. Ensure Enquirers form is completed for all persons meeting a passenger from the affected flight/s

2. Affix a pink wristband to all persons who have had a form completed. Eventually only persons matched to a passenger will be allowed to remain in the Family Assistance Centre. Any person present who is not matched to a passenger by Police and the Airline will be requested to leave and wristband must be removed.

3. Provide care and support.

4. Give regular updates to the OIC Family Reception Area.

5. Remain mindful of the general reconciliation matters in para 19.4 above.

19.6 AUCKLAND AIRPORT DEPARTMENT ACTIONS

19.6.1 Airport Emergency Service Actions

- Airport Emergency Services responsibility is to respond to the initial accident/incident.

- If additional Airport Emergency Services staff are available, they can assist in reconciliation by reporting to the Reconciliation Coordinator. Primarily their assistance will be in maintaining site security and assistance with primary triage, but they can assist throughout the rest of the process if required.

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.6.2 Airfield Operations Team (AOT) Actions

1. Respond as many buses as possible to assist with passenger transport from the site to the Passenger Reception Area, and from the passenger reception area to the Family Assistance Centre as required by Police and the Airline if possible.

2. Remind bus drivers going to the Passenger Reception Area to park buses delivering passengers to the triage area so that passengers can walk from the bus directly into the building, ie, not around the bus.

3. Organise buses for passengers and crew requirements. Buses will need to be on hand for bus

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operations if the airport is operational, particularly if Pier B is in use for reconciliation.

4. Advise EOC with stand allocation details for Pier B and any operational concerns as a result of the reconciliation.

5. Manage airside vehicle traffic movements to ensure safe and efficient transfer of passengers from the incident to the reconciliation area(s).

6. Assist with reconciliation wherever possible.

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.6.3 Airport Operations Actions

1. Notify St John Ambulance Communications Centre.

2. Notify all staff by RT.

3. Activate group call.

4. Activate Auckland Airport text message system.

5. Send out PA annoucements for Family and Friends of where they can catch the bus to take them to the Family Assistance Centre.

6. Ensure hotel has been identified and notified that it will be utilised for Family Assistance Centre.

7. Advise Duty SkyGate Officer and ensure security measures are implemented.

8. Consult with Response Coordinator on need to request any of the Welfare Organisations.

9. Set up CCTV to reconciliation areas. Activate Airport Emergency Service call out if requested to do so.

10. Initiate set-up of reconciliation areas.

11. Ensure reconciliation-trained personnel proceed to nominated Reconciliation Coordinators Area.

12. Update Status Board and Aplus.

13. Designate a meeting point for Welfare Organisations and other helpers (eg, Quad 5, retail centre car park).

14. Advise other agencies/departments to provide staff to assist where necessary, including setting up reconciliation area (eg, cleaning contractor, Customs, etc).

15. Confirm communications operational between reconciliation area and EOC.

16. Advise Aviation Security, SkyGate and Airport Emergency Service callback staff to assist with reconciliation security.

17. Advise Aviation Security to ensure reconciliation assistance can get to reconciliation area as required.

18. Carry out any instruction issued by EOC.

19. If relevant authority declares a Civil Defence Emergency, ensure EOC knows this, and pass on any communications from CDEM Group EOC and/or National Crisis Management Centre.

20. Ensure Police, Customs and MPI requirements are met before releasing any passengers from

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Passenger Reception Area.

21. Issue stand down on instruction from EOC.

22. As per details in para 1.7 of this AEP, schedule and ensure invitations are sent out for a Hot Debrief and then a Full Debrief for all required participants.

Notes:

- If the Emergency Red Phone rings during any of the above, stop, take down any new details and issue a new Emergency Message.

- Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.6.4   SkyGate Security Actions

1. Obtain and keep secure relevant security camera footage.

2. In conjunction with EOC, lock down appropriate security doors/gates and/or disable others to facilitate access where required.

3. When requested by EOC unlock gate 245 on the Western Forecourt behind Pier B.

4. Provide security as required.

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.6.5   Engineering Services Actions

- Set up triage area with inflatable tents if required

- Assist with the set-up of the reconciliation areas including secondary triage and unloading the trailer found at the northern side of stand 15.

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.7   POLICE ACTIONS

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.7.1   Senior Member of Airport Police on Duty acting as Response Coordinator from EOC

1. Advise O/C Airport Police, District Shift Supervisor, Duty Inspector, North Comms.

2. Ensure senior members of Police are assigned to the Passenger Reception Area, Family Assistance Centre and Crew Reception Area.

3. Consider the need for additional staff to provide a uniformed presence in support of the process.

4. Police are responsible for informing families of deaths.

19.7.2   Senior Officer at Incident Scene

Assist with locating and identifying crew at the incident site for transport to the Crew Reception Area. Note: If two aircraft involved, each crew group should be kept separated. Access to support from the airline and legal representation should be arranged at the earliest opportunity.

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19.7.3 Senior Officer at Passenger Reception Area, Crew Reception Area and Family Assistance Centre

1. Act as Reconciliation Coordinator.

2. Liaise with the affected Airline to ensure all forms and other forms of information (including telephone enquiries) are being collected and the process of reconciliation against passenger manifest and matching passengers to with family and friends is managed in a timely manner.

3. Many Airlines use electronic Crisis Management systems such as WebEOC Air that can be used to efficiently manage the reconciliation process and provide real-time reports. Once completed, entering forms into this system should be a priority. If such a system is unavailable, then an excel spreadsheet could be created in the predetermined format that allows uploading into either WebEOC or Esponder.

19.8 FENZ ACTIONS

- No actions are expected from FENZ as they will be dealing with the initial incident.

- Assist the reconciliation process as required.

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.9 AMBULANCE ACTIONS

1. Set up a secondary triage area in coordination with EOC designated areas.

2. Send an officer to assess crew at the Crew Reception Area.

3. Receive passengers, assess and determine extent of injuries, complete patient form and if appropriate send to hospital (or other medical facility) or release to the passenger reception area as necessary.

4. Attach green wrist bands to passengers who have been assessed.

5. Air Desk to arrange Westpac helicopter if required.

6. Arrange additional resources, medical cache and equipment and MIST (Major Incident Support Team) if required for extra support.

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.10 AFFECTED AIRLINE ACTIONS

1. As soon as practical, provide Police with access to or copy of passenger manifest and GENDEC.

2. The airline concerned (represented by its airport manager or ground handler) will immediately contact the Hotel and advise of the incident. Upon receipt of that advice, the Hotel will immediately reserve for the airline rooms that are vacant at the time. (see the BARNZ Memorandum of Understanding).

3. Provide EOC with the number of pass engers, crew etc. on the flight.

4. Work closely with Police to ensure all forms and any other information (including telephone enquiries) is being collected and the process of reconciliation against passenger manifest and

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matching passengers to family and friends is managed in a timely manner.

5. If using an electronic Crisis Management system such as WebEOC Air, ensure Police have access to all information and provide real-time reports upon request.

6. Once this is completed, entering forms into the system should be a priority.

7. Ensure all reconciliation-trained staff that can be available go to the nominated Passenger Reconciliation area.

8. Provide appropriately trained staff to the Family Assistance Centre, which will be managed by Senior Manager from affected airline or nominated representative (Air New Zealand will provide management support upon request where possible).

9. Determine when passengers and relatives are ready to leave the Family Assistance Centre.

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.11 AIRPORT COMMUNITY

All airport personnel capable and trained to assist will provide any assistance in the event of an emergency involving reconciliation of passengers.

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.12 AIRWAYS ACTIONS

No action is expected from Airways.

19.13 AVSEC ACTIONS

19.13.1 For an International event, an Aviation Security Officer will be stationed at Gate 245, by the power centre plant room on the western forecourt near the Pier B Ground Floor bus entrance. If the incident involves a smaller aircraft then they would be stationed where necessary at gate lounge 62 and 63. The purpose is to control the gate and only allow access to persons immediately involved with reconciliation. This will be the main access route for vehicles.

19.13.2 One Aviation Security Officer will be based at the Crew Reception Area. If two aircraft are involved, each crew shall be assigned an officer.

19.13.3 Two Aviation Security Officers will be stationed at the designated Passenger Reception Area for the purpose of maintaining security.

19.13.4 Once the reconciliation process has completed, screen any sterile areas to hand back for business as usual.

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

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19.14   WELFARE ORGANISATIONS ACTIONS

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.14.1   All Organisations

1.   Welfare groups encompassed by this plan are:

- New Zealand Red Cross.
- Victim Support.

2.   Each group's Liaison Officer at EOC will direct available staff to the passenger reception area.

3.   Transport will be either by Rescue vehicles or other transport provided. NO private vehicles are to be driven airside.

4.   A designated meeting point will be organised and communicated from EOC.

5.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

19.14.2   New Zealand Red Cross

1.   Send a senior person to EOC.

2.   Provide psychosocial support at the Passenger Reception Area and Family Assistance Centre.

3.   Provide trained personnel to support and where appropriate manage the establishment of and facilitation of shelter, and provide and set up shelter equipment including stretchers and bedding.

4.   If required, provide migration services.

19.14.3   Victim Support

1.   Send a senior staff member to EOC.

2.   Provide assistance in welfare centre that is set up to assist anyone requires support and information.

3.   Provide psychological first aid and practical support to anyone affected by the incident.

4.   Liaise with Te Whatu Ora for providing support to family members.

5.   Provide assistance with Passenger Reception Area and Family Assistance Centre. (Senior staff member(s) will be main contact to link Support Workers with family groups).

6.   Provide assistance caring for passengers and families.

7.   Liaise with Auckland Airport and the Ministry of Foreign Affairs and Trade for any family members coming to the country from overseas.

8.   Liaise with and accompany Police for notifications of death.

9.   Contact affected whānau from other parts of New Zealand to offer psychosocial and practical support.

10.   Hold records of contact for each person provided with support.

19.14.4   Civil Defence Emergency

If relevant authority declares the situation a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

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19.15   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

1.   Ensure all processing requirements are met for passengers and advise Police when completed.

2.   Ensure all processing requirements are met for baggage once released and advise airline.

3.   Follow standard operating procedures.

4.   Provide any available staff to assist with the reconciliation process.

Note: Refer also to para 19.4 for matters relevant to reconciliation, press releases, etc.

19.16   COASTGUARD ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

19.17   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

1.   A Liaison Officer at EOC will direct available staff to the passenger reception area.

2.   Transport will be either by Rescue vehicles or other transport provided. NO private vehicles are to be driven airside.

3.   A designated meeting point will be organised and communicated from EOC.

4.   If relevant authority declares the situation a Civil Defence Emergency, maintain existing response unless Incident Controller or Response Coordinator specifically directs otherwise.

5.   Attend both the Hot Debrief and Full Debrief, upon receipt of invitations, as per para 1.7 of this AEP

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SECTION 20 - DISABLED AIRCRAFT REMOVAL

20.1   DEFINITION

A disabled aircraft is one situated within the Airport crash zone (see definition at start of Airport Crash section) and which cannot or should not be moved using its own motive power, but can be towed using its own undercarriage, or if the undercarriage is not usable, by means of cranes, trailers, etc. A disabled aircraft may not be the result of a crash but a malfunction of the aircraft (eg, loss of power, equipment failure, etc) which has the potential to or has closed a runway, taxiway or apron.

20.2   NOTIFICATION CHART

RESPONSE PHASE

ATC advises AOT, AES and EOC

Airline

EOC

AOT /Airport Recovery Official

CAA and TAIC

ES

Airline Representative

Aircraft Recovery Planning Team

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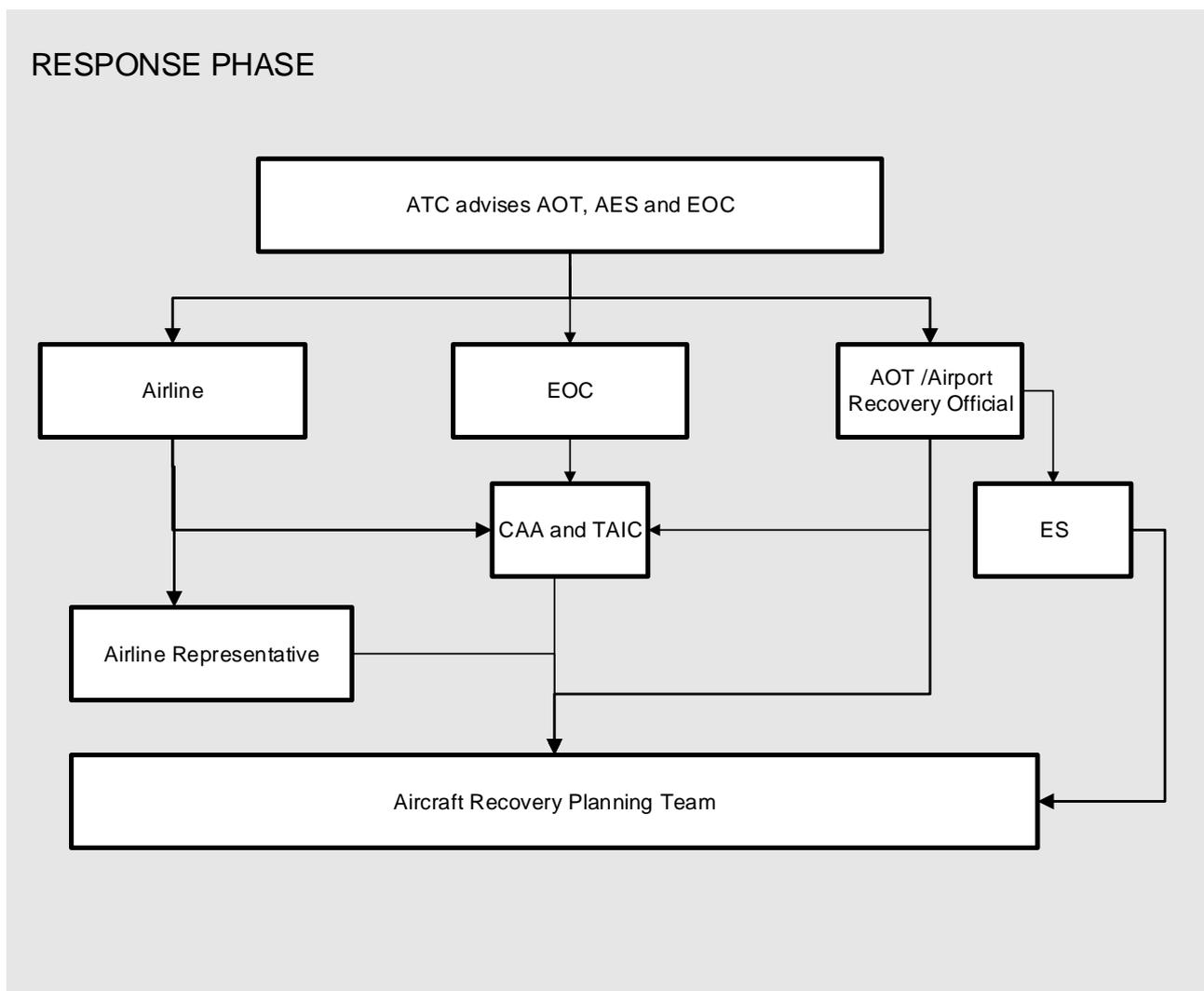
20.3 GENERAL REQUIREMENTS

20.3.1 Context

Recovery of a disabled aircraft requires a coordinated response. The response requires a dedicated team which will be established as early as possible following an incident.

20.3.2 Assessment of Aircraft Condition

20.3.2.1 An initial assessment of the capability of the aircraft would need to be conducted by the airline engineers and coordinated with Airfield Operations. To establish the correct level of action required in conducting the recovery operation.

20.3.2.2 The possibility for secondary damage to occur, should be considered before towing the aircraft. If following an assessment, engineers are comfortable that the aircraft can be towed safely then this should be the first priority. Airfield Operations will nominate a safe location.

20.3.2.3 If there is doubt about the ability to tow the aircraft, the Aircraft Recovery Team will be initiated by the Airline as early as possible.

20.3.3 Aircraft Recovery Planning Team

20.3.3.1 The Aircraft Recovery Planning Team will generally consist of:

1. Airline Representative - Authority to make technical and financial decisions on the airlines behalf.
2. Airport Recovery Official.
3. Airfield Operations Team (AOT).
4. Airline Engineering Representative.
5. Ground Handler.
6. JUHI – if defueling is required.
7. Aircraft Insurer.

20.3.3.2 The purpose of the Aircraft Recovery Panning Team is to:

1. Agree key responsibilities.
2. Assess risks and ensure safety of the recovery.
3. Source specialist equipment if required (eg, cranes, portable lighting, etc).
4. Ensure adequate trained resources available to carry out recovery operation.
5. Consult specialist teams (eg, engineers, manufacturers, insurers, etc).

20.3.4 Press Releases

No person is to make unauthorised press/news releases (ie, no information or comment is to be released without the approval of the Auckland Airport and/or Airline Communications Teams).

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20.4   AUCKLAND AIRPORT DEPARTMENT ACTIONS

20.4.1   Airport Emergency Service Actions

- Crew Chief to arrange a fire watch over aircraft as necessary.

- Control any fuel spillage, dangerous goods and any debris on the scene.

Note: Refer also to para 20.3 for matters relevant to the removal, planning, press releases, etc.

20.4.2   Airport Recovery Official

1. Notify the Airline of the requirement to have the aircraft removed as quickly as possible.

2. Establish the Aircraft Recovery Planning Team.

3. Work closely with the Airline Representative to determine if the aircraft or parts infringing the OLS can be moved so that normal operations can resume as quickly and safely as possible.

4. Consider most practical way to resume operations ie, displaced threshold, contingent runway.

5. Assesses airfield capability in terms of resuming normal operations as listed (20.3.2).

6. Lead the Aircraft Recovery Planning Team through actions listed under 20.3.3

7. Designate an on-scene coordinator from Auckland Airport to liaise with the Recovery Planning Team.

8. Liaise with Airways around any restrictions during the recovery operation.

9. Ensure all personel on site are briefed on risks and hazards associated with the recovery.

Note: Refer also to para 20.3 for matters relevant to the removal, planning, press releases, etc.

20.4.3   Airfield Operations Team Actions

1. Ensure representation on the aircraft recovery planning team.

2. Arrange vehicles and personnel to escort equipment to the site.

3. Ensure that agreed safe routes are adhered to by all traffic accessing the scene.

4. The AOT team will monitor the scene (Airfield Liaison) as required and update EOC as required.

5. Issue, update or cancel NOTAM's as required.

6. Before any other aircraft movement(s) can recommence, the Airfield Mobile Officer must perform runway/taxiway inspection and advise ATC that runway and/or manoeuvring areas are serviceable.

Note: Refer also to para 20.3 for matters relevant to the removal, planning, press releases, etc.

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20.4.4 Airport Operations Actions

1. EOC personnel to maintain a chronological summary of the removal operations.

2. Ensure CCTV coverage is over the incident area. Update all aircraft relevant authorities and aircraft operators of the progress made.

3. Notify senior management and seek media advice from Media Liaison person.

4. Ensure People and Safety are notified of risks and hazards associated with the recovery.

Note: Refer also to para 20.3 for matters relevant to the removal, planning, press releases, etc.

20.4.5 SkyGate Security Actions

- Obtain and keep secure relevant security camera footage.

- Assist Avsec / NZ Police with any security requirements (eg, on airport roads, viewing areas, airside/landside boundary, etc).

Note: Refer also to para 20.3 for matters relevant to the removal, planning, press releases, etc.

20.4.6 Engineering Services Actions

- Inspection and clearance for use of the navigation systems including airfield lights and markings.

- As requested by the airline, assist with arrangements to source specialist equipment including cranes and temporary lighting for the site.

Note: Refer also to para 20.3 for matters relevant to the removal, planning, press releases, etc.

20.5 POLICE ACTIONS

No response expected unless Aircraft Recovery Planning Team specifically requests otherwise.

20.6 FENZ ACTIONS

No response expected unless Aircraft Recovery Planning Team specifically requests otherwise.

20.7 AMBULANCE ACTIONS

No response expected unless Aircraft Recovery Planning Team specifically requests otherwise.

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20.8   AIRLINES ACTIONS

1. Establish an Aircraft Recovery Team and involve appropriate representation from the Airport, which may include Air NZ if necessary. See Business Continuity plans for each Airline to ascertain where their Disaster recovery kit comes from. Ensure the aircraft is removed in promptly following any investigation by Police and / or TAIC.

2. Arrange security of the aircraft after it has been handed over by TAIC.

3. Make arrangements to offload cargo, personal belongings and baggage.

4. Ensure representation in the EOC during the recovery operation.

5. If defueling is required, engage with JUHI to determine the best approach to this.

Note: Refer also to para 20.3 for matters relevant to the removal, planning, press releases, etc.

20.9   GROUND HANDLER ACTIONS

Assist with aircraft access and unloading operations on request from airlines and a risk assessment completed by the ground handling company. Assist with aircraft steps and removal of mail, baggage and cargo.

Note: Refer also to para 20.3 for matters relevant to the removal, planning, press releases, etc.

20.10   AIRWAYS ACTIONS

1. Update ATIS remarks to notify any restrictions.

2. Monitor flight movements and diversions.

3. Liaise with Airport Recovery Official to determine when normal operations can continue.

Note: Refer also to para 20.3 for matters relevant to the removal, planning, press releases, etc.

20.11   AVSEC ACTIONS

No response expected unless Aircraft Recovery Planning Team specifically requests otherwise.

20.12   TAIC RESPONSIBILITIES

Once TAIC has completed any investigation, they will formally release control of the aircraft back to the operator.

20.13   WELFARE ORGANISATIONS ACTIONS

No response expected unless Aircraft Recovery Planning Team specifically requests otherwise.

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20.14   CUSTOMS & MINISTRY OF PRIMARY INDUSTRIES ACTIONS

No response expected unless Aircraft Recovery Planning Team specifically requests otherwise.

20.15   COASTGUARD ACTIONS

No response expected unless Aircraft Recovery Planning Team specifically requests otherwise.

20.16   JUHI ACTIONS

Discuss with airlines whether de-fuelling is a requirement.

20.17   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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SECTION 21 - LOOSE ANIMAL AIRSIDE

21.1 DEFINITION

An animal AIAL or partner agencies identify as being airside (particularly on apron areas or airfield), without being under appropriate control by handler/agent or means of restraint and is therefore a danger to people, property and/or aircraft.

21.2 NOTIFICATION CHART
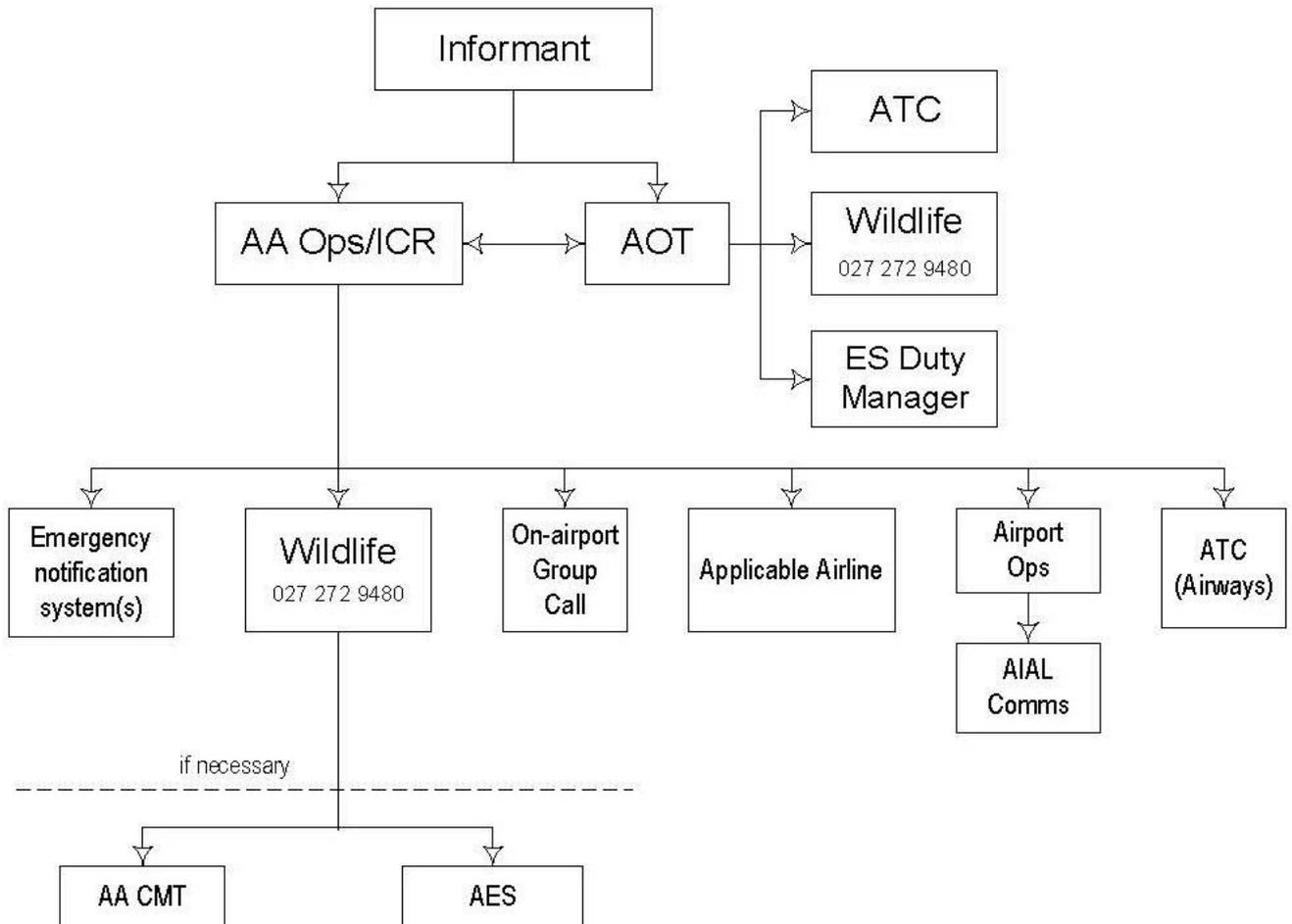
21.3 GENERAL REQUIREMENT

21.3.1 Command

21.3.1.1 The Lead Agency for a loose animal will be the most senior member of the Wildlife team on the day, if out of hours AOT will be lead. This person needs to be contacted immediately upon receipt of the information. If a working dog is involved, then the applicable agency will work jointly with Wildlife as coordinator.

21.3.1.2 If a Police working dog is loose, the Police Dog Handler is the best person/s to ensure the safe and efficient recovery of the dog; in this case Police will take the lead.

21.3.1.3 In any case a behavioral expert needs to be onsite to help manage the operation.

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21.3.2 Press Releases

21.3.2.1 AIAL will lead public messaging on the operational response to a loose animal.

21.3.2.2 AIAL are responsible for liaising with the media according to their standard arrangements, in consultation with the effective agencies or organisations.

21.3.2.3 No person is to make unauthorised press/news releases without the approval of the Auckland Airport and/or Airline Communications Teams.

21.3.3 Staff Welfare

This type of Incident could be of a sensitive nature due to previous incidents and the resulting outcomes, so there must be consideration for staff welfare, passengers involved and for dog handlers.

21.3.4 Animal Welfare

Please be aware of the following so as to not further spook the animal:

1. Stay calm.

2. Keep your distance.

3. Do not use bright lights.

4. Do not make loud noises or use sirens and similar equipment.

21.3.5 Radio Communications

All stakeholders to go to the EOC to collect one of the 6 radios from the 'old' bank of radios. This will enable them all to be on their own channel specifically for this event.

21.4 AUCKLAND AIRPORT DEPARTMENT ACTIONS

21.4.1 Airport Emergency Service Actions

The Airport Emergency Service is to proceed initially as follows:

- Duty Crew Chief to ensure all appliances and equipment are fully operational, be on stand-by and liaise with EOC for further instructions.

- Provide Sitreps to EOC if necessary.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated AES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

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21.4.2 Airfield Operations Team Actions

The AOT is to:

1. Advise ATC (Airways NZ) immediately.

2. Pass all relevant information about Loose Animal to the Airfield Mobile Officer.

3. "Hold all aircraft movements until location or security of the animal can be confirmed".

4. Consider a NOTAM.

5. Operations can put an LVO in place with AOT to monitor traffic in the meantime.

6. Liaise with EOC for further instructions.

7. Provide Sitreps to EOC (ensuring on going communication with the EOC).

Notes:

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with enough authority to speak on behalf of and can commit Airfield Operations resources as required, must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

- Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP

21.4.3 Airport Operations Actions

Upon receipt of a notification, Airport Operations shall proceed as follows:

1. Operator to take down emergency message if received by Phone noting all relevant details and confirming all details.

2. Inform AOT of the incident.

3. Operations can put an LVO in place with AOT to monitor traffic in the meantime.

4. Upon notification of such event, advise Duty Operations Manager.

5. Activate Auckland Airport text message system including NOGGIN.

6. Activate EOC if the incident affects or has the potential to affect aircraft movements.

7. Set up CCTV to track the animal and record the incident as a priority. If the incident is seen on CCTV, immediately pass all relevant information on to the event lead either by radio or cell

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phone (notify Wildlife team, AOT or RC and the associated handler (if known)).

8. Notify Airport AES and Emergency Service via dispatch procedures.

9. Advise "On Call Airport Comms Team".

10. Advise Duty SkyGate Officer so that security measures can be implemented.

11. Advise relevant Airlines and ground Handlers.

12. Monitor the animal's movements and report them to the Wildlife team and the associated handler (if known).

13. Start and maintain Log.

14. Update Status Board.

15. Update A-plus and Noggin.

16. Carry out any instructions issued from the EOC.

17. Issue stand down on instructions from EOC.

18. If an AIAL executive declares a crisis and contacts Duty Operations Manager, Duty Operations Manager shall record details of the text message dictated by the AIAL executive member, then send that message to the correct group of Crisis Management Team members via Auckland Airport text message system.

Notes:

- If the Emergency Red Phone rings during any of the above, stop, take down any new details and issue a new Emergency Message.

- If an AIAL executive declares a crisis, certain named Operations staff will receive the Crisis Management text message. Those staff must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions and must proceed to the designated location to become a member of the Business Recovery Team.

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

21.4.4 SkyGate Security Actions

1. Respond to EOC to assist with CCTV footage review in tracking down the loose animal.

2. Conduct landside patrols of the landside/airside boundary particularly the vehicle gates.

3. Respond to as directed by Ops/EOC where required.

4. Retrieve and provide CCTV footage of the incident for review or as requested.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated Skygate representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for

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guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

- Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP

21.4.5 Wildlife Hazard Team Actions

21.4.5.1 If incident during work hours:

1. Call the Auckland Council Animal Control P1 Number 09 890 4444 if required.

2. On call Ranger to take the lead unless it's a working dog that is involved, then the applicable agency will work jointly with Wildlife as coordinator.

3. Senior Wildlife team member to go to the EOC to assume lead.

4. Monitor EOC Channel and respond to requests as required.

21.4.5.2 If incident outside work hours:

- Ranger calls Wildlife team unless stated by EOC.

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

21.4.6 Engineering Services Actions

21.4.6.1 If incident during working hours, if necessary:

1. Ensure appropriate Manager (or delegate) reports to EOC.

2. Stand by with staff and equipment to help where necessary.

3. Provide Sitreps to EOC as required.

21.4.6.2 If incident after working hours, if necessary:

1. On-call Duty Manager to activate Emergency call out list.

2. On-call Duty Manager to report to EOC.

3. If after dark, hitch vehicles to emergency lighting trailers and make ready to deploy.

4. If deployed be aware not to scare animals by loud sirens and too many bright lights.

5. Proceed as per instructions in para 2.5.1 above.

6. Emergency Coordinator to check security of all vehicles and buildings after standing down.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated ES representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for

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guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

- Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP

21.4.7 Crisis Management Team Member Actions

- If an AIAL executive declares a crisis and initiates the Crisis Management text message, join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive instructions.

- Proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Crisis Management Team, and act in accordance with the current Crisis Management Teams Handbook.

Note: Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

21.4.8 Business Recovery Team Member Actions

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and the nominated BC representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP

Note: Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

21.5 AVSEC ACTIONS

1. If an AVSEC dog is loose, then AVSEC requests appropriate staff to come to the EOC by R/T and via AVSEC Control Room, and will work jointly with AIAL Wildlife lead.

2. First Manager to arrive acts as AVSEC lead.

3. Dispatch a staff member to staging area and representative to the EOC.

4. Monitor EOC Channel and respond to requests as required.

5. Aviation Security Officers may be stationed at other airfield access gates to control access and

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prevent person/s not immediately involved in the emergency from entering.

6. Refer also to para 1.2 for matters relevant to, press releases.

Notes:

- If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, ensure an appropriate representative with enough authority to speak on behalf of and can commit AVSEC resources as required must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and acts in accordance with the current Auckland Airport Crisis Management Teams Handbook.

- Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

21.6 POLICE ACTIONS

1. Upon notification, Police to assist as required by EOC.

2. If the animal is a Police Dog, Police will work jointly with AIAL Wildlife lead.

3. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and can commit NZ Police resources as required must proceed to the designated Command Centre (not the EOC) to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

4. Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP.

21.7 AIRLINES ACTIONS

1. Despatch Airline Representation to Auckland Airport EOC and work with Ground handler.

2. If an AIAL executive declares a crisis and initiates the Crisis Management text message and subsequent instructions, an appropriate representative with sufficient authority to speak on behalf of and can commit Airline resources as required, must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team, and act in accordance with the current Auckland Airport Crisis Management Teams Handbook.

3. Ensure if passenger is brought down to assist that all safety measures for supervision on ramp is undertaken and that the passenger is returned via the appropriate security protocols to the secure part of the terminal.

4. If necessary, ascertain location of Media Centre and send representative there as soon as

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possible (see section 1.8.5 for more information).

5. Assist with any requests from the EOC.

6. Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP.

21.8 AIRWAYS ACTIONS

For an animal loose, Airways will take the following actions:

1. "Hold all aircraft movements until the location or security of the animal can be confirmed".

2. Advise TMA to hold all arriving aircraft.

3. Advise ATS Duty Manager.

4. Advise FIO.

5. Broadcast "AA EMERGENCY" ATIS (Atis page "alternate" tab).

6. Telephone Auckland Airport Operations red phone. When EOC activated, liaise for further instructions.

7. If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated Airways representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

8. Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP.

Notes:

• Airways is to relay all time notifications using local time expressed in terms of the 24-hour clock.

• Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

21.9 GROUND HANDLERS' ACTIONS

1. For an animal loose, dispatch an Airline Representative to the EOC at Auckland Airport as a Liaison Officer for the Airlines.

2. Work with the Airline in the case where an animal has escaped their cage.

3. Provide assistance as required by the EOC.

4. If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and the nominated Ground Handler representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the

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Business Recovery Team.

5. Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP.

Note: Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

21.10 NZ CUSTOMS ACTIONS

1. If a Customs dog is loose, then Customs will request appropriate staff to come to the EOC by R/T and via Customs Control Room, and will work jointly with AIAL Wildlife Lead.

2. Send an appropriate representative to the EOC.

3. Respond to EOC notifications, for directions on where to deploy staff when safe to do so.

4. Proceed as per Customs' own departmental procedures.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated Customs representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP.

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

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21.11   MINISTRY OF PRIMARY INDUSTRIES ACTIONS

1.   The EOC will alert all relevant Stakeholders.

2.   For an animal loose, dispatch an MPI representative to the EOC at Auckland Airport, as a Liaison Officer.

3.   On the receipt of the call, and when safe to do so contact EOC for directions on where to deploy staff.

4.   Send a representative to the EOC.

5.   Proceed as per MPI's own departmental procedures.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated MPI representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

21.12   TASMAN CARGO AIRLINES ACTIONS

1.   The EOC will alert all relevant Stakeholders.

2.   If an animal is loose, dispatch a Cargo representative to the EOC at Auckland Airport, as a Liaison Officer.

3.   Ensure if passenger is brought in to assist, that all safety measures for supervision on ramp are undertaken and that the passenger is returned via the appropriate security protocols to the secure part of the terminal/building.

4.   Provide assistance as required by EOC.

5.   Proceed as per Tasman's own departmental procedures.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated MPI representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery

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Team.

- Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP.

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

21.13   AIRWORK ACTIONS

Proceed as per Airwork's own departmental procedures.

Notes:

- If an AIAL executive declares a crisis, they will initiate the Crisis Management text message, and any nominated Airwork representative(s) must join the specified forum (eg, conference call, MS Teams meeting, etc - use current Auckland Airport Crisis Management Teams Handbook for guidance) to receive their instructions, and must proceed to the designated Command Centre (not the EOC) or alternative forum/location to become a member of the Business Recovery Team.

- Attend both the hot debrief and Full Debrief, upon receipt of invitations, as per 1.7 of this AEP

- Refer also to para 21.3 for matters relevant to loose animals, command, staff and animal welfare, press releases, etc.

21.14   WELFARE ORGANISATIONS ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

21.15   AUCKLAND EMERGENCY MANAGEMENT (CIVIL DEFENCE) ACTIONS

No response expected unless Incident Controller or Response Coordinator specifically requests otherwise.

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