

**PART 9A****MAJOR SECURITY INCIDENT (POLICE)****CONTENT**

<b>Section</b>	<b>Description</b>
<b>1</b>	<b>General</b>
<b>2</b>	<b>Organisation</b>
<b>3</b>	<b>Civil Aviation Department</b>
<b>4</b>	<b>Airport Fire Contingent</b>
<b>5</b>	<b>Fire Services Department</b>
<b>6</b>	<b>Hong Kong Police</b>
<b>7</b>	<b>Department of Health / Port Health Division (Airport Section)</b>
<b>8</b>	<b>Hospital Authority</b>
<b>9</b>	<b>AA Airfield Department</b>
<b>10</b>	<b>AA Terminal Operations Department</b>
<b>11</b>	<b>AA Airport Emergency Centre (AEC)</b>
<b>12</b>	<b>AA Corporate Affairs Department</b>
<b>13</b>	<b>Aviation Security Company Ltd.</b>
<b>14</b>	<b>AA Technical Services Infrastructure Department</b>
<b>15</b>	<i>AA Retail and Advertising Department</i> <i>Not Applicable</i>
<b>16</b>	<b>Airline / Handling Agent</b>
<b>17</b>	<b>Ramp Handling Licensee</b>

# Major Security Incident (Police)

Section	Description	
18	<i>Not used</i>	<i>Not Applicable</i>
<b>19</b>	<b>Line Maintenance Franchisee</b>	
20	<i>Into-Plane Fuelling Franchisee</i>	<i>Not Applicable</i>
21	<i>Cargo Terminal Operators</i>	<i>Not Applicable</i>
<b>22</b>	<b>Customs and Excise Department</b>	
<b>23</b>	<b>Immigration Department</b>	
<b>24</b>	<b>Government Flying Services</b>	
25	<i>Mass Transit Railway Corporation</i>	<i>Not Applicable</i>
26	<i>Food and Environmental Hygiene Department</i>	<i>Not Applicable</i>
<b>27</b>	<b>Information Services Department</b>	
<b>28</b>	<b>Security Bureau</b>	
29	<i>Marine Department</i>	<i>Not Applicable</i>
30	<i>Civil Aid Service</i>	<i>Not Applicable</i>
31	<i>Auxiliary Medical Service</i>	<i>Not Applicable</i>
32	<i>Civil Engineering and Development Department</i>	<i>Not Applicable</i>
33	<i>Lands Department (Survey and Mapping Office)</i>	<i>Not Applicable</i>
34	<i>Hong Kong Observatory (Airport Meteorological Office)</i>	<i>Not Applicable</i>
35	<i>Tenants and Employees</i>	<i>Not Applicable</i>
36	<i>Public Bus Operators</i>	<i>Not Applicable</i>
37	<i>Transport Department / Transport &amp; Logistics Bureau</i>	<i>Not Applicable</i>

Section	Description
<b>38</b>	<b>AA Medical Services</b>
<b>39</b>	<b>AA Safety, Security and Business Continuity Department</b>
<i>40</i>	<i>Tsing Ma Management Limited</i> <i>Not Applicable</i>
<b>41</b>	<b>AA Landside Department</b>
<b>42</b>	<b>AA Integrated Airport Centre</b>
<i>43</i>	<i>Hong Kong St. John Ambulance Brigade</i> <i>Not Applicable</i>
<i>44</i>	<i>Air Accident Investigation Authority</i> <i>Not Applicable</i>
<i>45</i>	<i>AA Aviation Logistics Department</i> <i>Not Applicable</i>
<b>46</b>	<b>AA APM and Baggage Department</b>

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**GENERAL****1. General**

- 1.1 The following procedures indicate the responsibilities of the parties concerned in dealing with 'Major Security Incidents'. These procedures should be read in conjunction with Parts 7, 8 and 9 of this volume.
- 1.2 The response to terrorist in Hong Kong is governed by a Security Bureau policy that states 'The Government views terrorism as a criminal activity .....'. The Commissioner of Police is responsible for all operational matters relating to terrorism in Hong Kong.

**2. Objective**

- 2.1 The objectives of these procedures are :
  - (a) To establish the mechanism under which every assistance is given the Police when handling a 'Major Security Incident';
  - (b) To establish the clear lines of command and co-ordination among affected organisations, in support of the Police;
  - (c) To ensure that the perpetrators of terrorist acts will be confronted by a well organised and effective response so that the damage or injury that could be caused by such acts may be prevented or minimised.

**3. Definition**

- 3.1 A 'Major Security Incident' can take many forms, but would include the following :
  - (a) a bomb or suspect explosive device is discovered;
  - (b) a bomb has exploded;
  - (c) an attack involving the use of chemical, biological or radioactive agents has or is suspected to be about to occur;
  - (d) an armed attack has or is suspected to be about to occur;

(e) a hostage has been taken;

- 3.2 A bomb threat assessed as RED (in accordance with Part 7 and 8) may be declared a 'Major Security Incident' in consideration of all the relevant facts.

#### **4. Accountability**

- 4.1 Under normal circumstances a 'Major Security Incident' will only be declared by a police officer at or above the rank of Inspector.
- 4.2 During a 'Major Security Incident' the Police may override the rights and privileges that the owner of the facility (or aircraft) or tenant may otherwise enjoy, in the interests of public safety. Under such circumstances, the owner of the facility or tenant, is required to act in support of the Police until such times as the incident is stood down and control of the facility is returned to them.

#### **5. Alerting Procedure**

- 5.1 Upon receipt of information regardless of the source, the recipient of the information should notify the Hong Kong Police (APCR) and the AVSECO Duty Security Controller without delay.
- 5.2 The informant should also identify himself and his contact number and location, so that additional information can be obtained if required.

#### **6. Command & Control**

- 6.1 The Police will appoint an Incident Commander, this normally is the senior Police officer present.
- 6.2 The APCR will advise the AVSECO Duty Security Controller of the location, contact details and identity of the Police Incident Commander and shall initiate the alerting procedures outlined in Section 2. The AVSECO Duty Security Manager (or his representative) shall contact the Police Incident Commander through the Airport Police Control Room (APCR), to co-ordinate arrangements on behalf the Airport Authority, until the arrival of the Executive Director, Airport Operations or his designated representative.

- 6.3 The Police Incident Commander may summon representatives from other affected organisations to assist him in co-ordinating the counter measures.
- 6.4 The Airport Police Control Room may function as the initial Incident Command Centre.
- 6.5 If the Police declare that an event is a 'terrorist incident' then command and control will be exercised through the Incident Command Centre situated at the Airport Police Station.
- 6.6 The AEC will be activated by AA Airport Duty Manager, who will take on the role as AEC Manager.
- 6.7 The Executive Director, Airport Operations (or his deputy) shall be responsible for managing the operation of the airport around the incident, and will liaise closely with and support the Police Incident Commander.
- 6.8 The AVSECO Duty Security Manager or his designated representative shall proceed to the Incident Command Centre (See *Part 9, Section 1, para. 5*) to establish a liaison link between the Incident Command Centre and the AA Airport Duty Manager in the Airport Emergency Centre. As soon as practicable, the AVSECO Duty Security Manager should be joined in the Incident Command Centre by a representative of the AA nominated by the Executive Director, Airport Operations.
- 6.9 In situations identified by relevant government security services as having high risks from man portable air defense systems, MANPADS (also known as man portable anti-aircraft missiles), certain security measures may be actioned within Hong Kong. The HKIA may also be asked to implement various contingency measures. These may include aircraft flow control measures as well as airside and landside crowd management procedures.

## **7. Evacuation**

- 7.1 Should the Police order a partial or full evacuation of the Passenger Terminal Building, the Police Incident Commander will liaise with the senior AA management representative and agree on the evacuation routes to be used (*See appendix 8C-1 in Part 8 of this volume*).
- 7.2 Consideration may be given to using the Designated Assembly Points however the location of the incident may preclude the use of specific Designated Assembly Points.

**Section 1**

- 7.3 An evacuation from an aircraft will be handled in accordance with Part 7, Section 1, Paragraphs 8.1 - 8.4 of this Volume of the EPM.

**8. Casualty Management**

- 8.1 FSD will provide ambulance services and assume responsibility for casualty management with backup from the Port Health Medical Team and the Hospital Authority Casualty Team.

**9. Cordoning**

- 9.1 A security cordon must be established around the scene of the incident at the earliest opportunity in order to:
- (a) prevent further casualties from armed attack or secondary explosive devices or live ordnance and to prevent (further) hostage taking.
  - (b) preserve the scene of the incident to allow evidence to be gathered by Police.
  - (c) prevent looting of personal effects.
  - (d) if located within a restricted area, to maintain the integrity of that restricted area or Enhanced Security Restricted Area.

**10. Incident Stand Down**

- 10.1 When the Police Incident Commander is satisfied that the incident is over and no further threat to personnel or property remains, he shall stand the incident down and notify the AEC, AVSECO Duty Security Manager (and other affected parties).
- 10.2 The identity of the Police officer declaring 'Incident Stand Down' and the date and time of the declaration shall be established and recorded. Depending on the circumstances, the return of control of facilities to their respective principals may also need to be documented.

**11. Publicity**

- 11.1 The Secretariat Press Office shall co-ordinate all media enquiries relating to the incident, in consultation with the Information Services Department, Police Public Relations Branch and the Police Incident



**Section 1**

Commander. The release of statements or information to the media shall only be undertaken with the approval of the Police Incident Commander.

**12. Suspicious and Suspect Items**

- 12.1 Under normal circumstances where generally there is a low security risk to the airport and civil aviation operations, an unattended bag within the Passenger Terminal Building will not normally in itself create sufficient grounds for considering it to be 'Suspect' (for the purposes of para. 3.1(a) above). That said, the Airport Authority (and AVSECO) shall actively discourage members of the public from leaving their belongings unattended.
- 12.2 However, during periods of elevated threat or if the circumstances in which a bag or article has been left unattended appear suspicious, then precautionary measures will need to be taken by AVSECO staff or the Police. This will entail :
- (a) Making enquiries with other staff and passengers in the vicinity to establish ownership of the object and to account for its presence.
  - (b) Visually inspecting the object for suspicious signs (e.g., warning notices, protruding wires, leaking chemicals or noise emissions, etc.), as well as checking for labels or luggage tags which might identify the owner. No attempt should be made to move or otherwise interfere with the object.
  - (c) If the owner can be identified consideration may be given to making a PA announcement requesting the owner to retrieve the item.
  - (d) If the owner cannot be identified and located and other enquiries in the vicinity have not been able to 'clear' the item, then AVSECO may use a trace detection unit to test the external surfaces of the item (without disturbing it) for traces of explosives. If the result indicates a 'Positive' trace of explosives then the item will be deemed to be 'Suspect' and the Police shall be called. If the test produces a 'Negative' result for traces of explosives and there are no other factors that make the bag suspect, then this will normally be sufficient to enable the bag to be 'cleared' and treated either

as found property. However, during periods of elevated threat, such items may warrant additional precautions.

**13. Procedures for Stopping/Delaying a Departing Aircraft**

13.1 The following Police Officers are authorised to stop an aircraft from departing:

- District Commander, Airport District
- Deputy District Commander, Airport District
- Regional Commander, New Territories (South)
- Deputy Regional Commander, New Territories (South)

13.2 Air Traffic Control will merely act as the communication channel through which police request is passed to the pilot. While Air Traffic Control will accord maximum co-operation in this respect, the ultimate decision whether to comply with the request rests with the pilot.

**14. Airport Authority Airport Emergency Centre (AEC)**

14.1 The Airport Emergency Centre will be activated by the Airport Duty Manager if considered necessary.

14.2 The Airport Emergency Centre, connected to the Integrated Airport Centre and located adjacent to Airport Gate 1 (Grid reference K30 on page 2-3 in Section 2 of Part 7), will be activated during an airport emergency and function as an off-scene central point of command and coordination for the Airport Authority, airlines, Government Departments and airport operators to facilitate emergency responses and the rapid restoration of the airport to normal operation.

14.3 The Airport Emergency Centre will be staffed by the Airport Duty Manager, who will take on the role as AEC Manager. He will be responsible for the management, staffing and communications of the Airport Emergency Centre (*See Section 39 of this Part*). The Executive Director, Airport Operations (or his deputy) will report to the Airport Emergency Centre for an initial briefing and subsequently be based there in overall charge. He will brief and maintain contact with the Chief Executive Officer (CEO) and Chief Operating Officer (COO) of the Airport Authority. The General Managers, Airfield Department, Terminal Operations Department and Landside Department will report to the Airport Emergency

Centre for an initial briefing and subsequently oversee the activities under Section 9, 10 and 41 respectively. In the case of a major security incident, the operation of the Airport Emergency Centre will be supported as necessary, by representatives of Air Traffic Control, airlines, AVSECO, Airline Operators Committee, Police, AA Corporate Affairs Department, Information Services Department, Ramp Handling Licensee, Line Maintenance Franchisees and AA Technical Infrastructure Services.

14.4 The Airport Emergency Centre is equipped with the following systems:

- Personal Computers with AA network access / internet / Email
- Hotline to key Government Departments
- Telephones / Facsimile
- Wi-Fi wireless internet access
- Terrestrial Trunked Radio system
- Audio Conferencing System
- Multimedia Video Wall Display
- Closed Circuit Television System Monitors
- Flight Re-scheduling Control System display
- Landing Sequence Display
- Television
- Photocopier / Printer
- Airport Grid Maps
- Emergency Procedures Manuals
- HKIA Contact Directory

14.5 In the event the AEC could not perform its function, a backup AEC may be designated at an available location during emergencies by the Airport Duty Manager. Instead of full provision of AEC facilities, a mobile equipment kit would be deployed as far as possible including a laptop, telephone, a set of EPM to facilitate the communication and command.

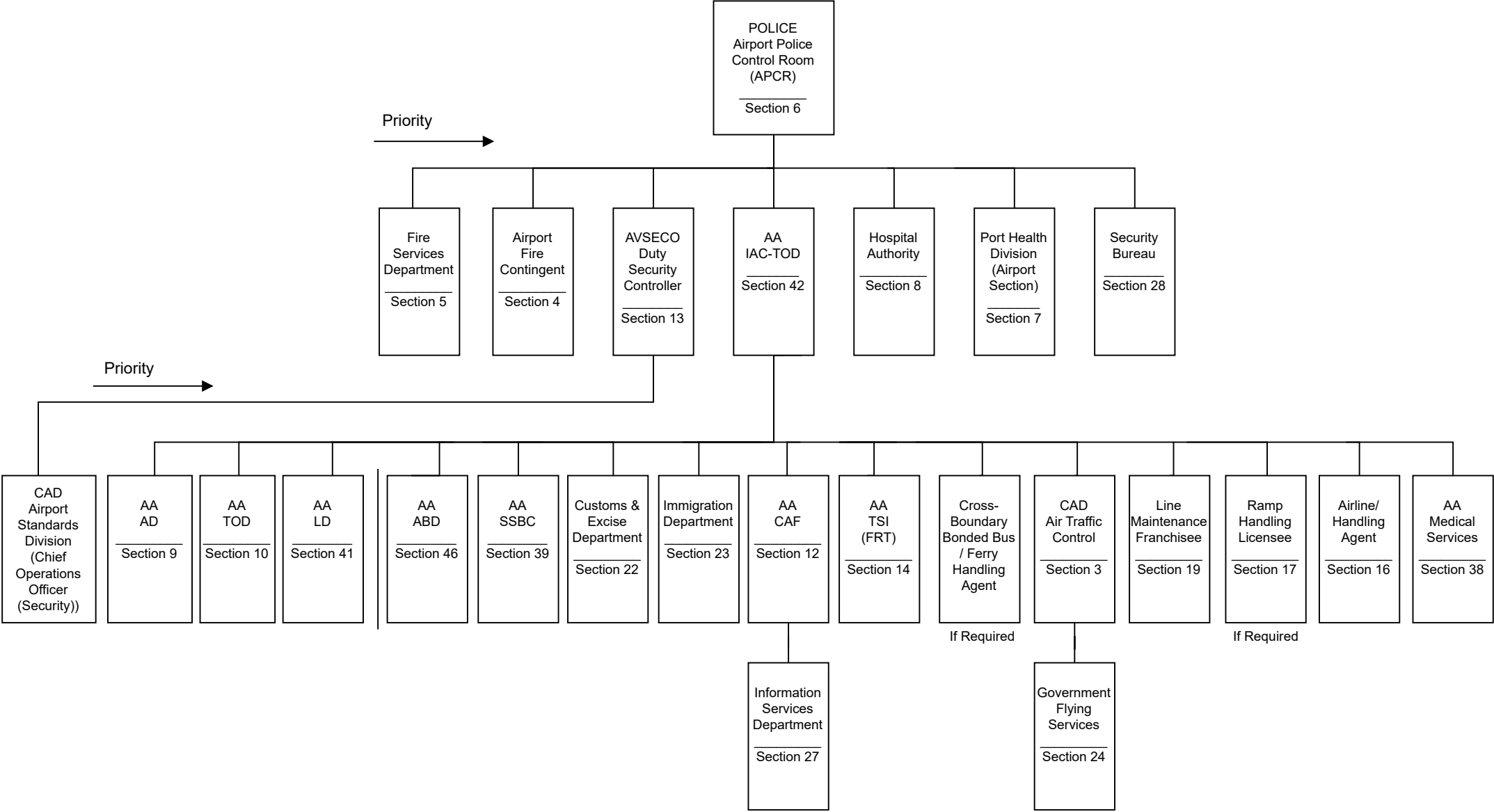
# Major Security Incident (Police)

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## Section 1

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Major Security Incident  
Alerting Diagram



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## CIVIL AVIATION DEPARTMENT (AIR TRAFFIC CONTROL)

### RESPONSIBILITIES

- Implement appropriate action for re-routing of aircraft ground movements.
- Afford ground movement priority to incident vehicles.
- If necessary take appropriate action to divert flights to alternate airports

**Alerted by IAC-TOD**

### 1. Action

- 1.1 Alert Government Flying Services
- 1.2 If direct by the Police Incident Commander, take appropriate action to re-route aircraft ground movements away from any aircraft or airside facility the subject of the incident and implement appropriate action for the closure of taxiways and other affected aircraft movement areas.
- 1.3 Afford ground movement priority to vehicles responding to the incident.
- 1.4 Dispatch a representative to the Airport Emergency Centre to act as liaison when requested (see Section 11).
- 1.5 Unless engaged in rescue operations, helicopters should be routed away from the incident.
- 1.6 Maintain a chronological log of events and actions taken.

### 2. Diversion of Aircraft in Flight to Alternate Destination

- 2.1 If considered necessary to divert flights to alternate destinations, take appropriate action to advise alternate airports and air traffic services concerned.

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**AIRPORT FIRE CONTINGENT****RESPONSIBILITIES**

- Liaise with and provide assistance to Police Incident Commander at scene
- Initiate FULL EMERGENCY
- Initiate AIRCRAFT ACCIDENT

**Alerted by** Hong Kong Police (APCR)

**1. Action**

- 1.1 If notified of a Major Security Incident directed against an aircraft or airside facility Rescue Leader will declare the incident a FULL EMERGENCY.
- 1.2 In the event of an explosion or fire involving an aircraft Rescue Leader will upgrade the incident to AIRCRAFT ACCIDENT.
- 1.3 Throughout the incident, Rescue Leader will liaise closely with the Police Incident Commander regarding the nature of the incident and proposed actions in order to avoid subjecting AFC personnel and equipment to unnecessary risk.

## FIRE SERVICES DEPARTMENT

### RESPONSIBILITIES

- Attend scene as a precautionary measure
- Liaison
- Provision of ambulance services and casualty management

**Alerted by** Hong Kong Police (APCR)

### 1. Action

- 1.1 If notified of an incident in the airside, landside areas of the Passenger Terminal Building or other airport buildings, FSD fire appliances will be despatched to attend the scene.
- 1.2 Throughout the incident the FSD Commander will liaise closely with the Police Incident Commander regarding the nature of the incident and proposed actions in order to avoid subjecting FSD personnel and equipment to unnecessary risk.
- 1.3 Ambulances will be despatched to the scene of the incident and FSD will liaise closely with the Airport Port Health Medical Team and the Hospital Authority Casualty Team regarding casualty management. Minor casualties may be treated at the Airport Port Health Clinic on Level 5 opposite Gate 1 or at the Medical Facility on Level 6 Landside. Serious casualties will be removed to Princess Margaret Hospital by ambulance. The Airport Police Control Room (APCR) should be contacted for assistance in clearing routes to the hospital.

## Section 6

## HONG KONG POLICE

**RESPONSIBILITIES**

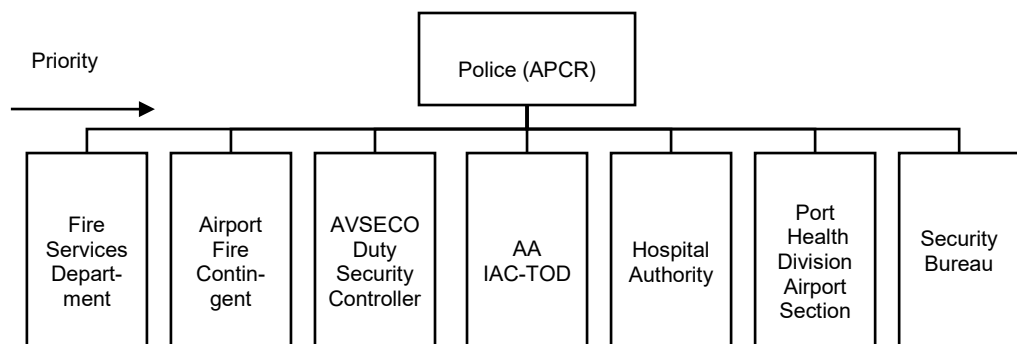
- Incident command and control
- Cordon
- Provision of specialist resources (personnel, dogs and equipment)
- Bomb Disposal
- Counter-terrorist response
- Hostage negotiation
- Investigation

**Alerted by** '999' or Emergency Report.

### 1. Action by Airport Police

1.1 The senior officer responding to the initial report will determine the incident nature and respond in accordance with internal Police orders, with "Major Security Incident" to be declared by police officer at or above the rank of Inspector.

1.2 Alert the following :



Via HQCCC

1.3 Upon notification from the AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).

**Section 6****2. Command and Control**

- 2.1 It is envisaged that the District Commander Airport Police (or in his absence, the senior officer at the scene) will assume the role of Police Incident Commander in the first instance. Depending on whether the incident becomes protracted and whether the incident escalates, incident command may subsequently be elevated to either:

- Regional Commander, New Territories South (RC/NTS)

OR

- Assistant Commissioner of Police, Operations (ACP/OPS)

- 2.2 Command and Control will be exercised by the Police Incident Commander who will take all necessary actions to deal with the situation in accordance with instructions issued by the Commissioner of Police.

- 2.3 If time permits and the circumstances of the incident warrant it, the Incident Command Centre (ICC) will be activated at the Airport Police Station. Otherwise, the Police Incident Commander may command the response to the incident from a temporary Command Post established near to the scene.

**3. Identification**

- 3.1 All Police personnel called to the airport (who are not in uniform) will wear their Warrant Cards in a prominent position. Those in possession of Airport Restricted Area Airport Permits will also display these. During a 'Major Security Incident' a Police Warrant Card will permit entry to the ESRA.

**4. Casualties**

- 4.1 Casualties, both Police and civilian, if of a minor nature may be treated at the Airport Port Health Clinic on Level 5 opposite Gate 1 or at the Medical Facility on Level 6 Landside. Serious casualties will mainly be removed to Princess Margaret Hospital by ambulance. If it seems likely that traffic congestion will unduly delay such ambulance(s), NTS Control will arrange with the Traffic NT South for assistance in providing special routes to the hospital.

**Section 6****5. Hostages**

- 5.1 Hostage negotiations will be carried out by Police negotiators in accordance with internal Police guidelines.

**6. Cordon**

- 6.1 A security cordon shall be established around the scene of the incident at the earliest opportunity. The Police Incident Commander may liaise with the AVSECO Duty Security Manager if airport security staff are required to assist in establishing or maintaining a cordon. Police may also opt to restrict the access of non-passengers public to the Airport.

**7. Suspect Object**

- 7.1 In the event that a suspect object is discovered, isolate the suspect object by setting up a cordon 100 metres from the item (for objects up to suitcase size) and 200 metres for larger objects. Two floors above and below the item should also be evacuated to the same distance. No attempt should be made to move, cover or shield the object.

**8. Evacuation of Restricted Areas**

- 8.1 In the event of evacuation of passengers from the Restricted Areas within the Passenger Terminal Building, the AVSECO Duty Security Manager, Customs and Excise Department, Immigration Department and AA Airport Duty Manager or AEC Manager must be involved as appropriate.

**9. Secondary Search**

- 9.1 At the conclusion of any Major Security Incident or following the removal of any suspect object by Bomb Disposal Officers, the Police Incident Commander shall consider the need for a search of affected areas (for unexploded ordinance or secondary explosive devices) prior to incident stand down.

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**Section 6****10. Incident Stand Down**

- 10.1 When he is satisfied that the incident is over and no further threat to personnel or property remains the Police Incident Commander shall stand the incident down and notify the Airport Emergency Centre (AEC) and AVSECO Duty Security Manager who will take cancellation action as appropriate.
- 10.2 The Police incident log shall record the time and identity of the officer declaring 'Stand Down'.

**DEPARTMENT OF HEALTH  
(AIRPORT PORT HEALTH OFFICE)**

**RESPONSIBILITIES**

- Initial casualty assessment and medical support on scene
- Setting up and initial management of Triage / Casualty Clearing Station
- Briefing of Casualty Team
- Medical care of non hospitalised passengers

**Alerted by** Hong Kong Police (APCR).

**1. Action by Airport Port Health Office**

- 1.1 With transportation provided by the Police, Port Health staff will proceed to the scene of the incident with emergency medical supplies and equipment and conduct an initial assessment of casualty numbers and medical resource requirements and brief Hospital Authority Duty Officer (HADO).
- 1.2 Establish and manage the Triage / Casualty Clearing Station following liaison with the Police Incident Commander to identify a suitable site.
- 1.3 Upon arrival of the Casualty Team provide a briefing to the Medical Control Office or Doctor in Charge and hand over responsibility of the Triage / Casualty Clearing Station.
- 1.4 If required continue to assist the Casualty Team in Triage / Casualty Clearing or if sufficient resources are available provide medical care to non-hospitalized casualties.
- 1.5 Provide treatment for minor casualties at the Airport Port Health Clinic.

## HOSPITAL AUTHORITY

### RESPONSIBILITIES

- Take over management of Triage / Casualty Clearing Station
- Casualty Treatment
- Co-ordination of casualty transportation and reception
- Medical care of non hospitalised casualties

**Alerted by** Hong Kong Police (APCR).

#### 1. Action by Hospital Authority Duty Officer (HADO)

- 1.1 Arrange for the attendance of specialist personnel and equipment as requested to the scene of the incident.
- 1.2 Alert Medical Control Officer and Casualty Team.
- 1.3 Alert Hospital Authority Management in accordance with internal procedures.
- 1.4 Brief Medical Control Officer on initial casualty assessment by Airport Port Health Office team.

#### 2. Action by Medical Control Officer (MCO) and Casualty Team

- 2.1 On arrival at the scene of the incident debrief the Doctor in charge of the Airport Port Health Team and take over command of the Triage / Casualty Clearing Station.
- 2.2 Implement Triage and Casualty Control procedures and treatment of casualties.
- 2.3 Co-ordinate casualty transportation and reception with FSD Ambulance Service and Hospital Authority.
- 2.4 When sufficient resources are available provide medical care to non-hospitalised casualties.



**Section 9****AA AIRFIELD DEPARTMENT****RESPONSIBILITIES**

- Co-ordination of incident-related ramp operations to ensure safety.
- Liaison

**Alerted by IAC-TOD****1. Action by Apron Section**

- 1.1 In the event of a Major Security Incident, requiring immediate removal of aircraft, liaise with the Police Incident Commander and co-ordinate the removal of the affected aircraft with the Airline/Handling Agent, the Ramp Handling Licensee and/or the Line Maintenance Franchisee.
- 1.2 Notify AA Medical Services to standby.
- 1.3 Ensure the mobile apron lighting is available for immediate deployment.
- 1.4 Make arrangements and deploy available staff as appropriate to enable other apron and airfield operations to continue as normally as possible.

**Section 9**

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**Section 10****AA TERMINAL OPERATIONS DEPARTMENT****RESPONSIBILITIES:**

- Managing passenger operations around the incident
- Maintain an incident log

**Alerted by** IAC-TOD

**1. Action by AA Terminals and Landside Duty Manager**

- 1.1 Liaise with the Police Incident Commander to assess the impact of the incident on PTB and devise contingency measures.
- 1.2 Assess the situation and potential impact(s) on the airport operations and assist Airport Duty Manager to decide whether the Airport Emergency Centre (AEC) needs to be activated, coordinate actions in the event of a partial or full evacuation.
- 1.3 Liaise with the Police Forward Command Post and ascertain whether attendance is required at the Police Command Post.
- 1.4 Arrange with Technical Services Infrastructure to shut down services and utilities at the request of the Police, e.g. lighting.
- 1.5 In the event of a passenger evacuation from the Restricted Area, liaise with the Police Incident Commander, AOC representative, AVSECO Duty Security Manager, Immigration Department and Customs & Excise Department regarding the post-evacuation handling of formalities for passengers.
- 1.6 If necessary, in consultation with AA Corporate Affairs Department (Assistant General Manager, Media & Communications) and the AEC, assist the Airline / Handling Agent concerned in the setting up of the Family Reception Centre at the designated venue.
- 1.7 Co-ordinate with AVSECO Duty Security Manager and Police on crowd control measures in the family reception centre at the designated venue and within Passenger Terminal Building as necessary.

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**Section 10**

- 1.8 Maintain a chronological log of events and actions taken.

**Section 11****AA AIRPORT EMERGENCY CENTRE (AEC)****(Tel : 2182 0088 Fax: 2182 9088)****RESPONSIBILITIES**

- Off-scene airport control and co-ordination
- Collating information on the rescue operation
- Public announcement of the incident
- Enquiry centre
- Facilities for the Press
- Continued functioning of the airport
- Contingency staffing
- Welfare for AA and other staff at the scene & AEC
- Information and briefing centre

**Representatives Present**

- AA Executive Director Airport Operations (or his deputy)
- AA Airport Duty Manager
- AA General Manager – Terminal Operations
- AA General Manager – Landside
- AA General Manager – Airfield
- AA General Manager – APM & Baggage
- Air Traffic Control
- AVSECO
- Police
- Airline / Handling Agent
- Airline Operators Committee (AOC)
- AA Corporate Affairs Department
- Information Services Department
- Hong Kong Airline Service Providers Association (HASPA)
- AA Technical Services Infrastructure Department
- AA Airfield Department
- AA Terminal Operations Department
- AA Landside Department
- AA APM & Baggage Department

**Section 11****1. General Functions of AEC****1.1 Co-ordination of Information**

- 1.1.1 Provide off-scene support for the Fire Services Department, Department of Health, Hospital Authority, Police and other airport agencies involved with the incident.
- 1.1.2 Liaise with AA Mobile Liaison Centre (if it is deployed to the incident scene) on regular updates.
- 1.1.3 Maintain a chronological log of events and actions taken.

**1.2 Transportation**

- 1.2.1 Maintain communication with IAC-LD and co-ordinate with parties concerned on the relevant traffic diversion, temporary roads closure, or suspension of normal airport rail services, to facilitate a speedy transfer of the casualties away from the airport for further medical treatment.

**1.3 Co-ordination with External Agencies Responding to the Emergency**

- 1.3.1 Liaise with AVSECO Duty Security Manager on the activation of the 'Emergency Permit Regime'.
- 1.3.2 Liaise with AA Airfield Duty Manager on the escort of authorised persons to the incident scene.
- 1.3.3 Make arrangements for non-airport organisations / agents to facilitate their access to the incident scene as required.

**1.4 Passenger Terminal Operations**

- 1.4.1 Liaise closely with AOC and advise all other airlines / handling agents on likely impacts of the incident on airport operations.
- 1.4.2 Co-ordinate with IAC-TOD to closely monitor if airside congestion is developed in Passenger Terminal Building and assess the need for implementing contingency measures as required.

**1.5 Access Control of Airport Emergency Centre**

**Section 11**

- 1.5.1 To prevent unauthorised access to AEC and segregate AEC from IAC, AVSECO would set up cordon line for registration by AEC Support Team.

**1.6 Welfare of AA and Other Staff at the Scene and AEC**

- 1.6.1 Monitor the well being, arrange for the relief, catering and other needs of the staff deployed at the scene and at AEC.

**2. Roles and Responsibilities of AEC Representatives****2.1 AA Executive Director Airport Operations (or his deputy)**

- Responsible for managing and recovering the airport operation around the incident.
- Responsible for providing regular updates to AA Chief Executive Officer (CEO) and Chief Operating Officer (COO).

**2.2 AA Airport Duty Manager**

- Responsible for activation of the AEC.
- Act as the AEC Manager and responsible for management and operations of the AEC.
- Responsible for alerting responding parties to send a representative to the AEC with the assistance of AA Terminals and Landside Duty Manager.

**2.3 AA General Manager – Terminal Operations (see Section 10)**

- Oversees activities under Section 10 and ensures minimal disruption to normal passenger terminal operations.
- As a result of the incident, should there be considerable no. of stranded passengers within the PTB, consider the need to:
  - Initiate mobilisation of “**Passenger Care Team**” to provide care and support to stranded passengers
  - Initiate mobilisation of St. John Ambulance’s standby first-aid team to the airport to cater for medical needs of stranded passengers
  - Activate contingency procedures to deal with Taiwan / China bound passengers

**2.4 AA General Manager – Landside (see Section 41)**

- Oversees landside activities and ensure minimal disruption to normal operations.

**Section 11**

- Liaise with MTRC for possible service extension of the Airport Express trains services if required

**2.5 AA General Manager - Airfield (see Section 9)**

- Oversees activities under Section 9, and ensures minimal disruption to normal Apron / Airfield operations.

**2.6 AA General Manager – APM & Baggage**

- Oversees APM and Baggage Hall activities and ensures minimal disruption to normal APM and baggage operations.

**2.7 Air Traffic Control (see Section 3)**

- Act as liaison between the AEC and ATC on air traffic situation updates and implement contingencies as required.

**2.8 AVSECO (see Section 13)**

- Act as liaison between the AEC and AVSECO Duty Security Manager on airport security situation updates.
- In consultation with AA Terminals and Landside Duty Manager, implement and reinforce crowd control measures as required

**2.9 Police (see Section 6)**

- Act as liaison between the AEC, Incident Command Centre (ICC), Security Bureau and Police Incident Commander.
- In consultation with AA Terminals and Landside Duty Manager, implement and reinforce crowd control measures as required.

**2.10 Airline / Handling Agent (see Section 16)**

- Act as liaison between the AEC and Airline's activities. .
- Responsible for welfare of passengers and crew.

**2.11 Airline Operators Committee (AOC)**

- Act as liaison between AEC and AOC members including all airline operators and ground operators.
- Timely disseminate the information at AEC to AOC members
- Act as the authority to make decisions and co-ordinate on behalf of AOC members on factors affecting normal airport operations.
- Implement measures to minimise disruption to normal airport operations.
- Ensure the welfare of stranded passengers if any.



**Section 11****2.12 AA Corporate Affairs Department (see Section 12)**

- Act as liaison between the Airport Authority, Information Service Department and the press media.
- Prepare and issue press statements.
- Handle and manage press enquiries.

**2.13 Information Services Department (see Section 27)**

- Responsible for timely dissemination of information to the Government, press media and members of the public.
- Liaise with AA Corporate Affairs Department on press statements to be released.
- Handle and manage press enquiries.

**2.14 Hong Kong Airline Service Providers Association (HASPA)**

- Act as liaison between the AEC and HASPA members including Ramp Handling Licensee / Line Maintenance Franchisee / Into-plane Refuelling Franchisee / Cargo Terminal Operators/ Aircraft Caterers.

**2.15 AA Technical Services Infrastructure Department (Section 14)**

- Act as liaison between the AEC and Fault Response Team (FRT) on airport maintenance activities.
- Effect emergency repairs of damaged airport facilities.

**2.16 AA Airfield Department**

- Act as liaison between the AEC, MLC (if deployed), IAC-ACC and other airfield / apron operational areas.

**2.17 AA Terminal Operations Department**

- Act as liaison between the AEC, IAC-TOD and other passenger terminal operational areas.

**2.18 AA Landside Department**

- Act as liaison between the AEC, IAC-LD and other landside operational areas.

**Section 11****2.19 AA APM and Baggage Department**

- Act as liaison between the AEC, IAC-ABD and other APM and Baggage operational areas.

**Section 12****AA CORPORATE AFFAIRS DEPARTMENT****RESPONSIBILITIES**

- Liaison with Secretariat Press Office
- Liaison with Information Services Department
- Liaison with Police Public Relations Branch
- Co-ordinate arrangements for on-site Media access

**Alerted by** IAC-TOD

**Action by** Assistant General Manager, Media & Communications

1. Upon notification from the AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, send a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).
2. Liaise with the Secretariat Press Office and Information Services Department and Police Public Relations Branch regarding media enquiries and press statements. All press statements must reflect an agreed position of the Government, AA and other involved organisations (i.e. the airline). They must be cleared with Police Incident Commander and Chief Executive Officer of Airport Authority or the most senior AA representative present.
3. If the incident is protracted, on-site facilitation of media crews may be necessary. In such an event, liaise with Police Incident Commander, Secretariat Press Office and Terminals and Landside Duty Manager regarding the designating and setting up of the AA media facility (at Press Conference Room Terminal One or Multi-function Room Level G of HKIA Tower.)
4. If considered necessary, assist the Airline / Handling Agent concerned to establish the Family Reception Centre at designated venue to facilitate the reception of family members, meeters and greeters of passengers and crew (*See Section 10 para. 1.6 of this Part*)
5. Maintain a chronological log of events and actions taken.

**Section 12**

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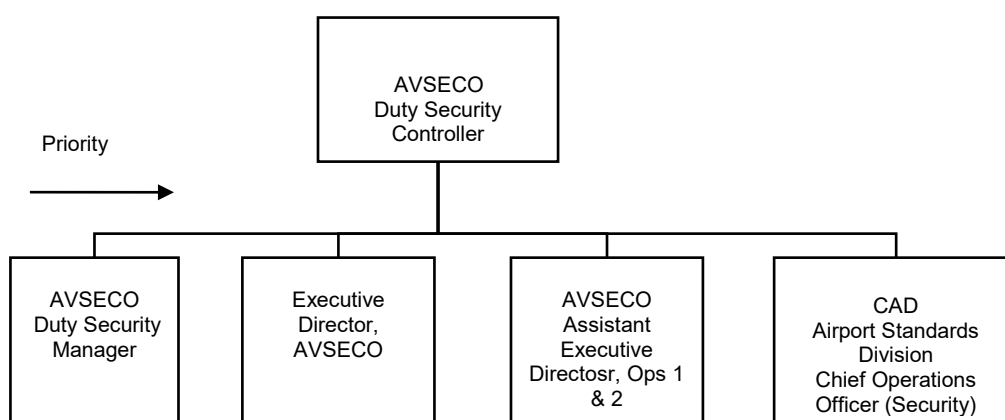
**Section 13****AVIATION SECURITY COMPANY LTD.****RESPONSIBILITIES**

- \* Alerting
- \* Direct liaison with Police Incident Commander
- \* Co-ordination of airport security arrangements
- \* Maintaining an incident log
- \* Provision of additional, ad-hoc guards and screeners if required

**Alerted by** Hong Kong Police (APCR)

**1. Action by AVSECO Duty Security Controller**

**1.1 Alert:**



**1.2** Open incident log to maintain a chronological log of events and actions taken.

**1.3** Notify AVSECO supervisory staff in the airport area affected by the incident.

**1.4** Notify AVSECO Control Room.

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**Section 13****2. Action by AVSECO Duty Security Manager**

- 2.1 Contact and report to the Police Incident Commander.
- 2.2 Ascertain what assistance is required from the Police Incident Commander and make the necessary arrangements, as appropriate.
- 2.3 Brief Executive Director, AVSECO on situation and seek further instructions.
- 2.4 Establish contact with Airport Authority Airport Duty Manager. Upon notification that the Airport Emergency Centre (AEC) is activated, dispatch a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).
- 2.5 Maintain a chronological log of events and actions taken.

**3. Evacuation**

- 3.1 If evacuation from or closure of the building or other areas affected is required, liaise with the Police Incident Commander, AA Airport Duty Manager, airline/handling agents and tenants as appropriate, in respect of the evacuation, search and other safety measures.
- 3.2 In consultation with the Police Incident Commander, determine the appropriate Designated Assembly Points for evacuated personnel and passengers. Details of the Designated Assembly Points for evacuation is shown in Part 8, Appendix 8C-1 to 5.

**Section 14****AA TECHNICAL SERVICES INFRASTRUCTURE DEPARTMENT****RESPONSIBILITIES**

- Standby to shut down services and utilities if requested by Police
- Provision of technical assistance as required

**Alerted by IAC-TOD**

- 1. Action by** Fault Response Team (FRT)
  - 1.1 Record the alerting message.
  - 1.2 Alert Assistant Manager, Fault Response and Superintendents, Fault Response.
  - 1.3 Summon all duty shift staff to prepare for deployment as required.
  - 1.4 Upon notification from AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative to AEC to act as liaison immediately (see Section 11 of this Part).
  - 1.5 Maintain a chronological log of events and actions taken.
- 2. Action by** Assistant Manager, Fault Response and Superintendents, Fault Response.
  - 2.1 Liaise with Maintenance Contractors and standby for dispatch to provide technical assistance such as shut down or isolation of services and utilities as requested by the Police Incident Commander.
  - 2.2 Alert General Manager, Technical Services Infrastructure, Senior Manager, Civil & Utilities, Senior Manager, Buildings & Infrastructure and Senior Managers, Electrical & Mechanical.
  - 2.3 Maintain a chronological log of events and actions taken.

**Section 14**

This page has nil content



**Section 16****AIRLINE / HANDLING AGENT****RESPONSIBILITIES**

- Assist in evacuation and search
- Implement passenger handling contingency measures

**Alerted by** IAC-TOD

**Action**

1. In the event of a Major Security Incident directed against the personnel or facilities of a particular airline or its handling agent, the senior person present from the affected organisation should assist the Police Incident Commander and Airport Duty Manager, as requested.
2. Upon notification from AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).
3. Provide available information on staff details, passenger and cargo manifests and aircraft as requested by Police Incident Commander and Airport Duty Manager at the AEC during the handling and investigation of the incident.
4. Implement contingency measures to handle passengers and crew involved in the incident once the situation is resolved. In addition, make arrangements to assist passengers whose onward travel is delayed by the incident.
5. If necessary, in liaison with AA Terminals and Landside Duty Manager establish the family reception centre at the designated venue to facilitate the reception of family members, meeters and greeters of affected passengers and crew (*See Section 10 para. 1.6 of this Part*).
6. Maintain a chronological log of events and actions taken.

**Section 16**

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**Section 17****RAMP HANDLING LICENSEE****RESPONSIBILITIES**

- \* Handling of aircraft

**Alerted by** IAC-TOD

**Action**

1. Upon notification from AA Airport Duty Manager that the Airport Emergency Centre is activated, dispatch a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).
2. If notified that the incident poses a threat to parked aircraft on the apron, the Ramp Handling Licensee shall provide immediate assistance in the handling of aircraft and equipment or otherwise as requested.
3. Maintain a chronological log of events and actions taken.

**Section 17**

This page has nil content

**Section 19****LINE MAINTENANCE FRANCHISEE****RESPONSIBILITIES**

- \* Servicing and possible removal of aircraft from potentially hazardous locations

**Alerted by** IAC-TOD

**Action**

1. Upon notification from AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).
2. If notified that the incident poses a threat to parked aircraft on the apron, the Aircraft Maintenance Franchisee shall provide immediate assistance in the servicing and possible removal of aircraft and equipment or otherwise as requested.
3. Maintain a chronological log of events and actions taken.

**Section 19**

This page has nil content

**Section 22****CUSTOMS AND EXCISE DEPARTMENT****RESPONSIBILITIES**

- Customs and Excise control

**Alerted by** IAC-TOD

**Action**

1. Co-ordinate with Police Incident Commander, Airline and Terminals and Landside Duty Manager with regard to the carrying out of customs clearance after resolution of the incident.
2. Maintain a chronological log of events and actions taken.

**Section 22**

This page has nil content



**Section 23****IMMIGRATION DEPARTMENT****RESPONSIBILITIES**

- Immigration Control

**Alerted by** IAC-TOD

**Action**

1. Co-ordinate with Police Incident Commander, Airline and Terminals and Landside Duty Manager with regard to the carrying out of Immigration clearance following resolution of the incident.
2. Maintain a chronological log of events and actions taken.

**Section 23**

This page has nil content

**Section 24****GOVERNMENT FLYING SERVICES****RESPONSIBILITIES**

- Airlift of medical personnel and supplies to site
- Casualty evacuation
- Air survey

**Alerted by** ATC Aerodrome Control Supervisor.

**Action**

1. Upon request from Police HQCCC, arrange for airlift of Hospital Authority medical personnel to the scene of the incident.
2. Convey seriously injured (Priority 1) casualties to designated hospitals.
3. Maintain a chronological log of events and actions taken.

**Section 27****INFORMATION SERVICES DEPARTMENT****RESPONSIBILITIES**

- Liaison with Secretariat Press Office, Police Public Relations Branch and AA Corporate Affairs Department
- Release of information to the media
- Control of media access

**Alerted by** AA Assistant General Manager, Media & Communications  
**Action**

1. Liaise with Secretariat Press Office, Police Public Relations Branch and AA Assistant General Manager, Media & Communications, and provide assistance as requested.
2. Check with AA Assistant General Manager, Media & Communications if the Airport Emergency Centre (AEC) has been activated, and if so dispatch a representative there to act as liaison immediately (see *Section 11 of this Part*).
3. All press statements should reflect an agreed position of the Government and other involved organisations and must be cleared with the Police Incident Commander and Chief Executive Officer (CEO) of the Airport Authority or the most senior AA representative present.
4. In conjunction with AA Assistant General Manager, Media & Communications, control access of the press and other representatives of the news media to the AA designated media facility (see Section 12 of this Part).
5. Maintain a chronological log of events and actions taken.

**Section 27**

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**Section 28****SECURITY BUREAU****RESPONSIBILITIES**

- \* Liaison with Police Incident Commander
- \* Control and Co-ordination of information to be released to the media relating to the incident through Secretariat Press Office
- \* Inter-Departmental co-ordination in response to the incident

**Alerted by** Hong Kong Police (APCR) via HQCCC.

**1. Action**

- 1.1 Liaise with Police Incident Commander on the incident and matters of security policy.
- 1.2 Activate the Emergency Monitoring and Support Centre at the Government Secretariat, if necessary.
- 1.3 Obtain accurate information on the incident and evaluate the policy implications.
- 1.4 Keep the Chief Executive and senior government officials informed on the incident as it develops.
- 1.5 Issue policy directives on behalf of the Chief Executive's Security Committee, the Chief Secretary for Administration or the Secretary for Security and clarify, advise and assist in implementation.
- 1.6 Co-ordinate and authorise the release of information to the media relating to the event, through the Secretariat Press Office.

**Section 38****AA MEDICAL SERVICES****RESPONSIBILITIES**

- Initial medical support on scene
- Medical care of passengers

**Alerted by** IAC-TOD

**Action If Required**

1. AA Medical Services to standby at clinic.
2. Provide treatment for minor casualties.
3. Maintain a chronological log of events and actions taken.

**Section 38**

This page has nil content



**Section 39****AA SAFETY, SECURITY AND BUSINESS CONTINUITY  
DEPARTMENT****RESPONSIBILITIES**

- Management & administrative support of Airport Emergency Centre

**Alerted by** IAC-TOD

**Action by** General Manager, Safety, Security and Business Continuity Department or his designate.

1. Proceed to the Airport Emergency Centre to take on the role as AEC Manager.
2. Alert the AEC Team Leader or his/her deputy to alert appropriate AEC support staff to report to the AEC.
3. Activate the AA Safety, Security and Business Continuity Department's internal procedures.
4. Deploy the AEC support staff to perform duties in accordance with the AEC Operations Manual.

**Section 39**

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**Section 41****AA LANDSIDE DEPARTMENT****RESPONSIBILITIES:**

- Road access for emergency vehicles
- Managing landside operations around the incident
- Controlling the media vehicle traffic
- Maintain an incident log

**Alerted by** IAC-TOD

**1. Action by AA Assistant Manager – Landside Services**

- 1.1 Liaise with the Police Incident Commander to assess the impact of the incident on the road system and devise contingency measures.
- 1.2 Assess the situation and potential impact(s) on the airport operations and coordinate actions in the event of a partial or full evacuation.
- 1.3 Liaise with the Police Incident Commander and ascertain whether attendance is required at the Police Forward Command Post.
- 1.4 Assist the Police in providing routes for the ambulances and other emergency vehicles.
- 1.5 Deploy staff to handle possible traffic congestion caused by either the incident or the attendance of media vehicles.
- 1.6 Increase road patrols to monitor the traffic situation, in particular for vehicles which may create obstructions or endanger the road safety.
- 1.7 Arrange with Technical Services Infrastructure to shut down services and utilities at the request of the Police, e.g. lighting.
- 1.8 In the event of a passenger evacuation from the Restricted Area, liaise with the Police Incident Commander, AOC representative, AVSECO Duty Security Manager, Immigration Department and Customs &

**Section 41**

Excise Department regarding the post-evacuation handling of formalities for passengers.

- 1.9 In the event that an evacuation from the Restricted Area is required, notify Cross-Boundary Bonded Bus / Ferry Handling Agent if this is likely to impact its operations.
- 1.10 Maintain a chronological log of events and actions taken.

**AA INTEGRATED AIRPORT CENTRE****RESPONSIBILITIES:**

- Emergency alerting
- Activate Airport Emergency Centre
- Managing passenger operations around the incident
- Maintain an incident log
- Notification of incident stand down

**Alerted by** Hong Kong Police – Airport Police Control Room (APCR)

**1. Action by IAC-TOD**

- 1.1 Broadcast emergency alert to IAC-LD and all Terminal Operations Department duty staff.
- 1.2 If an incident that requires partial / full evacuation, or occurs in an area near to aircraft parked on the apron, requiring immediate removal of aircraft, ensure that the following are alerted:
  - AA IAC-ACC
  - AA Safety, Security & Business Continuity
  - Customs & Excise Department
  - Immigration Department
  - AA Corporate Affairs Department
  - AA Technical Services Infrastructure (FRT)
  - Cross-Boundary Bonded Bus / Ferry Handling Agent (if required)
  - Air Traffic Control
  - Line Maintenance Franchisee
  - Ramp Handling Licensee
  - Airline/ Ground Handling Agent
  - AA Medical Services
- 1.3 According to AA Terminal Operations Department's internal alerting proforma, notify the following AA management members:
  - Airport Duty Manager
  - Executive Director, Airport Operations
  - Deputy Director, Airport Operations

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- General Manager – Terminal Operations
- General Manager – Landside
- General Manager - Safety, Security & Business Continuity
- Assistant General Manager – Airport Security
- General Manager – Airfield
- Deputy General Manager – Airfield
- General Manager – APM & Baggage
- Assistant General Manager – Terminal Operation and Government Facilitation
- Assistant General Manager – Passenger Services
- Assistant General Manager – Estate Management
- Assistant General Manager – Customer Service
- Assistant General Manager – Landside Services
- Assistant General Manager – Land Transport & Landscape
- Assistant General Manager – Intermodal Connectivity
- Assistant General Manager – Landside Infrastructure Management
- Assistant General Manager – Airfield Services
- Assistant General Manager – Standards & Services Delivery
- Assistant General Manager – APM Operations
- Assistant General Manager – Baggage Operations

1.4 When advised by AA Airport Duty Manager that the Airport Emergency Centre (AEC) is to be activated, alert the following organisations / units to send a representative there to act as liaison:

- Air Traffic Control
- AVSECO
- Police
- Airlines / Handling Agents
- Airline Operators Committee (AOC)
- AA Corporate Affairs Department
- Information Services Department
- Ramp Handling Licensee
- Line Maintenance Franchisee
- AA Airfield Department
- AA APM & Baggage Department
- AA Terminal Operations Department
- AA Landside Department
- AA Technical Services Infrastructure Department
- AA Safety, Security, & Business Continuity Department

1.5 Any additional information received on the incident must be passed directly to the Police Incident Commander (and Airport Emergency

**Section 42**

Centre and Incident Command Centre, once they have been established).

- 1.6 Advise all alerted parties when the incident is stood down.
- 1.7 Maintain a chronological log of events and actions taken.

**2. Action by IAC-ACC**

- 2.1 Notify the Airfield Duty Manager, Assistant Manager – Airfield.

**3. Action by IAC-LD**

- 3.1 Broadcast emergency alert to all Landside Department duty staff.
- 3.2 Any additional information received on the incident must be passed directly to the Police Incident Commander (and Airport Emergency Centre and Incident Command Centre, once they have been established).
- 3.3 Advise all alerted parties when the incident is stood down.
- 3.4 Maintain a chronological log of events and actions taken

**4. Action by IAC-ABD**

- 4.1 Notify the APM Assistant Duty Manager and/or Assistant Manager, Baggage.

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**AA APM AND BAGGAGE DEPARTMENT****RESPONSIBILITIES**

- Managing APM and baggage operations around the incident
- Maintain an incident log

**Alerted by IAC-TOD**

- 1. Action by** APM Assistant Duty Manager and/or Assistant Manager, Baggage
  - 1.1. Assess the impact of the incident on APM operations and/or baggage systems and devise contingency measures.
  - 1.2. Maintain a chronological log of events and actions taken.

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