

PART 2
AIRCRAFT ACCIDENT
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GENERAL**1. General**

- 1.1 An aircraft accident is an occurrence during the operation of an aircraft in which any person involved suffers death or serious injury or in which the aircraft receives substantial damage.
- 1.2 This Part stipulates emergency actions required for an aircraft accident that has occurred on the airport platform island or in a sea area of 5 km from the runway ends.
- 1.3 The responsibilities of Government Departments and other responding agencies which may be mobilised in response to an aircraft accident are based on the principles defined in the Security Bureau Circular for "Contingency Plan for Dealing with an Aircraft Crash in Hong Kong".
- 1.4 This Part also includes the operational strategy and procedures to handle sea rescue operations following an aircraft accident occurring within the CLK Sea Rescue Zone which is defined as the sea areas around the airport to a distance of up to 5km from the end of each runway. The CLK Sea Rescue Zone is divided into the Eastern Sea Rescue Zone, Western Sea Rescue Zone and Channel Waters Rescue Zone as shown on Page 2-3 of this Part. The Airport Fire Contingent is the principal agency responsible for responding to and commanding rescue and fire fighting in an aircraft related disaster occurring within the CLK Sea Rescue Zone. The procedures also define actions by the Airport Fire Contingent, Fire Services Department, Police, Marine Police, Marine Department, Hospital Authority, Port Health Division (Airport Section) and Airport Authority.
- 1.5 The line of command will be determined by the point of impact of the crashed aircraft, i.e. Airport Fire Contingent will be responsible for the primary rescue response if the aircraft impact is within the CLK Sea Rescue Zone. Should the aircraft drift outside the CLK Sea Rescue Zone after the initial impact, the AFC would remain in command of the incident. Under all circumstances, the FSD Senior Commander will take over the command of fire fighting and rescue operations upon arrival at the accident scene.
- 1.6 For aircraft accidents occurring within the CLK Sea Rescue Zone, both Command Boats from East Sea Rescue Berth (ESRB) and West Sea Rescue Berth (WSRB) will proceed to scene immediately to conduct sea rescue and fire fighting operations.

- 1.7 In the event of an aircraft accident outside the CLK Sea Rescue Zone, the Director of Fire Services will be responsible for providing the rescue and fire-fighting services and ambulance response according to departmental procedures.
- 1.8 In the event that an aircraft accident occurs outside Hong Kong territory but involving aircraft originating or terminating in Hong Kong, or diverted to HKIA due to various reasons, this procedure should also be followed wherever applicable, particularly in the handling of family members, meeters and greeters of the passengers or crew onboard the aircraft.

2. Phases of Aircraft Accident Emergency Plan

The emergency plan for an aircraft accident can be summarised into the following phases:

2.1 Alerting

Alerting of Government departments, airport organisations and emergency services is triggered by Air Traffic Control of Civil Aviation Department. The alerting plan is summarised on page 2-2 of Section 2 of this Part.

2.2 Rescue and Fire Fighting

The Airport Fire Contingent provides immediate response in the rescue and fire fighting in compliance with ICAO requirement. The Fire Services Department reinforces the Airport Fire Contingent by deployment of resources from Non-AFC Fire Stations.

2.3 Control of Access to the Scene of Accident

The Airport Police will be responsible for the control of access of emergency service personnel / vehicles to the accident scene. An inner cordon and an outer cordon will be established in the first instance to facilitate the rescue and fire fighting operation. AVSECO will control the access of emergency service personnel / vehicles into the Airport Restricted Area at all airport gates. In the event that airport emergency gate(s) is designated for such access, AVSECO will deploy resources in the first instance to open and man the concerned airport emergency gate(s).

2.4 Command, Control and Co-ordination

- 2.4.1 Rescue Leader of Airport Fire Contingent assumes overall command of the rescue and fire fighting operation on scene until the arrival of the Senior Commander of FSD who will take over the command. The AFC will initially set up a temporary Command Post which will be identified by a flashing green beacon lamp and flying pennant of yellow and green vertical stripes of equal width at the accident scene. Upon arrival of the FSD Mobile Command Unit (MCU), command on scene will then operate from this FSD MCU in the inner cordon.
- 2.4.2 Police will establish a Police Forward Command Post as on-scene command post for control of access to the accident scene by establishment of inner and outer cordon and for head counting of persons onboard the aircraft. This facility will also serve as an on-scene liaison post of the Police.
- 2.4.3 Airport Authority will set up an on-scene liaison post by dispatching AA Mobile Liaison Centre (MLC) to the scene. The MLC will be represented by the Airline and airport franchisees concerned to provide support to the AFC Rescue Leader or the FSD Senior Commander in the rescue and fire-fighting operation.
- 2.4.4 A 2nd FSD MCU will be despatched by FSD Headquarters to take up the role of Government inter-departmental command post to co-ordinate the resources and communications among the Airline, Airport Authority and the Government departments concerned in the outer cordon. The AA Mobile Liaison Centre (MLC) will temporarily take up this inter-departmental command post function prior to the arrival of the 2nd FSD MCU. The 2nd FSD MCU, on arrival, will fly a distinctive pennant of yellow and green vertical stripes of equal width. The Airport Authority will be represented in the 2nd FSD MCU initially by the Assistant Manager, Airfield until relieved by the Assistant General Manager, Airfield Services.
- 2.4.5 Co-ordination of supporting services and other agencies is effected from the Airport Authority Airport Emergency Centre (AEC) located inside the Integrated Airport Centre on North Perimeter Road.

2.4.6 The organisation of command, control and co-ordination of emergency responses at the airport is indicated in the schematic plan shown on page 2-1 in Section 2 of this Part.

2.5 **Casualty Management and Conveyance**

The Fire Services Department will provide ambulance services and assume the responsibility for casualty management at the scene of the aircraft accident with medical backup initially from the Port Health Division (Airport Section), AA Medical Services Team, and later from the Hospital Authority Medical Control Officer and Emergency Medical Team, assisted by Auxiliary Medical Service and/or Hong Kong St. John Ambulance (The Rescue Leader or Ambulance Incident Officer will request FSCC for reinforcement when there is insufficient ambulance resources at the scene. Based on availability of FSD ambulance resources at the particular moment, FSCC will request for assistance from St. John Ambulance if situation so warrants). Airport gate(s) to be used for the exit of emergency services from the airport will be designated by the Airport Police, in conjunction with FSD Ambulance Incident Officer and Airport Authority, in consideration of the accident location, proximity of the airport gates and overall traffic facilitation. In the event that airport emergency gate(s) is deployed, AVSECO will deploy resources in the first instance to open and man the concerned airport emergency gate(s). Casualties will be conveyed from the airport to hospitals by Government Flying Service helicopters, ambulances, airport rail and sea vessels pertinent to the degree of injury and the number of casualties. The Medical Facilities Plan is shown on page 2-6 in Section 2 of this Part.

2.6 **Headcount of “Persons-On-Board”**

Police, with assistance from the Airport Fire Contingent, Hospital Authority and Airline, will be responsible for headcount of all passengers and crew of the accident aircraft in the search and rescue operations. Airline will in the first instance provide the information on persons-on-board (POB) and details of passenger / crew on board the aircraft to Air Traffic Control, and to Airport Emergency Centre (AEC) for its distributions to the Airport Fire Contingent (via AA Mobile Liaison Centre), the Police and other responding agencies concerned to facilitate the search and rescue operations.

2.7 Accident Investigation

In any civil aircraft accident, the Chief Inspector has a statutory responsibility under the Hong Kong Civil Aviation (Investigation of Accidents) Regulations for the preservation of the wreckage so that the cause of the accident may be investigated. No crashed aircraft may be interfered with unless as far as necessary for extricating casualties, to prevent fire or any other danger.

2.8 Removal of Accident Aircraft and Restoration of Airport Operations

Procedures relating to the removal of accident aircraft and restoration of the airport to normal operations are described in Part 6 - Aircraft Recovery of the EPM.

3. Emergency Logistics for Aircraft Accident Occurring on the CLK Island Platform and within the CLK Sea Rescue Zones

3.1 Assembly Points

The Airport Authority, in conjunction with the Airport Police, will set up the Assembly Point as designated by the AFC Rescue Leader in consideration of the location of the aircraft accident (Please see page 2-5 in Section 2 of this Part):

- a. **South Assembly Point (Airside)** at Airport South Fire Station: for any aircraft accident at the South Runway.
- b. **Centre Assembly Point (Airside)** at Airport Centre Fire Station: for any aircraft accident at the Centre Runway.
- c. **North Assembly Point (Airside)** at Airport North Fire Station: for any aircraft accident at the North Runway.
- d. **East Sea Rescue Assembly Point (Landside)** at East Sea Rescue Berth: for any aircraft accident at the Eastern Sea Rescue Zone.
- e. **West Sea Rescue Assembly Point (Landside)** at West Sea Rescue Berth: for any aircraft accident at the Western Sea Rescue Zone and Channel Waters Rescue Zone.

All external emergency and medical units such as Fire Services Department, Hospital Authority, Civil Aid Service, Auxiliary Medical Service and Hong Kong St. John Ambulance (if required) will be

summoned from the Assembly Point and escorted to the scene of the accident by AA Airfield Department officers if the location of the accident is within the Airport Restricted Area.

3.2 Access Routes to the Scene of Accident

External supporting units and appliances should proceed to the following Assembly Point(s) designated by AFC Rescue Leader depending on the location of the aircraft accident via the following access routes (Please see page 2-5 in Section 2 of this Part):

- a. **South Assembly Point (Airside)** at Airport South Fire Station: via North Lantau Highway, Airport Road, Chun Wan Road, South Perimeter Road and through Airport Emergency Gate A6. The Airport Emergency Gate A6 will be opened and manned by security guards of AVSECO.
- b. **Centre Assembly Point (Airside)** at Airport Centre Fire Station: via North Lantau Highway, Airport Road, Catering Road West, Airport Gate 3, Eastern Airfield Tunnel and Chung Cheung Road.
- c. **North Assembly Point (Airside)** at Airport North Fire Station: via North Lantau Highway, Airport Road, Chun Wan Road, South Perimeter Road, through Airport Emergency Gate A6 and Western Airfield Tunnel towards airside road next to Stand X455, across Taxiway N towards M31 and Runway Road (West). The Airport Emergency Gate A6 will be opened and manned by security guards of AVSECO.
- d. **East Sea Rescue Assembly Point (Landside)** at East Sea Rescue Berth: via North Lantau Highway, Airport Road, East Coast Road and through temporary emergency gate adjacent to SkyPier Terminal and Crossover Gate 1G. Temporary emergency gate will be opened by AVSECO. Crossover Gate 1G will be manned on 24-hour basis by security guards of AVSECO and will be opened for emergency access.
- e. **West Sea Rescue Assembly Point (Landside)** at West Sea Rescue Berth: via North Lantau Highway, Airport Road, Chun Wan Road, South Perimeter Road and through Airport Emergency Gate A9 to exit at Airport Emergency Gate A10 and Airport Emergency Gate A11. The Airport Emergency Gate A9, A10 and A11 will be opened and manned by security guards of AVSECO.

3.3 Off-loading Point(s) for Aircraft Accident Occurring within the CLK Sea Rescue Zone

The Airport Fire Contingent will designate off-loading point(s) for the rescued survivors and casualties and co-ordinate with the Fire Services Communications Centre (FSCC) regarding the deployment of ambulances and medical personnel for the conveyance of casualties to hospital(s). An Airport Off-loading Point will be set up at the designated Assembly Point. If necessary, off-airport off-loading point at the following locations: Tuen Mun Fire Boat Station, Tuen Mun Public Pier, Lok On Pai, Tai Lam Marine Police Base, will be designated for conveyance of casualties by ambulances to hospital(s). Please see the 'Medical Facilities Plan' on page 2-6 in Section 2 of this Part.

3.4 Triage Area

The Airport Fire Contingent will designate a triage area at the Airport and / or off-airport off-loading point(s) which will be commanded initially by Port Health Division (Airport Section) and AA Medical Services Team if at the Airport. Subsequently the role will be handed over to Medical Control Officer and Emergency Medical Teams from the Hospital Authority upon arrival at the accident scene and assisted by Auxiliary Medical Service and/or Hong Kong St. John Ambulance (if required).

3.5 Emergency Permit Issue Point for Non-Emergency Services Personnel.

The Airport Authority, in conjunction with AVSECO will set up an Emergency Permit Issue Point to facilitate the issuance of Emergency Permits to individuals other than those of the emergency services who require access to the airside areas in response to an aircraft accident / incident. The Emergency Permit Issue Point is located at the Permits Office at Room 2, Ground Floor of HKIA Commercial Building.

3.6 Staging Area

A staging area will be established by AA Airfield Department near aircraft stand W121L on West Passenger Apron, where airport personnel, equipment and facilities from airline, airside bus, ramp handling licensee, line maintenance franchisee and into-plane fuelling franchisee will be summoned to standby for emergency response. Personnel authorised to access the scene of accident will be issued with identification wristbands by the AA Airfield Department.

4. Emergency Medical Supplies and Equipment

Medical supplies and equipment are readily available at the airport for rescue and first aid treatment of aircraft accident casualties. Ten Fire Services Department ambulances from the Chek Lap Kok South Fire Station and the Tung Chung Ambulance Depot, etc., with paramedic capability, will respond immediately within ten minutes, and the first ambulance will arrive at the accident scene within twelve minutes. One FSD Mobile Casualty Treatment Centre will also arrive at the airport within an hour. The minimum medical supplies and equipment from the Airport Authority and Fire Services Department ambulances are tabulated below. The following table shows supplies that are held on the AA Medical Supplies Vehicle, Aircraft Recovery Equipment Store (ARE Store) or Aircraft Recovery Equipment Store and Interim ATC Tower (ARE Store & IAT).

Quantity	Description
500	Triage label
100	Stretchers
10	Immobilising mattresses for backbone fracture
10	Backboards for backbone fracture
50	Splints
50	First-aid kits
20	Resuscitation chests
2	Electrocardiographic apparatuses
4	Manual respirators
10	Intravenous infusion packs
3	Suction devices
300	Plastic bags for deceased

5. Handling of Non-hospitalised Passengers / Crew

5.1 Non-hospitalised passengers and crew after segregation at triage area will be arranged by the Police, in consultation with AA Airfield Duty Manager, under separate conveyance of escorted passenger buses to the Passenger Reception Centre (PRC) at the T1 APV Lounge (or other locations e.g. SkyPier Terminal) designated by AA Terminals & Landside Duty Manager after consultation with Airport Duty Manager or AEC Manager, for immigration clearance, police debriefing and customs clearance including filling out of the Integrated Landing Form which served the purpose of assisting respective parties to obtain the latest updates of identity, location

and status of passengers and flight crew and arranging their reunion with family.

- 5.2 Passengers and crew will be processed separately. Passengers will be processed at the PRC while the crew will stay onboard crew bus for the clearance procedures including the filling out of Integrated Landing Form which will be taken to the crew bus.
- 5.3 In the event that large number of non-hospitalised passengers are being sent to the PRC, the other APV Lounge, or part of it, will be isolated to serve as the overflow passenger holding area.
- 5.4 In the Passenger Reception Centre, the Airline will provide relief support to the passengers and crew. Port Health Division (Airport Section), Auxiliary Medical Service and AA Medical Services will provide medical care services. AA will request Hong Kong Red Cross to provide support in humanitarian assistance if situation so warrants.
- 5.5 Upon completion of documentation process at the Passenger Reception Centre, passengers and crew will be transferred under separate conveyance to the designated Family Reception Centre (FRC) for family reunion or debriefing by the Airline. AVSECO and Airline will provide escort during the conveyance. Depending on Airline's own arrangements, crew debriefing can be conducted at a location other than the FRC (such as Airline's office or headquarters building). If passengers choose not to be transferred to the FRC (such as those without meeters and therefore require no reunification), they may leave the PRC to landside under escort by the airline through a designated Immigration channel and normal customs clearance.
- 5.6 Layout plan of the Passenger Reception Centre (South / North APV Lounge) for reception of non-hospitalised passengers is shown in Appendix 2A.

6. Handling of Family Members, Meeters and Greeters

- 6.1 The Airline/Handling Agent will, in consultation with the Airport Emergency Centre (AEC) or Airport Duty Manager (if the AEC has not been activated), timely set up the Family Reception Centre (FRC) at designated venue for the reception of family members, meeters and greeters of passengers and crew onboard the concerned aircraft.

- 6.2 The Family Reception Centre will be manned and staffed by the Airline for providing information and support to family members, meeters and greeters of passengers and crew. It can also serve as a meeting place for the family members, meeters and greeters waiting for reunification with the uninjured passengers. Aid agencies and voluntary organizations will assist in providing humanitarian assistance and spiritual / religious care services. Police and AVSECO (if requested by the Airport Authority or Airline) will provide access and crowd control there.
- 6.3 A police 'liaison post' will be set up and manned by Airport Police in the Family Reception Centre to co-ordinate the head counting and crowd management support. Representative from AA Corporate Affairs will attend to this 'liaison post' to co-ordinate on media related issues in partnership with the Airline/GHA.
- 6.4 After identity verification by Airline, family members, meeters and greeters will be arranged by Airline staff to enter the Family Reception Centre for necessary arrangements and debriefing.
- 6.5 The FRC may be activated at later stage if HKIA is not the departure aerodrome nor original destination of the concerned aircraft but has been diverted to HKIA due to various reasons. The designated venue will be requested to initially set up the Responders' Area and Passengers Waiting Area of the FRC, and prepare to receive the non-hospitalised passengers and crew of the concerned aircraft

7. Information Dissemination and Media Handling

- 7.1 The Information Services Department, in conjunction with FSD Inter-departmental Command Post, AA Corporate Affairs and Security Bureau's Emergency Monitoring & Support Centre (EMSC), will be responsible for collecting and disseminating information on the accident to the Government, media and members of the public. All press statements must reflect an agreed position of the Government, Airport Authority and other involved organisations. They must be cleared with the Chief Executive Officer (CEO) of the Airport Authority or the most senior AA representative present.
- 7.2 A media facility will be set up by AA Corporate Affairs Department.

8. Airport Emergency Centre (AEC)

- 8.1 The Airport Emergency Centre, connected to the Integrated Airport Centre and located adjacent to Airport Gate 1 (Grid reference K30 on page 2-4 in Section 2 of Part 2), will be activated following an aircraft accident and function as a central point of command, control and coordination for the Airport Authority, airlines, Government Departments and airport operators to minimise disruption to and facilitate recovery of normal Airport operations.
- 8.2 The Airport Emergency Centre will be activated by the Airport Duty Manager following notification of the aircraft accident. The Airport Emergency Centre will be staffed by the Airport Duty Manager, who will take on the role as AEC Manager upon AEC activation. He will be responsible for the management, staffing and communications of the Airport Emergency Centre. 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 of the non-rescue and fire fighting operation, and post-rescue & fire fighting operation. He will brief and maintain contact with the Chief Executive Officer (CEO) and Chief Operating Officer (COO) of the Airport Authority. The General Managers of Airfield Department, Terminal Operations Department and Landside Department will report to the Airport Emergency Centre for an initial briefing and subsequently oversee the response activities of their respective department. The operation of the Airport Emergency Centre will be supported, as necessary, by representatives of Air Traffic Control, the Airline / Handling Agent concerned, AVSECO, Airline Operators Committee, Police, AA Corporate Affairs Department, Line Maintenance Franchisee, Ramp Handling Licensee, AA Technical Services Infrastructure Department and any other related parties.
- 8.3 The Airport Emergency Centre is equipped with following systems and equipment:
 - 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

8.4 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.

9. AA Mobile Liaison Centre on scene

- 9.1 The Airport Authority Mobile Liaison Centre (MLC) will be deployed to the scene to serve as liaison centre to facilitate co-ordination of resources support to FSD Rescue Leader for rescue and fire fighting.
- 9.2 The MLC will be initially positioned at the perimeter of "inner cordon" near the AFC Mobile Command Unit (MCU) and subsequently positioned in a location in accordance with the requirements of the FSD and Police on-scene command units. It will be staffed initially by AA Airfield Department Officer until relieved by AGM, Airfield Services who will maintain contact with the Airport Emergency Centre to provide situation reports. The operation of MLC will be supported by representatives from the airline concerned and ramp franchisees including Ramp Handling Licensee, Line Maintenance Franchisee and Into-plane Fuelling Franchisee.
- 9.3 Prior to arrival of the 2nd FSD Mobile Command Unit (MCU), the MLC will also temporarily take up the "Government Inter-departmental Command Post" function to co-ordinate on the resources support and communications among the Government agencies and parties concerned.
- 9.4 The MLC is equipped with the following facilities:
- Laser cameras of night vision and recording function, and the capacity to transmit real-time image to the AEC
 - Conference room for 10-15 people
 - Touchscreen display monitors

- Display monitors for computer, mobile devices and local TV channels
- Wi-Fi wireless internet access
- VHF radio
- Multi-point HD video conferencing system
- Fax machine and photocopier
- Personal computer and printer
- Electronic whiteboard
- TETRA radio system handset
- Air-conditioning
- External Public Announcement System
- Internal CCTV and voice logging system
- High-intensity flood lights
- Electrical distribution board

10. Three Runway System (3RS) Project (Valid till Project Completion)

10.1 The construction of the 3RS commenced in August 2016. The critical infrastructure projects included reclamation of approximately 650 hectares of land north of the existing airport island, building a 3,800-meter long runway with supporting taxiway systems, and the Third Runway Passenger Building. The existing centre runway will also be reconfigured.

The AA Third Runway Division (TRD), who is in charge of the project, has developed 3RS Emergency Response Plan (ERP) defining responsibility, details of actions and arrangements to be taken by the Division and associated contractors during various phases of the project in the event of an aircraft emergency occurring within the 3RS project area. As such, respective details of the response procedures shall be referred to the ERP.

This item 10 is set out to highlight the key communication and coordination interface, and to make reference to the ERP on key responding actions to be taken. The item is to be updated according to various phases of the 3RS Project, and may be removed or replaced upon the Project completion.

10.2 Alerting

For any aircraft emergency occurring within the 3RS project construction sites, i.e. "CONSTRUCTION SITE" stated in 2-3, 2-4, 2-5, 2-6 in Section 2 of Part 2), IAC-ACC will alert AA Fire & Emergency Control Centre (FECC) on their emergency contact number (6066 3377), which is manned on 24 hours basis.

The emergency access points and access routes to the accident site located within the 3RS project construction sites are detailed in the ERP.

10.3 Key Actions (Details to be referred to the ERP)

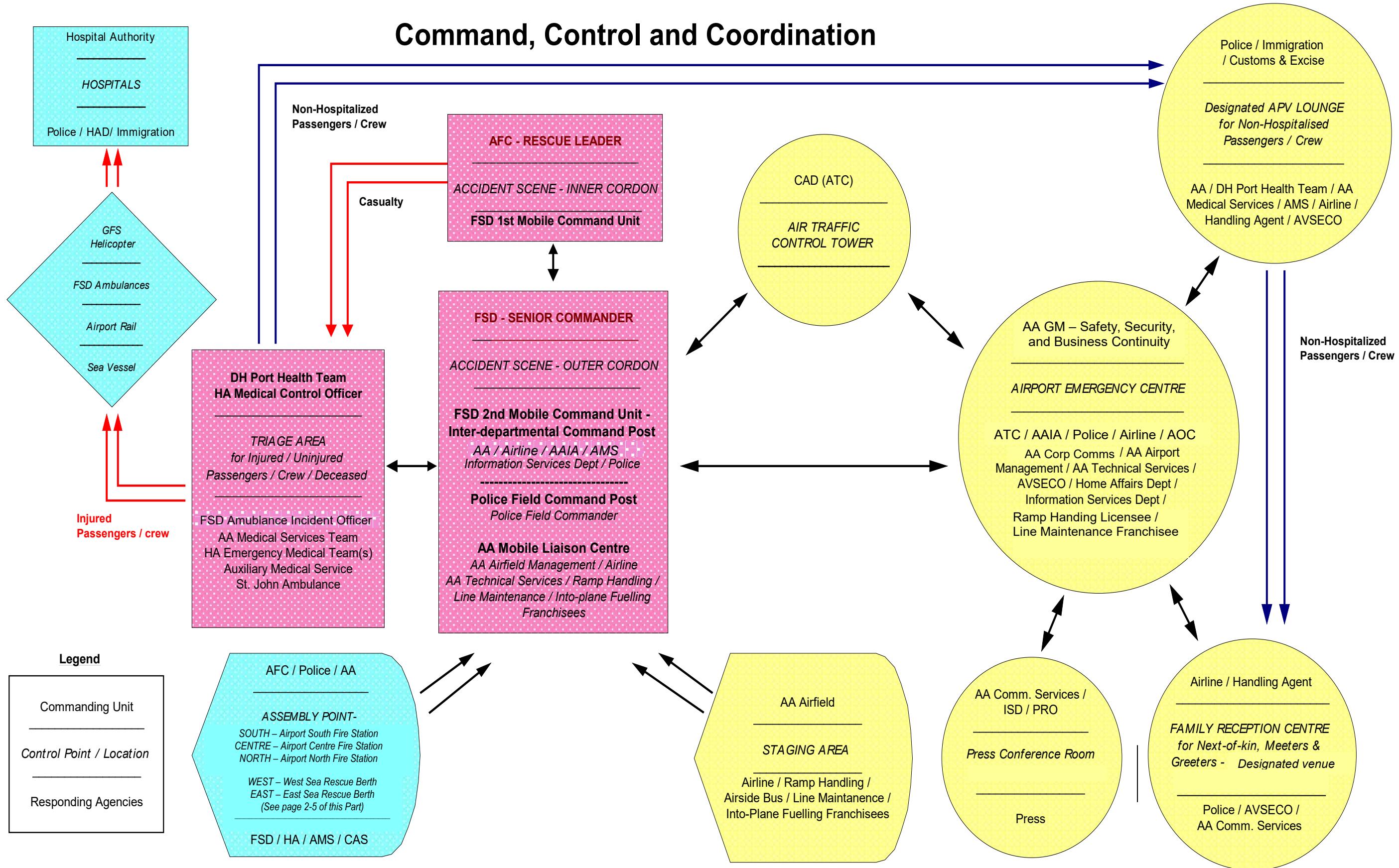
Immediate action by FECC includes:

- a. Alert TRD management staff and contractors according to the ERP.
- b. Liaise with FSD, MD, Police and other responding agencies on the logistic support pertaining to rescue and fire fighting operations.
- c. Liaise with Construction Traffic Control Centre (CTCC) to despatch guide boats or guide vehicle to the designated Guide Boat Meeting Points or construction site meeting point to standby and assist responding vessels or vehicles in the rescue operations.

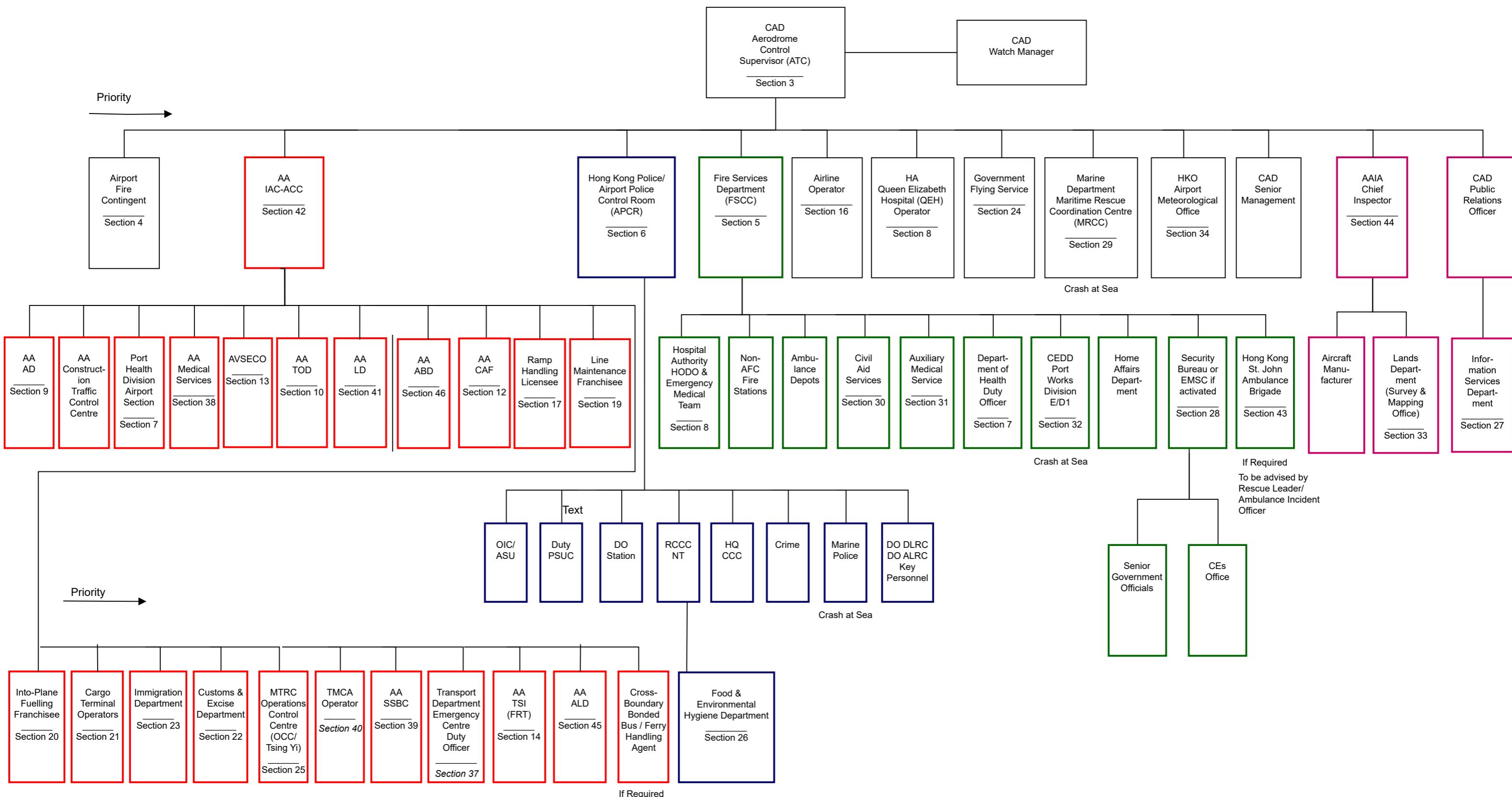
Immediate action by 3RS Construction Team includes:


- a. The Deputy Director, Third Runway Project Management, or his representative will report to AEC to oversee the response activities of TRD.
- b. Collect from contractors and provide responding agencies with site conditions and relevant information.
- c. Coordinate contractors to take actions as required by the incident commander.

10.4 Casualty Management and Logistics - Upon completion of ARFF Operations, or once the casualty has been conveyed to the East Sea Rescue Berth, West Sea Rescue Berth or hospitals as appropriate, the subsequent procedures in handling the casualty will follow the existing one in the EPM.




Aircraft Accident Alerting






CRASH GRID CHART



AIRPORT GRID MAP



AIRPORT ACCESS AND SUPPORT FACILITIES

Medical Facilities Plan for Aircraft Accident / Incident

Road Transport

PMH	Princess Margaret Hospital
YCH	Yan Chai Hospital
CMC	Caritas Medical Centre
QEHD	Queen Elizabeth Hospital
KWH	Kwong Wah Hospital
PWH	Prince of Wales Hospital
TMH	Tuen Mun Hospital
PYNEH	Pamela Youde Nethersole Eastern Hospital
NTLH	North Lantau Hospital

Air Transport

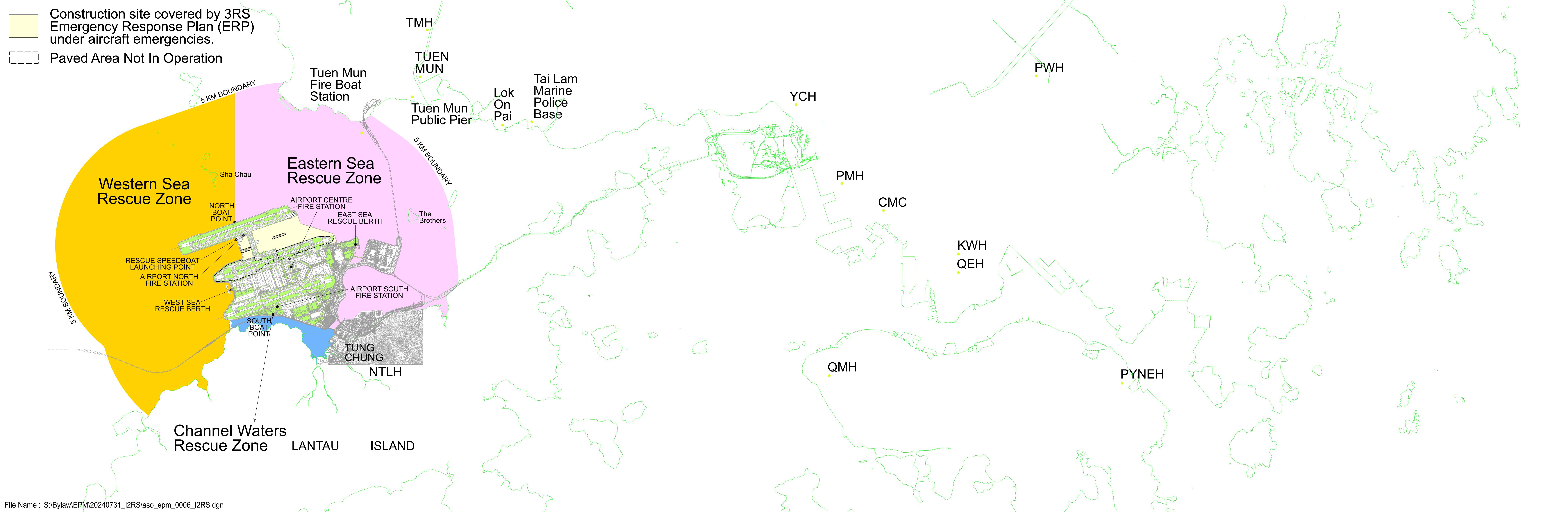
TMH	Tuen Mun Hospital
PYNEH	Pamela Youde Nethersole Eastern Hospital

Sea Transport

TMH	Tuen Mun Hospital
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Rail Transport

QEHD	Queen Elizabeth Hospital
KWH	Kwong Wah Hospital
QMH	Queen Mary Hospital



CIVIL AVIATION DEPARTMENT**RESPONSIBILITIES**

- Initiating Emergency Plan
- Alerting rescue, fire fighting and medical services
- Coordination
- Assist AFC in the co-ordination of air rescue operation

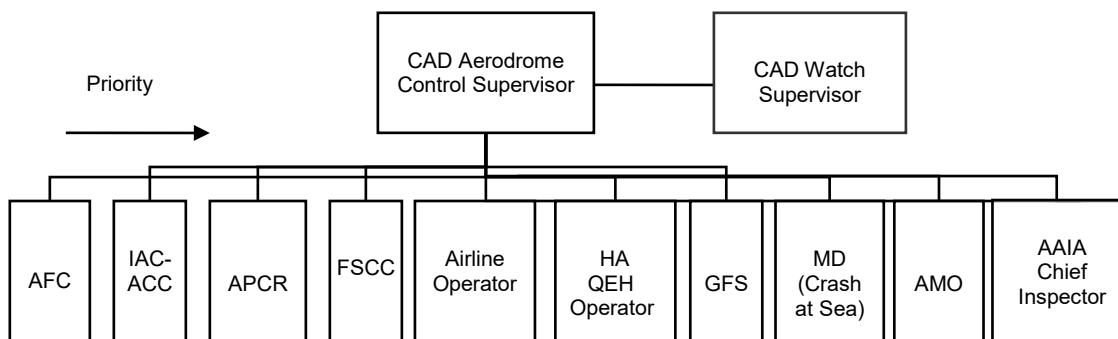
1. Action by Air Traffic Control - Aerodrome Control Supervisor

- 1.1 Declare Aircraft Accident.
- 1.2 Activate the Crash Alarm to alert Airport Fire Contingent, Airport Police Control Room, IAC-ACC and ATC Watch Supervisor.
- 1.3 Use the CAD Airport Crash Grid Chart or Airport Grid Map (page 2-3 or 2-4 in Section 2 of Part 2) to identify the coordinates of the crash location.
- 1.4 Obtain the following details:

Crash Location:	
Aircraft Type:	
Operator & Flight No.:	
Nature & Situation of Accident:	
Persons On Board:	
Location, UN Number / Class & Quantity of Dangerous Goods On Board (if any):	

- 1.5 Broadcast on TMR-AFC Channel of the Open Channel Radio System (OCRS) the above details to the Airport Fire Contingent.

1.6 Alert the following by radio or direct telephone plus multi-fax:



1.7 Alert also the following CAD staff:

- Senior Management
- Public Relations Officer

1.8 Maintain a chronological log of events and actions taken.

2. Action by Air Traffic Control - Watch Manager

- 2.1 When alerted by ATC Aerodrome Control Supervisor, action in accordance with the ATMD internal emergency procedures regarding Aircraft Accident.
- 2.2 Deploy ATMD representatives to the FSD Inter-departmental Command Post on scene and the Airport Emergency Centre to act as Liaison Officer.
- 2.3 The Liaison Officer at the scene, in consultation with the AAIA Inspector prior to his arrival on scene, will preserve the aircraft wreckage and any evidence likely to be of use for subsequent enquiry into the crash. Remove, if necessary, such evidence to a place of safety.

3. Action by CAD Public Relations Officer

- 3.1 When alerted by ATC Aerodrome Control Supervisor, notify the Information Services Department of the accident, and arrange for their Information Officers to report to the FSD Inter-departmental Command Post and the Airport Emergency Centre, and to man the AA designated media facility.

AIRPORT FIRE CONTINGENT**RESPONSIBILITIES**

- On-scene command until the arrival of senior commander of FSD
- Rescue and fire fighting operation
- Coordination
- Reconciliation of total number of passengers and crew on board the crashed aircraft
- Setting up Triage

Alerted by ATC Crash Alarm and broadcast.

I. An aircraft accident occurring on the CLK island platform**Action**

1. AFC Rescue Leader establish contact with ATC & obtain detailed information.
2. Dispatch rescue appliances to the scene of accident.
3. Command of the rescue and fire fighting operation will be the responsibility of the Senior Fire Services Officer at the scene. He will be clearly identified as "Rescue Leader" on his protective clothing.
4. Set up a temporary Command Post displaying a distinctive pennant of yellow and green vertical stripes of equal width, supplemented with a flashing green beacon lamp.
5. Determine the location of the Triage area.
6. On-scene liaison with ATC, Police, Medical Services, AA and other agencies.
7. In conjunction with Police Forward Command Post, account for the number of passengers and crew recovered from the aircraft with the total persons on board.
8. If dangerous goods are involved, action in accordance with measures described in Emergency Procedures Manual Volume 3 Part 11.
9. In the absence of the FSD senior commander, stand down the

rescue and fire-fighting operation of the aircraft accident. Provide standby if necessary.

10. Maintain a chronological log of events and actions taken.

II. An aircraft accident occurring within the CLK Sea Rescue Zone

Action

In addition to Action 1 to 9 for aircraft accident occurring on the CLK island platform, the following actions will be carried out.

1. AFC Command Boats No. 1 and 2, and a total of 6 speed boats from both East Sea Rescue Berth and West Sea Rescue Berth will be mobilized. The Rescue Leader will be conveyed to the first Command Boat at scene by one of the speed boats.
2. Rescue Leader will designate assembly point depending on the location of incident from the airport to receive off-airport emergency agencies and other specialist vehicles and personnel.
3. Rescue Leader will designate off-loading point(s) for the rescued survivors and casualties, and coordinate with Fire Services Communications Centre regarding the deployment of ambulances and medical personnel for conveyance of casualties to the hospital(s).
4. Maintain a chronological log of events and actions taken.

III. Resumption of Operations

1. In order to minimize the disruption to the normal operation of the airport, the Rescue Leader will, if circumstances permit, release equipment, and resources from the rescue operation to maintain minimum ICAO coverage for runway operations. If the minimum ICAO coverage for any runway operations cannot be maintained, ATMD is to be notified of the temporary depletion of RFF resources and the approximate time required for the release of resources from accident scene. Upon the resumption of minimum ICAO coverage for any runway operations, ATMD is to be formally notified.

FIRE SERVICES DEPARTMENT

RESPONSIBILITIES

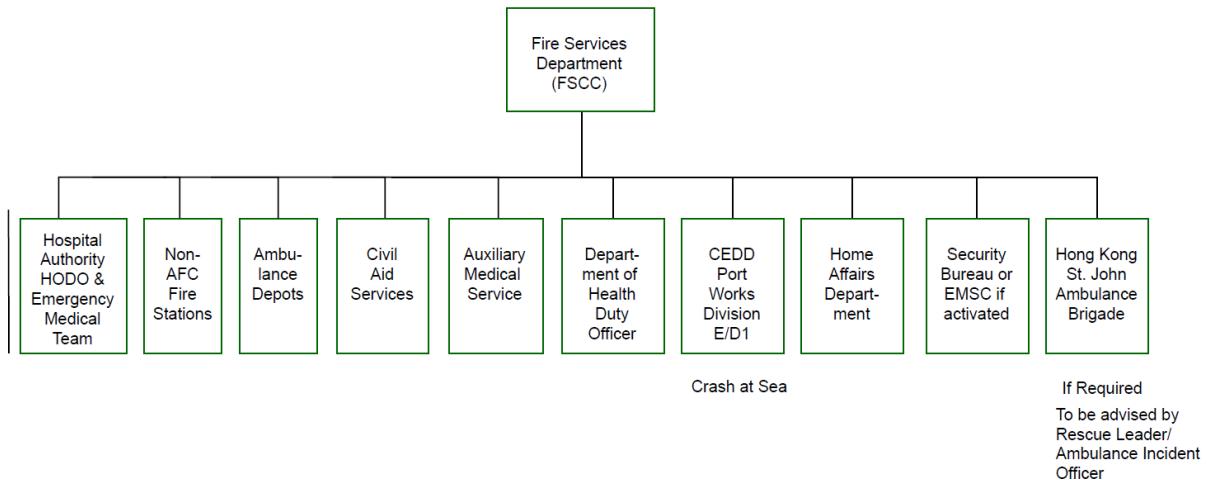
- Alerting
- Reinforcement of AFC
- Ambulance Service
- Establishment on scene of a Departmental Command Post for rescue command purpose and an Inter-departmental Command Post for joint liaison purpose
- Coordination of casualty conveyance
- Management of Triage
- Take over on-scene command upon arrival of Senior Commander

Alerted by ATC Aerodrome Control Supervisor

1. An aircraft accident occurring on the CLK island platform

Action by Fire Services Communications Centre

1.1 Alert the following:



1.1.1 The Rescue Leader or Ambulance Incident Officer will request FSCC for reinforcement when there are insufficient ambulance resources at the scene. FSCC will mobilize available ambulance resources which may include St. John Ambulance.

Based on availability of FSD ambulance resources at the particular moment, FSCC will request for assistance from St. John Ambulance if situation so warrants.

1.1.2 The Rescue Leader or Ambulance Incident Officer will decide if conveyance of casualties by MTR train is required and request FSCC for arrangement of MTR train.

1.2 Action by Non-AFC Fire Stations:

- Deploy rescue and fire fighting resources to the scene. Airport routing to access accident scene at airside is detailed in the Airport Emergency Access and Support Facilities. (page 2-5 Section 2)
- Assist AFC in the rescue operation.

1.3 Action by Ambulance Incident Officer

- Liaise with Police on headcount of casualties conveyed by ambulance
- Provide pre-hospital treatment to casualties at scene
- Convey Emergency Medical Team to scene as requested
- Ambulance Incident Officer to set up casualty collection centre & assist in implementing field triage system
- Convey casualties to hospitals
- Co-ordinate conveyance of casualties by helicopter / MTR train / sea vessels
- Despatch one Mobile Casualties Treatment Centre (MCTC), one Paramedic Equipment Tender (PET) and one Multi-Stretcher cum Personnel Carrier to the accident scene

1.4 Dispatch two **Mobile Command Units (MCU)** to scene. The first unit will form the command base of the rescue and fire fighting operations within the inner zone (Departmental Command Post). The second unit will perform joint liaison duties outside the inner zone (Inter-departmental Command Post). Whenever practicable, the Departmental Command Post and the Inter-departmental Command Post should be positioned close to each other. The Inter-

departmental Command Post will be attended by liaison representatives from:

- Airport Police
- Airport Authority
- Air Accident Investigation Authority
- Auxiliary Medical Service
- Airline
- Information Services Department

The liaison representatives will be prominently identified by wearing vests showing the organisation.

- 1.5 Inform the Department of Health to deploy a physicist to the accident scene if radioactive substances are carried on board the aircraft.
- 1.6 Senior commander to stand down the rescue & fire fighting stage of the operation.

2. An aircraft accident occurring within the CLK Sea Rescue Zone

Action by Fire Services Communications Centre

- 2.1 Provide ambulance support and convey casualties to hospitals for medical treatment in accordance with standing procedures.
- 2.2 Dispatch two Mobile Command Units (MCU) to the Assembly Points designated by Rescue Leader to establish the Departmental Command Post and Inter-departmental Command Post and to coordinate with Fire Services Communications Centre (FSCC) and Mobile Casualties Treatment Centre (MCTC) for the transportation of rescued casualties i.e. from off-loading point(s) to hospital(s).
- 2.3 Inform the Department of Health to deploy a physicist to the accident scene if radioactive substances are carried on board the aircraft.

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HONG KONG POLICE

RESPONSIBILITIES

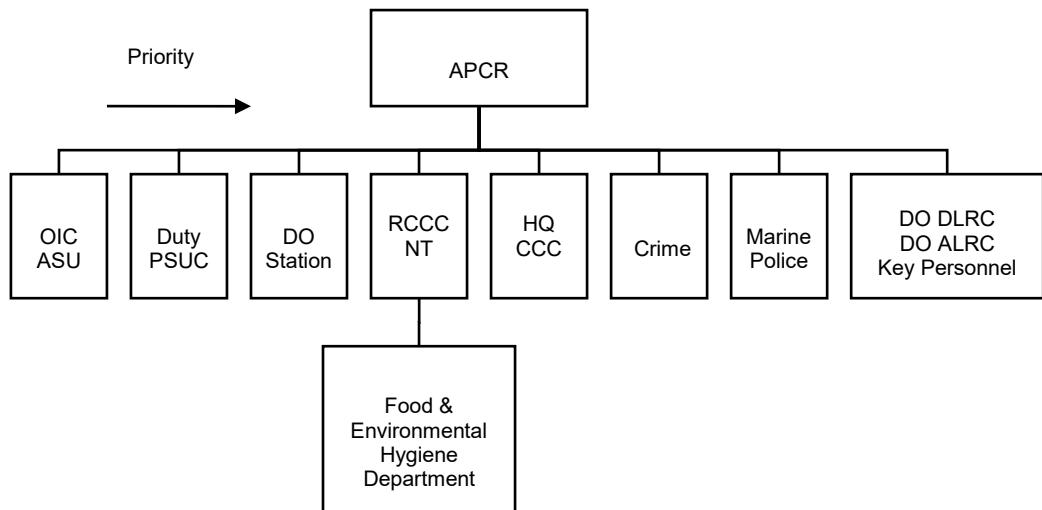
- Cordonning of accident scene and vehicle traffic control
- Headcount of persons on board (POB)
- Debriefing of uninjured passengers/crew
- Initial guarding of wreckage
- Off-airport traffic control for casualty conveyance
- Taking custody of personal property located at scene
- Disaster victim identification
- Enquiries from the Public
- Maintaining law and order
- Conducting criminal investigation, if necessary

Alerted by ATC Aerodrome Control Supervisor

I. An aircraft accident occurring on the CLK island platform

1. Action by Airport Police

1.1 Airport Police Control Room (APCR) will alert others as follows:



1.2 Dispatch an officer to the AA Airport Emergency Centre to inform Security Bureau Monitoring & Support Unit of any disruption to airline services.

1.3 OIC / ASU will:

- lead ASU officers to crash site
- establish inner cordon at 100 -150 meters from the crashed aircraft
- set up Forward Command Post
- assist passenger & crew evacuation
- assist dispatch of injury to triage area
- take initial possession and record details of property recovered at crash site
- provide initial guarding of aircraft wreckage

1.4 Duty PSUC will:

- lead PSU officers to crash site with the emergency boxes
- establish vehicle staging area with Apron Control
- establish outer cordon
- assist evacuation and conduct head count at Casualty Clearing Station
- assist the recording of property recovered at crash site
- receive uninjured passengers & crew at the Passenger Reception Centre at the APV Lounge (or other locations e.g. SkyPier Terminal) designated by AA Terminals and Landside Duty Manager. Passengers will be debriefed in the APV lounge while crew stay onboard crew buses/vehicles for clearance procedures (crew onboard crew bus will go through police debrief, immigration and customs clearance. After all clearance procedures onboard are completed, Police will release the crew vehicle(s)).
- carry out crowd management in the Passenger Terminal Building and the Family Reception Centre for family members, meeters and greeters at the designated venue.

1.5 Duty Officer / Station will:

- draw emergency boxes for PSU
- arrange transport for PSU & support duties
- arrange support to APCR and crash scene

1.6 Airport Police will be responsible for debriefing of the uninjured passengers and crew in the Passenger Reception Centre set up at the APV Lounge (or other locations e.g. SkyPier Terminal) designated by AA Terminals and Landside Duty Manager. A police 'liaison post' will be set up in the Family Reception Centre manned by the Airline to facilitate head counting and crowd management support.

1.7 Duty Officers / ALRC & DLRC will be responsible for:

- answering public enquiries by stating the subject flight number only;
- announce CEU enquiry telephone number if available.

2. Action by RCCC NT

2.1 Alerted by APCR.

2.2 Mobilize Regional Resources to assist the rescue operations:

- in consultation with FSD, Regional Traffic will take appropriate traffic control measures, including the setting up of segregated routes for rescue vehicles between hospitals and the accident scene;
- set up Casualty Documentation Teams at hospitals in N.T.;
- Emergency Unit will assist in initial crowd management in the Passenger Terminal Building

2.3 Alert Food & Environmental Hygiene Department for collection of dead bodies if necessary

3. Action by HQ CCC

3.1 Alerted by APCR.

3.2 Initiate actions as per a major disaster and especially to:

- mobilize DVIU and CEU.
- DVIU to alert and work with forensic pathologists from Department of Health in the investigation and identification of the deceased.
- task Police Public Relations Bureau Media Reception Officers to attend the AA designated media facility.
- alert RCCCs of other Regions to provide support such as:
 - a) setting up Casualty Documentation Team at hospitals.
 - b) alerting MTR Police and other relevant Police Districts to assist casualty conveyance by MTR.
 - c) implementing traffic control measures to facilitate conveyance of casualties from MTR stations to hospitals.

II. An aircraft accident occurring within the CLK Sea Rescue Zone

Action by Airport Police

1. APCR will mobilize Marine Police for cordonning duties and other units in accordance with internal procedure on aircraft crashed at sea.

2. Airport Police will verify the number of casualties and carry out headcount with assistance from AA, the airline concerned, HA and Government departments.

**DEPARTMENT OF HEALTH
PORT HEALTH DIVISION (Airport Section)**

RESPONSIBILITIES

- Initial medical support on scene
- Medical care of non-hospitalized passengers when relieved from the accident scene
- Advice on handling of radioactive substances
- Disaster victim identification

Alerted by AA IAC-ACC

I. An aircraft accident occurring on the CLK island platform

1. Action by Port Health Division (Airport Section)

- 1.1 Port Health Team proceed to Stand S1 on apron level, from there they will be transported by AA Apron Control and Landside patrol (if accident scene is at landside) to the accident scene.
- 1.2 Contact the Rescue Leader to ascertain the location of Triage if necessary.
- 1.3 Provide, co-ordinate and command medical support at the Triage Area.
- 1.4 Casualty assessment, i.e. categorisation of casualties and prioritisation of medical treatment.
- 1.5 Hand over the responsibility and command of medical support on scene to the doctor in charge of the Emergency Medical Team or the Medical Control Officer upon their arrival.
- 1.6 Proceed to the Passenger Reception Centre at the designated APV Lounge in Terminal One to provide medical care of non-hospitalised passengers.

2. Action by Headquarters Duty Officer

- 2.1 Alerted by FSCC.
- 2.2 Deploy a physicist to the accident scene when radioactive substances are involved and the service of a physicist is required.

3. Action by Forensic Pathologists

- 3.1 Alerted by HK Police HQCCC.
- 3.2 Work in collaboration with the Disaster Victim Identification Unit (DVIU) of the Hong Kong Police as a team in the investigation and identification of the deceased.

II. An aircraft accident occurring within the CLK Sea Rescue Zone**1. Action by Port Health Division (Airport Section)**

- 1.1 Port Health Team proceed to Stand S1 on apron level, from there they will be transported by AA Apron Control and Landside patrol to the ESRB or WSRB.
- 1.2 Contact the Rescue Leader to ascertain the location of Triage if necessary.
- 1.3 Provide, co-ordinate and command medical support at the Triage Area.
- 1.4 Casualty assessment, i.e. categorisation of casualties and prioritisation of medical treatment.
- 1.5 Hand over the responsibility and command of medical support on scene to the doctor in charge of the Emergency Medical Team or the Medical Control Officer upon their arrival.
- 1.6 Proceed to the Passenger Reception Centre at the designated APV Lounge in Terminal One (or other locations e.g. SkyPier Terminal) to provide medical care of non-hospitalised passengers.

HOSPITAL AUTHORITY

RESPONSIBILITIES

- Emergency response of Queen Elizabeth Hospital Telephone Operator, Hospital Authority Head Office Duty Officer (HA HODO), Medical Control Officer and Emergency Medical Team
- Triage of casualties and emergency medical treatment on scene
- Provide medical advice on the casualty evacuation plan
- Receive casualties and provide acute hospital services to the injured victims

Alerted by CAD-ATC and Fire Services Communications Centre (FSCC).

1. Action by Queen Elizabeth Hospital (QEH) Telephone Operator:

- 1.1 Alerted by CAD - ATC Aerodrome Control Supervisor.
- 1.2 Alert and co-ordinate with nominated hospitals to initiate mobilisation of resources for the reception and treatment of casualties.
- 1.3 Notify Hospital Authority Head Office Duty Officer (internal procedure)

2 Action by Hospital Authority Head Office Duty Officer:

- 2.1 Alerted by FSCC and QEH Telephone Operator (internal procedure)
- 2.2 Alert Medical Control Officer (MCO)
- 2.3 Alert Emergency Medical Teams (EMT)

3. Action by Emergency Medical Teams:

- 3.1 Alerted by FSCC and HA HODO
- 3.2 **For aircraft accident occurring on the CLK island platform:**

Transported by FSD Ambulance to the designated Assembly Point from where escort will be provided by AA Apron Control to

the scene of accident. Take over the function of medical services from the Airport Port Health Team at the Triage Area.

For aircraft accident occurring within CLK Sea Rescue Zone:

Transported by FSD Ambulance to the designated triage area. Take over the function of medical services from the Airport Port Health Team at the Triage Area.

- 3.3 Report to Fire Services Inter-departmental Command Post and the MCO.
- 3.4 Establish Casualty Collection Area and provide assistance to MCO.
- 3.5 Triage of casualties and emergency medical treatment on scene.

4. Action by Medical Control Officer (MCO):

- 4.1 Alerted by HA Head Office Duty Officer (HA internal procedure).
- 4.2 **For aircraft accident occurring on the CLK island Platform:**

Transported by Police to the designated Assembly Point from where escort will be provided by AA Apron Control to the scene of the accident.

For aircraft accident occurring within CLK Sea Rescue Zone:

Transported by Police to the designated triage area.

- 4.3 If airlift by helicopter is required, contact Police HQCCC for arrangement with GFS.
- 4.4 Report to Fire Services Inter-departmental Command Post.
- 4.5 Casualty assessment, i.e. categorisation of casualties and prioritisation of medical treatment.
- 4.6 Co-ordinate with HA HODO for casualties diversion and reception.
- 4.7 If conveyance by MTR train is required, coordinate with FSCC, HA HODO along with the acute hospitals.

AA AIRFIELD DEPARTMENT

RESPONSIBILITIES

- Liaison on scene to support rescue and fire fighting, accident investigation and removal of the disabled aircraft
- Access control in conjunction with Airport Police
- Escort services to and from accident scene
- Provision of aircraft recovery equipment
- Restoration of aircraft movement areas
- Frequent reporting & updates to AEC
- Transportation of non-hospitalised passengers and crew
- Shuttle service for staff / off-airport emergency services personnel

Alerted by IAC-ACC

1. Action by Apron Section

- 1.1 Airfield Duty Manager will implement REFORM Plan.
- 1.2 Determine the location of the Staging Area if different from designated, depending on the location of the aircraft accident.
- 1.3 Ascertain with Aerodrome Control Supervisor release of runway and taxiways for access by the emergency services.
- 1.4 In the event of an airside accident:
 - 1.4.1 Proceed to scene of accident to liaise with AFC Rescue Leader and Police Field Commander.
 - 1.4.2 Assist AFC and FSD to set up a triage area, temporary shelter by means of passenger bus, emergency lighting, and others needs on scene from airport resources.
 - 1.4.3 Liaise with Police to implement
 - Vehicle flow control
 - Holding area for ambulances and other support services vehicles
- 1.5 Liaise with AAIA Inspector and provide assistance.

- 1.6 Liaise with AAIA Inspector to ascertain completion of preliminary on scene investigation, and seek agreement to release the aircraft for removal or recovery, and restoration of the aircraft movement areas to operational use.
- 1.7 Dispatch as a first priority to the accident scene:
 - Mobile Liaison Centre (MLC), positioning it near to the FSD Second Mobile Command Unit
 - Emergency medical supplies and equipment
- 1.8 Set-up and activate functioning of the MLC. Initiate liaison with ATC, IAC-ACC and AEC. Advise IAC-ACC to alert AFC Rescue Control upon its on-scene establishment. Initially take up the role of the 'Government Inter-departmental Command Post' until the arrival of the 2nd FSD MCU. Receive total Persons-On-Board (POB), passenger manifest and crew list details, and cargo consignments onboard from AEC and pass them onto 2nd FSD MCU onsite for distribution to the AFC Rescue Leader and AAIA Inspector. Liaise closely with the FSD and Police on-scene command units on the resources support for rescue and fire fighting.
- 1.9 Set up directional signs to facilitate the access of emergency services from Airside Assembly Point to the accident scene and their exit of the airport via designated airport gate(s) from the accident scene.
- 1.10 Activate the nearest Aircraft Recovery Equipment Store. Supervise dispatch of equipment assisted by the Line Maintenance Franchisee.
- 1.11 Once the scene is released by AFC Rescue Leader, conduct inspection of the runway, taxiways and other areas affected by the aircraft accident and rescue and fire fighting operation.
- 1.12 Report any damage and other discrepancies of aerodrome pavements, lighting and other installations to Airport Duty Manager / ATC / AEC and AA TSI.
- 1.13 Arrange essential repair to restore the runway and taxiways to operational conditions.
- 1.14 Arrange cleaning of aircraft movement areas to resume the aircraft operation.
- 1.15 Maintain a chronological log of events and actions taken.

2. Action by Airfield Section

- 2.1 Assistant Manager, Airfield to ensure the picking-up of Port Health Team and AA Medical Services Team from the Medical Team Pick-up Point near Stand S1 and transporting of the teams to scene of accident at airside, or to Gate 2 (for East Sea Rescue Assembly Point), or to Airport Emergency Gate A11 (for West Sea Rescue Assembly Point).
- 2.2 Ensure as a first priority the escort of:
 - external rescue and fire fighting units and ambulances at the Airside Assembly Point to the scene of accident at airside.
 - passenger steps and buses from Staging Area to the scene of accident at airside, or Gate 2, or Airport Emergency Gate A11.
- 2.3 Set up access control system (wristband) at Staging Area in conjunction with AVSECO Duty Security Manager and advise AEC.
- 2.4 Set up the designated Airside Assembly Point as per para. 3.1 at Section 1 in conjunction with AVSECO Duty Security Manager and advise AEC. Report to AA Mobile Liaison Centre and IAC- ACC.
- 2.5 Provide escort between Airside Assembly Point, Staging Area and the accident scene.
- 2.6 Set up shuttle service with IAC-ACC between the accident scene and Staging Area, Terminal 1 and Airside Assembly Point.
- 2.7 If conveyance of casualties (minor injured) from airport to hospitals on airport rail is requested by the Rescue Leader, escort designated crew buses to the Triage Area to pick up casualties before the designated Airport gate for handing over to LD's escort to the designated drop off point i.e. AWE Service Platform next to AsiaWorld-Expo.
- 2.8 If the East Sea Rescue Assembly Point (Landside) is designated by AFC Rescue Leader, liaise with Landside Department to provide escort of passenger bus carrying non-hospitalized passengers / crew from Airport Gate 2 to designated APV Lounge.
- 2.9 If the West Sea Rescue Assembly Point (Landside) is designated by AFC Rescue Leader, liaise with Landside Department to provide

escort of passenger bus carrying non-hospitalized passengers / crew from Airport Emergency Gate A9 to designated APV Lounge.

- 2.10 On-site coordination at the PRC set up at APV Lounge to convey non-hospitalised passengers and crew to the FRC in the landside by crew buses upon request by the concerned airline/GHA.
- 2.11 Maintain a chronological log of events and actions taken.

AA TERMINAL OPERATIONS DEPARTMENT

RESPONSIBILITIES

- Isolate and prepare an APV Lounge for reception and care of non-hospitalised passengers / crew
- Enquiry service
- Frequent reporting & updates to AEC

Alerted by IAC-ACC

Action by TOD

1. Isolate an Apron Passenger Vehicle (APV) Lounge as the Passenger Reception Centre (PRC) for the processing of non-hospitalised passengers and crew as designated by AA Terminals and Landside Duty Manager. Alert the IAC-ACC on the designation of APV Lounge to facilitate the airside conveyance of passengers and crew. Set up the Passenger Reception Centre in accordance with AA Terminal Operations Department's internal procedures. In the event that a large number of non-hospitalised passengers are received, the other APV Lounge, or part of it, will be isolated to serve as the overflow catchment lounge for the designated PRC.
2. Assist Immigration Department, Police, Customs & Excise Department to set up the facilities and dispatch officers to the Passenger Reception Centre for processing of non-hospitalised passengers and crew.
3. Request AVSECO to deploy duty staff to provide access and crowd control at the Passenger Reception Centre.
4. Deploy a staff member to set up 'PRC Liaison Post' to act as liaison at the Passenger Reception Centre with Police, Immigration, Customs & Excise Department and the Airline / Handling Agent concerned to facilitate the processing of non-hospitalised passengers and crew, and with Port Health Division (Airport Section), Auxiliary Medical Services and AA Medical Services Team for medical care of passengers and crew.
5. In consultation with AA Corporate Affairs Department and the AEC, assist the Airline / Handling Agent concerned in the setting up of the Family Reception Centre for family members, meeters and greeters at the designated venue.

6. Coordinate with AVSECO Duty Security Manager and Police on necessary crowd control measures at the Family Reception Centre and within the Passenger Terminal Building wherever applicable.
7. Dispatch sufficient Terminal Operations Department duty staff to undertake the crowd control duties as necessary.
8. Should a partial or total closure of the airport be necessary, coordinate with all airlines, tenants, airport operators and government agencies concerned with regard to the evacuation of airport staff and guarantee out of passengers.
9. Update the AEC with regular situation reports.
10. Maintain a chronological log of events and actions taken.

AA AIRPORT EMERGENCY CENTRE (AEC)

(Tel : 2182 0088 Fax : 2182 9088)

RESPONSIBILITIES

- Off-scene command, control and co-ordination
- Collating information of Persons-On-Board and passenger / crew / cargo manifest details from the Airline
- Collating information on the rescue operation
- Welfare of non-hospitalized passengers and crew
- Public announcement of the aircraft accident
- 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 Deputy Director, Airport Operations
- 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
- Air Accident Investigation Authority
- AVSECO
- Police
- Airline / Handling Agent
- Airline Operators Committee (AOC)
- AA Corporate Affairs Department
- Information Services Department
- Home Affairs Department
- Hong Kong Airline Service Providers Association (HASPA)
- Airline's Line Maintenance Franchisee
- Airline's Ramp Handling Licensee
- AA Technical Services Infrastructure Department
- AA Airfield Department
- AA Terminal Operations Department
- AA Landside Department

- AA Third Runway Department
- AA APM & Baggage Department
- AA Aviation Logistics Department

1. General Functions of AEC

1.1 Co-ordination of Information

- 1.1.1 As a first priority obtain from the Airline information on:
 - Total Persons-On-Board (POB)
 - Passenger manifest and crew list details including their names, nationality and seat numbers (for passenger manifest only)
 - Cargo consignments onboard the aircraft including information of dangerous goods, valuable cargo and their locations in the aircraft.
- 1.1.2 Provide the above information and other relevant documents from the Airline to:
 - AFC Rescue Leader (via AA Mobile Liaison Centre)
 - Police Field Commander (via Field Command Post)
 - AAIA Inspector (via AA Mobile Liaison Centre)
 - Civil Aviation Department
 - Immigration Department
 - Hospital Authority
 - Customs and Excise Department
 - Emergency Monitoring and Support Centre (EMSC)
- 1.1.3 If dangerous goods is confirmed on board the aircraft, obtain further detail of the dangerous goods from the Airline as far as possible including:
 - Proper shipping names
 - UN number
 - Class
 - Compatibility group for Class 1
 - Subsidiary risk
 - Description, including quantity and location of dangerous goods onboard
 - Whether or not radioactive materials are suspected.
- 1.1.4 Provide off-scene support for the Fire Services Department, Department of Health, Hospital Authority, Police and other airport agencies involved with the emergency services at the accident site.

- 1.1.5 Coordinate with ATC Watch Supervisor on contingency arrangements to facilitate rescue and fire-fighting operation, and impact of the aircraft accident to the airport operations.
- 1.1.6 Liaise with AA Mobile Liaison Centre on regular update.
- 1.1.7 Maintain a chronological log of events and actions taken.

1.2 Transportation

- 1.2.1 Coordinate with Airside Bus Control representative and Airfield Duty Manager to set up shuttle buses running between the scene of accident / Staging Area, Airside Assembly Point, Passenger Reception Centre and the designated Family Reception Centre.
- 1.2.2 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 speedy transfer of casualties away from the airport for further medical treatment.

1.3 Coordination with External Agencies Responding to the Emergency

- 1.3.1 Seek permission from the Police Field Commander for the authorised AA personnel to access the accident scene.
- 1.3.2 Liaise with AVSECO Duty Security Manager on the activation of the 'Emergency Permit Regime'.
- 1.3.3 Liaise with Airfield Duty Manager on the escort of authorised persons to the accident scene.
- 1.3.4 Make arrangements for non-airport organisations / agents to facilitate their access to the accident scene as required.

1.4 Reception of Non-hospitalised Passengers / Crew

- 1.4.1 Coordinate with the Police, Immigration, Customs & Excise Department and Airline / Handling Agent staff at the Passenger Reception Centre to ensure the welfare of and provide relief support to non-hospitalised passengers and crew, conduct police debriefing, immigration and customs clearance, and also arrange for their re-union with family members, meeters and greeters at the Family Reception Centre set up at designated venue.

- 1.4.2 Liaise with Port Health Team, AA Medical Services Team and Auxiliary Medical Service for the provision of medical care at the Passenger Reception Centre to ensure the well-being of non-hospitalised passengers and crew.
- 1.4.3 Liaise with AVSECO Duty Security Manager to conduct a security sweep of the designated APV Lounge when it is no longer required for use as the Passenger Reception Centre.

1.5 Reception of Family Members, Meeters and Greeters

- 1.5.1 Liaise with the Airline/Handling Agent concerned, AA Corporate Affairs Department, Police and IAC-TOD to set up the Family Reception Centre for the reception of family members, meeters and greeters at the designated venue.

1.6 Passenger Terminal Operations

- 1.6.1 Liaise closely with AOC and advise all other airlines / handling agents on likely impacts of the aircraft accident on normal airport operations.
- 1.6.2 Coordinate with IAC-TOD & LD to closely monitor if airside congestion is developed in Passenger Terminal Building (PTB) and assess the need for implementing contingency measures as required.

1.7 Resumption of Airport Operations

- 1.7.1 Liaise closely with ATC and other responding parties e.g. AFC, Police, AD, TOD, LD, AAIA Inspector and owners of other response infrastructures on readiness to resume normal operations. Notify AOC and all other airlines / handling agents the estimated time for resumption of airport operations.

1.8 Access Control of Airport Emergency Centre

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

1.9 Welfare of AA and Other Staff at the Scene and AEC

- 1.9.1 Monitor the well being of the staff deployed at the scene and 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 including the non rescue & fire fighting and post rescue & fire fighting operations.
- Responsible for providing regular updates to AA Chief Executive Officer (CEO) and Chief Operating Officer (COO).
- Responsible to stand down post rescue & fire fighting operation.

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 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 terminal operations.
- As a result of the incident, should there be considerable no. of stranded passengers within the PTB, consider the need to:
 - Initiate mobilization of “**Passenger Care Team**” to provide care and support to stranded passengers.
 - Initiate mobilization 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.
 - Liaise with MTRC for possible service extension of the Airport Express trains services if required.

2.4 AA General Manager – Landside

- Oversees landside activities and ensure minimal disruption to normal operations.
- 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 AAIA Inspector (See Section 44)

- Act as the Investigator-in-charge for the co-ordination of matters relating to the accident investigation and aircraft recovery.

2.9 AVSECO (See Section 13)

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

2.10 Police (See Section 6)

- Act as liaison between the AEC, APCR, Security Bureau and Police officers at the accident scene on information updates of the head counting, casualties and progress on the casualty evacuation to the hospitals.
- In consultation with AA Terminals and Landside Duty Manager, implement and reinforce crowd control measures as required.

2.11 Airline / Handling Agent (See Section 16)

- Act as liaison between the AEC and Airline's activities.
- Responsible for the welfare and relief support for the non-hospitalised passengers / crew and family members, meeters and greeters of the passengers and crew onboard the accident aircraft.

2.12 Airline Operators Committee (AOC)

- Act as liaison between the AEC and AOC members including all airline operators and ground operators.
- Timely disseminate information posted 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 the disruption to normal airport operations.
- Ensure the welfare of stranded passengers if any.

2.13 AA Corporate Affairs Department (See Section 12)

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

2.14 Information Services Department (See Section 27)

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

2.15 Home Affairs Department

- Act as liaison between the AEC, Government Help Desks in the hospitals and Government emergency control centres.

2.16 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 Refueling Franchisee / Cargo Terminal Operators / Aircraft Caterers.

2.17 Airline's Line Maintenance Franchisee (See Section 19)

- Act as liaison between the AEC and Airline's Line Maintenance Franchisee's activities.

2.18 Airline's Ramp Handling Licensee (See Section 17)

- Act as liaison between the AEC and Airline's Ramp Handling Licensee's activities.

2.19 AA Technical Services Infrastructure Department (See Section 14)

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

2.20 AA Airfield Department

- Act as liaison between the AEC, IAC-ACC, MLC and other airfield operational areas including Staging Area and Assembly Point.

2.21 AA Terminal Operations Department

- Act as liaison between the AEC, IAC-TOD and other passenger terminal operational areas including APV Lounge designated for the reception of non-hospitalized passengers / crew and Meeters & Greeters Hall.

2.22 AA Landside Department

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

2.23 AA Third Runway Division

- Oversee response activities by TRD as listed in the ERP
- Act as liaison between the AEC, FECC and other 3RS works area.

2.24 AA APM and Baggage Department

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

2.25 AA Aviation Logistics Department (see Section 45)

- Act as liaison between the AEC and Cargo Terminal Operators on related activities.

AA CORPORATE AFFAIRS DEPARTMENT**RESPONSIBILITIES**

- Co-ordinate set up of media facility
- Prepare press release
- Manage media inquiries
- Monitor media activities at HKIA
- Partnership with Airline/GHA on media related issues at the “liaison post”

Alerted by IAC-ACC**1. Action by Assistant General Manager, Media & Communications**

- 1.1 In conjunction with Information Services Department, manage media enquiries, arrange for media coverage and issue official statements on the accident and progress of the rescue operations.
- 1.2 Report to Airport Emergency Centre (AEC).
- 1.3 Coordinate with AA Chief Executive Officer, Chief Operating Officer, Executive Director, Airport Operations (or his deputy), Airline / Handling Agent, Civil Aviation Department, Fire Services Department and Police on press release matters relating to the aircraft accident.
- 1.4 Prepare press release of aircraft accident and its impacts on airport operations. All press statements must reflect an agreed position of the Government, Airport Authority and other involved organizations including the airline. It must be cleared with AA Chief Executive Officer or the most senior AA representative present.
- 1.5 In consultation with AEC or AA Assistant Manager, Airfield or Terminals and Landside Duty Manager (when AEC is not yet activated):
 - Designate the location of and arrange the setting up of media facility i.e. Press Conference Room at Level 5 Arrivals Hall of Terminal One or Multi-function Room Level G of HKIA Tower.
 - Facilitate at the Family Reception Centre, on issues related to media management, in conjunction with Airline at designated venue for the reception of family members, meeters and greeters of passengers and crew onboard the aircraft (See para. 6 of Section 1 of this Part).

- 1.6. In conjunction with Information Services Department, Airline and Government Departments concerned, organize press briefings.
- 1.7. Any access by the media to the crash site will be considered only after discussion and approval by AA Executive Director, Airport Operations (or his deputy), the Airline, Police and Air Accident Investigation Authority.
- 1.8. Monitor media activities at HKIA.
- 1.9. Attend to the 'Liaison Post' in the Family Reception Centre on media related issues in partnership with the Airline/GHA if consider necessary.
- 1.10. Maintain a chronological log of events and actions taken.

AVIATION SECURITY COMPANY LTD.**RESPONSIBILITIES**

- Facilitation of entry / exit of off-airport emergency services via airport normal & emergency gates
- Access control at APV Lounge, congregation area and AEC
- Provision of crowd management control in the PTB and 'family reception centre' at designated venue as required
- Issuance of Emergency Permit
- Provision of aviation security related services

Alerted by IAC-ACC**1. Action by AVSECO Duty Security Controller**

- 1.1 Notify AVSECO Duty Security Manager and AVSECO Divisional Control Rooms and other managerial staff as per AVSECO internal procedures (Action Cards).
- 1.2 Man and control airside Airport Emergency Gates A1, A6, A9 / Crash Gate 1B, and Airport Gate 3 (*Please see page 2-5 in Section 2 of this Part*) where appropriate to facilitate the entry / exit of off-airport emergency services personnel and vehicles to / from the airside. Provide escort for personnel / vehicles of emergency services to the Assembly Point if necessary.
- 1.3 In the event that East Sea Rescue Berth (ESRB) is designated as the Assembly Point, alert AVSECO control post at Crossover Gate 1G to facilitate the entry / exit of emergency services personnel / vehicles to / from the ESRB.
- 1.4 In the event that West Sea Rescue Berth (WSRB) is designated as the Assembly Point, alert AVSECO control post of Airport Emergency Gate A10 and A11 to facilitate the entry / exit of emergency services personnel / vehicles to / from the WSRB.
- 1.5 Implement the Emergency Permit Regime on the instruction of the AA Executive Director, Airport Operations or his representative.
- 1.6 Alert AVSECO staff at all Airport Gates to facilitate the emergency ingress of ambulance and other responding vehicles for the incident, and egress of such vehicles at Airport Gates where in the absence of C&ED officers, AVSECO is also in control of the egress of vehicles.

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

2. Action by AVSECO Duty Security Manager

- 2.1 Proceed to the AEC to represent AVSECO until relieved by the AVSECO Executive Director or his deputy.
- 2.2 Coordinate with AA Airfield Duty Manager to agree on support from AVSECO.
- 2.3 In the event that Centre Assembly Point (Airport Centre Fire Station) is designated, arrange two patrol cars and post one guard at Airport Gate 3 to escort off-airport emergency services from Airport Gate 3 to Centre Assembly Point.
- 2.4 In the event that North Assembly Point (Airport North Fire Station) is designated, arrange two patrol cars and post one guard at Airport Emergency Gate A6 to escort off-airport emergency services from Airport Emergency Gate A6 to North Assembly Point
- 2.5 In the event that West Sea Rescue Assembly Point (West Sea Rescue Berth) is designated, arrange two patrol cars and post one guard at Airport Emergency Gate A9 to escort off-airport emergency services from Airport Emergency Gate A9 to West Sea Rescue Assembly Point via Airport Emergency Gate A11 and A10 (for landside fire engines and ambulances staging).
- 2.6 Dispatch two patrol cars and adequate manpower from Airfield Access Division to report to AA Airfield Officer policing at the Staging Area for escorting ambulances and vehicles operating between Staging Area / APV Lounge and Airport Gate 1 / Gate 2.
- 2.7 In conjunction with AA Airfield Duty Manager and Police, set up a temporary access control system (wristband) at the designated Assembly point and Staging Area to all personnel proceeding to accident scene.
- 2.8 Set up cordon line for registration to segregate AEC from IAC, and to prevent unauthorised access to the AEC.
- 2.9 Re-deploy security guards from the Terminal Access Division to perform guard control and support duties at the Passenger Reception Centre (PRC) at the APV lounge (or other locations e.g. SkyPier Terminal) designated by AA Terminals and Landside Duty Manager in consultation with AA Airport Duty Manager or AEC Manager. In the event that the other APV lounge is closed to hold overflow passengers from the designated PRC, the division will have to deploy guards to the new added area accordingly. If non-injured passengers

choose not to be transferred to the Family Reception Centre (FRC) (such as those without meeters and therefore require no reunification), they may leave the PTB back to landside under escort by the airline through a designated channel and after normal customs clearance.

- 2.10 Conduct a security sweep of the designated APV Lounge once instructed by AA Terminals and Landside Duty Manager that the APV Lounge is no longer required for use as the Passenger Reception Centre.
- 2.11 Upon request by the Airport Authority or Airline, deploy security guards to provide access and crowd management control in the Family Reception Centre set up at the designated venue.
- 2.12 Maintain a chronological log of events and actions taken.

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AA TECHNICAL SERVICES INFRASTRUCTURE DEPARTMENT

RESPONSIBILITIES

- Water Supply for fire fighting
- Equipment, emergency lighting and operators
- Inspection of airfield pavement, lighting and other installations
- Effecting emergency repairs
- Co-ordinating repairs of facilities by other parties

Alerted by IAC – ACC

1. Action by Fault Response Team

- 1.1 Deploy Superintendent, Fault Response (Civil and Airfield E&M) to standby for emergency response when requested by Assistant Manager - Airfield.
- 1.2 Alert the following members of management staff
 - General Manager, Technical Services Infrastructure
 - Senior Manager, Civil & Utilities
 - Senior Manager, Electrical & Mechanical
 - Manager, Airfield Maintenance
 - Manager, Electrical Services Maintenance
- 1.3 Maintain a chronological log of events and action taken.

2. Action by Senior Manager, Civil & Utilities

- 2.1 Proceed and report to the Airport Emergency Centre for initial briefing and subsequently be based there. He will oversee the overall maintenance support and emergency repairs if required.
- 2.2 Co-ordinate with government departments (e.g. Highway Department, Civil Engineering Department, Water Supplies Department) and utilities companies in the event that external assistance is required to facilitate emergency repair.
- 2.3 Provide update situation report to General Manager, Technical Services Infrastructure.

3. Action by Superintendent, Fault Response**I. For aircraft accident occurring on the CLK island platform**

- 3.1 Alert Maintenance Contractors (Civil / Airfield E&M) for standby.
- 3.2 Mobilize emergency response equipment such as mobile flood lights, air tents, generators and other equipment, and proceed to the Staging Area. When escorted to scene of accident, report to the AA Mobile Liaison Centre
- 3.3 Implement the following responsibilities until relieved by Senior Manager, Civil & Utilities, Manager, Airfield Maintenance or Manager, Electrical Services Maintenance:
 - 3.3.1 Co-ordinate with Assistant Manager - Airfield and provide assistance as requested such as the operation of emergency lighting, generators and other equipment.
 - 3.3.2 In conjunction with Airfield Department, conduct inspections of the aerodrome affected by the aircraft accident.
 - 3.3.3 Effect emergency repairs in order to facilitate restoration of the pavement or facilities for aircraft operation.
 - 3.3.4 Co-ordinate with government departments and utility companies in the event that external services are damaged or affected in order to facilitate emergency report.
 - 3.3.5 Maintain a chronological log of events and actions taken

II. For aircraft accident occurring within the CLK Sea Rescue Zone

- 3.4 Alert Civil and E&M Maintenance Contractors for standby.
- 3.5 Mobilize emergency response equipment such as mobile flood lights, air tents, generators and other equipment, and proceed to the Staging Area as designated by Terminal & Landside Duty Manager.
- 3.6 Implement the following responsibilities until relieved by Senior Manager, Civil & Utilities, Manager, Airfield Maintenance or Manager, Electrical Services Maintenance:
 - 3.6.1 Co-ordinate with Terminal & Landside Duty Manager and provide assistance as requested such as the operation of emergency lighting, generators and other equipment.

3.6.2 In conjunction with Airfield Department, conduct inspections of the aerodrome affected by the aircraft accident.

4. Action by Manager, Airfield Maintenance or Manager, Electrical Services Maintenance

4.1 Proceed to the Staging Area. When escorted to scene of accident, report to the AA Mobile Liaison Centre and take over the responsibilities as listed in item 3.3 or 3.6 from Superintendent, Fault Response on site.

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AIRLINE / HANDLING AGENT

RESPONSIBILITIES

- Provision of vital information on passengers, crew, cargo and any dangerous goods on board the accident aircraft
- Coordination to facilitate rescue operation
- Care & relief support of non-hospitalized passengers / crew
- Casualty enquiry service

Alerted by ATC Aerodrome Control Supervisor.

Action by Airline / Ground Handling Agent

1. Airline's Station Manager or his/her representative to proceed to the Airport Emergency Centre (AEC) for liaison on emergency support.
2. Furnish the Airport Emergency Centre (AEC) or AA Terminals and Landside Duty Manager (if the AEC is not yet activated) with information of the Persons On Board (POB) including the total number of passengers and crew, names, nationalities and allocated seats of passengers. As a first priority, furnish the total POB to facilitate the rescue.
3. Provide Air Traffic Control by phone and/or fax the following details for Dangerous Goods Onboard (if any):
 - Location
 - UN Number / Class, and
 - Quantity of Dangerous Goods
4. Provide cargo manifest to the AEC highlighting cargo consignments of high value or dangerous goods on board the accident aircraft. In the event of dangerous goods on board, notify AA IAC-ACC and AEC (if it is activated) of further detail of dangerous goods as far as possible including:
 - Proper shipping names
 - UN Number
 - Class
 - Compatibility group for Class 1
 - Subsidiary risk
 - Description, including location and quantity of dangerous goods onboard
 - Whether or not radioactive materials are suspected

5. Arrange a senior representative of the Airline as Liaison Officer to the AA Mobile Liaison Centre (MLC) at the scene to coordinate with the emergency agencies.
6. Deploy airline staff to the Staging Area to board passenger buses going to the scene to provide escort for passengers and crew to be conveyed to the Passenger Reception Centre (PRC) at the designated APV Lounge (or other locations e.g. SkyPier Terminal) to attend police debriefing and other clearance processes as required.
7. Arrange a senior AOC member to report to the AEC. The AOC member will represent the airlines to liaise with the AEC Manager to assess for impacts of the aircraft accident on airport operations and establish and agree on the contingency measures to be undertaken to mitigate such impacts.
8. Deploy sufficient airline staff to the Passenger Reception Centre set up at the APV Lounge (or other locations e.g. SkyPier Terminal) designated by AA Terminals and Landside Duty for the reception of the non-hospitalised passengers and crew, and provide necessary directional assistance, relief support, medical care and facilitation for the non-hospitalised passengers and crew in attending police debriefing, immigration clearance and customs clearance. Such procedures for non-hospitalised crew will be carried out onboard the crew bus/vehicle instead of inside the PRC (In the event that a large number of non-hospitalised passengers are received, the North APV Lounge, or part of it, will be isolated to serve as the overflow lounge when the South APV Lounge is the designated PRC).
9. Furnish the Police and AAIA Inspector with supplementary information, including the names, address and details of passengers' next-of-kin.
10. In consultation with the AEC or Airport Duty Manager (if the AEC is not yet activated), arrange for timely setting up of the designated Family Reception Centre at the designated venue for reception of family members, meeters & greeters. Deploy sufficient airline staff there to deal with the reception, relief support and re-union of hospitalised/non-hospitalised passengers and crew. Seek support of crowd management control from Police and AVSECO through request to the AEC or AA Terminals and Landside Duty Manager if AEC is not yet activated. Aid agencies and voluntary organizations will assist in providing humanitarian assistance and spiritual/religious care services. (The FRC may be activated at later stage if HKIA is not the departure aerodrome nor original destination of the concerned aircraft but has been diverted to HKIA due to various reasons. In this case, operator of the designated venue will be requested to initially set up the Responders' Area, and Passengers Waiting Area of the FRC and prepare to receive the non-hospitalised passengers and crew of the concerned aircraft. In the event

that an aircraft accident occurs outside Hong Kong territory but involving aircraft originating or terminating in Hong Kong, or diverted to HKIA due to various reasons, this procedures should also be followed wherever applicable, particularly in the handling of family members, meeters and greeters of the passengers and crew onboard the aircraft.).

11. Upon immigration clearance and police debriefing for non-hospitalised passengers and crew at the Passenger Reception Centre, in consultation with AA Terminals and Landside Duty Manager, make arrangement of crew buses for their conveyance under the escort of AVSECO to the Family Reception Centre (FRC). If passengers choose to leave the airport without going to the FRC, contact Immigration Duty Office for a designated channel and escort such passengers to go through Customs clearance. Should crew debriefing be required at a venue other than designated venue (such as Airline's office or headquarters building), inform AA Terminals and Landside Duty Manager to coordinate the transport arrangement with AVSECO and IAC-ACC.
12. In consultation with AA Terminals and Landside Duty Manager, set up Airline enquiry counter and make arrangement to escort family members, meeters and greeters of the passengers and crew onboard the concerned aircraft to the Family Reception Centre.
13. Establish an emergency telephone enquiry centre and publish the telephone number through the media to facilitate the public inquiries. Inform the AEC accordingly.
14. Advise the AEC whether or not the press photographers may take photos of the crashed or accident aircraft.
15. Liaise with the Airport Police regarding the restoration arrangement of property as recovered by the Police to its owners.
16. Furnish the AAIA Inspector with necessary information or documented records including flight documents, crew training records and operations manual for the purpose of accident investigation.
17. Maintain a chronological log of events and actions taken.

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RAMP HANDLING LICENSEE

RESPONSIBILITIES

- Passenger disembarkation
- Unloading and transportation of baggage and cargo
- Provision of casualties or non-hospitalised passengers conveyance services from the airside to landside (if granted with the airside crew bus license by AA)

Alerted by IAC-ACC

Action

1. Dispatch passenger steps as first priority to the Staging Area from where they will be escorted by AA Apron Control to the scene of accident (for the conveyance of passengers and crew if required).
2. Dispatch loaders, drivers, and other equipment required to the Staging Area from where they will be escorted by AA Apron Control to the scene of accident.
3. Arrange for a member of senior management staff to attend to the AA Mobile Liaison Centre for liaison on scene on any emergency support as required.
4. When permission is given by AAIA Inspector and the Airline, off-load and transport baggage / cargo to the area specified by the AAIA Inspector, in consultation with Customs and Excise Department.
5. Special arrangement should be made with AFC Rescue Leader in the handling of dangerous goods and with the Police Field Commander and the cargo franchisee with regard to the protection of high value cargo.
6. Send a representative to attend the Airport Emergency Centre upon activation to act as liaison between the AEC and the Ramp Handling Licensee.
7. If the Ramp Handling Licensees are granted with the airside crew bus license:
 - 7.1 Allocate crew buses with TD road license to report to the designated airside Assembly Point.

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- 7.2 Under escort of AD vehicle, proceed to the Triage Area to convey casualties (minor injured) to the designated Airport gate where under LD's escort continue to convey the casualties to the designated drop off point i.e. AWE Service Platform next to AsiaWorld-Expo.
 - 7.3 Provide conveyance service for non-hospitalised passengers and crew from the PRC set up at APV Lounge to the FRC in the landside.
8. Maintain a chronological log of events and actions taken.

LINE MAINTENANCE FRANCHISEE

RESPONSIBILITIES

- Technical support
- Recovery or removal of the disabled aircraft

Altered by IAC-ACC

Action

1. Provide manpower, specialist equipment and technical support to the Staging Area / the scene of accident.
2. Arrange for a member of senior management staff to attend to the AA Mobile Liaison Centre to act as liaison on emergency support as required.
3. Send a representative to attend the Airport Emergency Centre upon activation to act as liaison between the AEC and the line maintenance franchisee.
4. Provide technical service as required.
5. Assist in the dispatch and transport of aircraft recovery equipment to the accident scene.
6. Liaise with Airline and Into-Plane Fuelling Franchisee to defuel the crashed aircraft when required.
7. Participate in preparation of the aircraft recovery plan, and undertake aircraft recovery.
8. Maintain a chronological log of events and actions taken.

INTO-PLANE FUELLING FRANCHISEE

RESPONSIBILITIES

- Defuelling of accident aircraft
- Safe-keeping of fuel removed
- Preparation of report to AAIA Inspector

Alerted by IAC-ACC

Action

1. Provide defuellers to the Staging Area.
2. Deploy staff to the Staging Area from where they will be escorted by AA Apron Control to the scene of the accident.
3. Liaise with Assistant Manager, Airfield and Airline representative at the AA Mobile Liaison Centre to ascertain the defuelling requirements.
4. Defuel the aircraft and keep safe of the fuel removed.
5. Submit report to the AAIA Inspector.
6. Maintain a chronological log of events and actions taken.

This page has nil content

CARGO TERMINAL OPERATORS

RESPONSIBILITIES

- Disposition of cargo if required
- Protection of high value cargo if required
- Provision of casualties or non-hospitalised passengers conveyance services from the airside to landside (if granted with the airside crew bus license by AA)

Alerted by IAC-ACC

Action

1. In conjunction with Airline and the ramp handling licensee, arrange disposition of the cargo offloaded from the accident aircraft when released by AAIA Inspector and Customs & Excise Department, following Airline's instructions.
2. In the event of high value cargo onboard, in conjunction with the ramp handling licensee, provide assistance such as the protected storage at cargo terminal operators' premises, following instructions of the Airline and Police as required.
3. If the Cargo Terminal Operators are granted with the airside crew bus license:
 - 3.1 Allocate crew buses with TD road license to report to the designated airside Assembly Point.
 - 3.2 Under escort of AD vehicle, proceed to the Triage Area to convey casualties (minor injured) to the designated Airport gate where under LD's escort continue to convey the casualties to the designated drop off point i.e. AWE Service Platform next to AsiaWorld-Expo.
 - 3.3 Provide conveyance service for non-hospitalised passengers and crew from the PRC set up at APV Lounge to the FRC in the landside.
4. Maintain a chronological log of events and actions taken.

This page has nil content

CUSTOMS AND EXCISE DEPARTMENT

RESPONSIBILITIES

- Customs and excise control

Alerted by IAC-ACC

Action

1. Alert all Customs Officers to facilitate the emergency egress of ambulance and other responding vehicles for the incident at respective Gatehouses where C&ED is in control of the egress of vehicles.
2. Assign Customs Officers to the Passenger Reception Centre at the APV Lounge of Terminal One (or other locations e.g. SkyPier Terminal) designated by AA to facilitate customs clearance for non-hospitalised passengers and crew (passengers will be processed in the PRC while crew will stay onboard of crew buses/vehicles for clearance procedures).
3. Deploy duty staff to the Staging Area. Report to the AA Apron Control officer.
4. Proceed to the accident scene once clearance is obtained from Police Forward Command Post.
5. In consultation with the Police Forward Command Post, the Airline and the Fire Services On-scene Commander, provide customs clearance for baggage, cargo, mail and stores shipment on board to be unloaded from the accident aircraft.
6. After released by the AAIA Inspector, designate an area in consultation with AA Assistant Manager - Airfield and Airline for the storage of baggage, cargo, mail and stores shipment until claimed by their owners.
7. Maintain a chronological log of events and actions taken.

This page has nil content

IMMIGRATION DEPARTMENT

RESPONSIBILITIES

- Provide personal details of passengers / crew on board (if available)
- Immigration control of rescued passengers / crew.

Alerted by IAC-ACC

Action

1. In case of an aircraft departing from Hong Kong, on receipt of the manifest from IAC-TOD, advise the Airport Emergency Centre or Terminals and Landside Duty Manager (when AEC is not yet activated) of personal particulars (if available) of the passengers / crew onboard the accident aircraft as required.
2. Assign Immigration Officers to the Passenger Reception Centre (PRC) at the APV Lounge in Terminal One (or other locations e.g. SkyPier Terminal) designated by AA Terminals and Landside Duty Manager to liaise with the Police and facilitate immigration clearance for non-hospitalised passengers and crew (Passengers will be processed in the PRC while crew stay onboard crew buses/vehicles for clearance procedures).
3. Liaise with the Police to facilitate immigration clearance for hospitalised passengers and crew at hospitals.
4. Maintain a chronological log of events and actions taken.

This page has nil content

GOVERNMENT FLYING SERVICE**RESPONSIBILITIES**

- Airlift of medical personnel and supplies to accident 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 accident.
2. Convey seriously injured (Priority 1) casualties to designated hospitals.
3. If required, assist in search and rescue operation including the provision of lighting, datalink and Forward Looking Infra-red facilities to enhance the work of the Police **Forward Command Post** and FSD Inter-departmental Command Post at the crash site.
4. With the approval of the AAIA Inspector, conduct an air survey of the accident scene including photographic documentation.
5. Maintain a chronological log of events and actions taken.

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MASS TRANSIT RAILWAY CORPORATION (MTRC)**RESPONSIBILITIES**

- Transportation of Hospital Authority medical personnel and supplies to airport
- Casualty conveyance from airport, if required

Alerted by IAC-ACC**Action by MTRC Chief Controller**

1. Implement internal emergency plan.
2. When requested by Fire Services Department, prepare the train of airport rail for carrying medical personnel, supplies and equipment from Kowloon Station or Hong Kong Station to the AWE Service Platform next to AsiaWorld-Expo.
3. In conjunction with AA Terminals and Landside Duty Manager facilitate the conveyance of casualties by airport rail, from the AWE Service Platform next to AsiaWorld-Expo to Kowloon Station or Hong Kong Station when requested by Fire Services Department through IAC-LD.
4. Co-ordinate with IAC-LD the airport rail train arrival and departure times to/from the AWE Service Platform next to AsiaWorld-Expo.
5. Maintain a chronological log of events and actions taken.

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FOOD AND ENVIRONMENTAL HYGIENE DEPARTMENT**RESPONSIBILITIES**

- Removal of dead bodies from the airport

Alerted by Hong Kong Police RCCC NT.

Action

1. Provide adequate staff, equipment and transport for the removal of the dead, in conjunction with the Police, from a collecting point near the scene of the accident to public or hospital mortuaries.
2. Make arrangements for the temporary cold storage of human remains given the possibly high number which may be involved.
3. Maintain a chronological log of events and actions taken.

INFORMATION SERVICES DEPARTMENT

RESPONSIBILITIES

- Coordination
- Official announcements
- Press management

Alerted by CAD Public Relations Officer.

Action

1. In conjunction with Airport Authority Corporate Affairs Department (Manager, Media & Communications), manage press enquiries, arrange for media coverage and issue official statements on the accident and progress of the rescue operations.
2. Collect and disseminate information relating to the accident to the Government, the media and members of the public.
3. Arrange Information Officers to report to the Airport Emergency Centre, the FSD Inter-departmental Command Post (at the FSD 2nd MCU in the crash scene) if required, the AA designated media facility (see Section 12 of this Part) and the Emergency Monitoring and Support Centre (EMSC).
4. Arrange for special announcements through the radio and TV concerning the recall of Government and other personnel, emergency traffic arrangements and other measures including telephone numbers of the Casualty Enquiry Unit.
5. Maintain a chronological log of events and actions taken.

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SECURITY BUREAU

RESPONSIBILITIES

- Alerting CE's Office & senior government officials at Government Secretariat
- Deployment of extra manpower & resources

Alerted by Fire Services Communications Centre (FSCC).

Action

1. Activate the Emergency Monitoring and Support Centre (EMSC).
2. Inform CE's Office and senior Government officials regarding the accident and its development.
3. Liaise with any other organisations or agencies to coordinate the acquisition and mobilisation of additional manpower and resources.
4. Monitor the development of the incident, the work of emergency services and supporting agencies.

MARINE DEPARTMENT

RESPONSIBILITIES

- Provide available resources to assist the sea rescue operation
- Regulate sea traffic near the accident scene

Alerted by ATC Aerodrome Control Supervisor

An aircraft accident occurring at sea including the CLK Sea Rescue Zone

Action

1. Provide available resources in carrying out sea rescue as directed by the Rescue Leader, and co-ordinate additional rescue equipment from commercial sectors to facilitate the sea rescue operation.
2. Control and regulate marine traffic in the vicinity of the accident scene.
3. Despatch a Liaison Officer to FSD Inter-departmental Command Post for coordination.
4. Once the rescue phase is over, assist in the aircraft salvage operation.
5. Implement the Oil Pollution Contingency plan in the event of oil spillage at sea resulting from the accident.
6. Maintain a chronological log of events and actions taken.

CIVIL AID SERVICE

RESPONSIBILITIES

- Provision of emergency support

Alerted by Fire Services Communications Centre (FSCC).

Action

1. Despatch to the airport equipment and trained personnel to undertake duties in rescue operations, casualty conveyance, control of cordoned areas and manning enquiry posts.
2. Maintain a chronological log of events and actions taken.

AUXILIARY MEDICAL SERVICE

RESPONSIBILITIES

- Provision of emergency medical support

Alerted by Fire Services Communications Centre (FSCC)

Action

1. Report to the Airside Assembly Point designated by the AFC Rescue Leader in accordance with Section 1 para. 3.1.
2. Provide assistance to HA Medical Control Officer, HA Emergency Medical Team and FSD Mobile Casualty Treatment Centre as required.
3. Provide on-scene first aid treatment to casualties at the triage and off-airport off-loading point(s).
4. Arrange an officer to report to the FSD Inter-departmental Command Post (at the FSD 2nd MCU in the crash scene) for liaison.
5. Deploy trained personnel and ambulances to assist in casualty handling and conveyance on scene.
6. Provide first aid and counseling services at the Passenger Reception Centre at the designated APV Lounge in Terminal One (or other locations e.g. SkyPier Terminal), and the Family Reception Centre at the designated venue for non-hospitalized passengers and crew.
7. Provide first aid and counseling services on MTR train if conveyance of casualties by train is required.
8. Provide assistance to the temporary body holding area if required.
9. Maintain a chronological log of events and actions taken.

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**CIVIL ENGINEERING AND DEVELOPMENT DEPARTMENT
(CEDD)****RESPONSIBILITIES**

- Provision of divers and floating equipment

Alerted by Fire Services Communications Centre

An aircraft accident occurring at sea including the CLK Sea Rescue Zone

Action by Port Works Division

1. Call out Engineer/District 1 for deployment of divers and floating equipment to assist in the rescue and recovery operations.
2. Maintain a chronological log of events and actions taken.

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**LANDS DEPARTMENT
(Survey and Mapping Office)****RESPONSIBILITIES**

- Survey and inspection for subsequent investigation

Alerted by AAIA Inspector

Action by Survey and Mapping Office

1. Conduct survey on site to fix the position of the aircraft crash and other evidence.
2. Provide aerial photos to assist in subsequent investigation of the crash.
3. Maintain a chronological log of events and actions taken.

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HONG KONG OBSERVATORY
(Airport Meteorological Office)**RESPONSIBILITIES**

- Provision of meteorological records

Alerted by ATC Aerodrome Control Supervisor

Action

1. Make and preserve extra meteorological records likely to be of use in an enquiry into the cause of the aircraft crash.
2. Maintain a chronological log of events and actions taken.

AA MEDICAL SERVICES

RESPONSIBILITIES

- Initial medical support on scene
- Medical care of non-hospitalized passengers when relieved from the accident scene

Alerted by IAC-ACC

I. An aircraft accident occurring on the CLK island platform

1. Action by AA Medical Services Team

- 1.1 Proceed to Aircraft Stand S1 on apron level, from there they will be transported by AA Apron Control and Landside Patrol (if Assembly Point is at landside) to the accident scene.
- 1.2 Provide medical support at the Triage Area.
- 1.3 Casualty assessment, i.e. categorisation of casualties and prioritisation of medical treatment.
- 1.4 After arrival of the HA Emergency Medical Team, proceed to the Passenger Reception Centre at the designated APV Lounge in Terminal One (or other locations e.g. SkyPier Terminal) to provide medical care of non-hospitalised passengers and crew.
- 1.5 Maintain a chronological log of events and actions taken.

II. An aircraft accident occurring within the CLK Sea Rescue Zone

1. Action by AA Medical Services Team

- 1.1 Proceed to Aircraft Stand S1 on apron level, from there they will be transported by AA Apron Control and Landside Patrol (if Assembly Point is at landside) to the accident scene.
- 1.2 Provide medical support at the Triage Area.
- 1.3 Casualty assessment, i.e. categorisation of casualties and

prioritisation of medical treatment.

- 1.4 Upon arrival of the HA Emergency Medical Team, proceed to the Passenger Reception Centre to provide medical care of non-hospitalised passengers.
- 1.5 Maintain a chronological log of events and actions taken.

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

- Management & administrative support of Airport Emergency Centre

Alerted by IAC-ACC**Action by AEC Team Leader**

1. Proceed to the Airport Emergency Centre.
2. Alert respective AEC support staff to report to the AEC.
3. Deploy the AEC support staff to perform duties in accordance with the AEC Operations Manual.

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AA LANDSIDE DEPARTMENT

RESPONSIBILITIES

- Enhancement of ground transportation services
- Coordination of casualty conveyance by airport rail
- Landside traffic management and control
- Public announcement
- Enquiry service
- Frequent reporting & updates to AEC

Alerted by IAC-ACC

Action by LD

1. Ascertain from IAC-ACC the grid reference location of the aircraft accident. Determine specific routing and airport gate(s) through which off-airport emergency services vehicles will access the airport (Please see para. 3.2 in Section 1 of this Part). Coordinate with Police for traffic control with the aim to keep the access route clear for movement of off-airport emergency services vehicles.
2. Dispatch a patrol vehicle to the northbound Airport Road diverge lane to direct emergency services vehicles to take the correct route to the designated Assembly Point (Please see page 2-5 in Section 2 of this Part).
3. Dispatch a patrol vehicle at the roundabout road junction leading to the relevant Airport Gate to direct emergency services vehicles to the designated Assembly Point.
4. Coordinate with AVSECO Duty Security Manager and Police on necessary crowd control measures at landside areas where applicable.
5. In the event of an aircraft accident at landside, Assistant Manager – Landside Services should:
 - 5.1 Proceed to the scene of accident to liaise with AFC Rescue Leader and Police Forward Command Post.
 - 5.2 Provide assistance to AA Assistant Manager - Airfield, AFC and FSD to set up a triage area, temporary shelter by means of passenger buses, emergency lightings and other needs on scene from airport resources.

- 5.3 If instructed by AA Airport Duty Manager, isolate the SkyPier Terminal as the Passenger Reception Centre (PRC) for the processing of non-hospitalised passengers and crew. Set up the Passenger Reception Centre in accordance with Landside Department's internal procedures.
- 5.4 Provide assistance to Police to implement:
 - Overall vehicle flow control between triage area, outer cordon and external areas.
 - Holding area for ambulances and vehicles of other emergency services.
6. If the East Sea Rescue Berth is designated as the East Sea Rescue Assembly Point (Landside) by AFC Rescue Leader, Assistant Manager – Landside Services, should:
 - 6.1 Dispatch a patrol vehicle to open the temporary emergency gate adjacent to SkyPier Terminal
 - 6.2 When alerted by IAC-ACC, dispatch patrol vehicle(s) to provide escort from Airport Gate 2 to the East Sea Rescue Berth for:
 - Staff / crew buses
 - AA Airfield vehicles carrying the medical team
 - AA medical supplies vehicle
 - AA Mobile Liaison Centre (MLC)
 - 6.3 Dispatch landside patrol vehicle(s) to set up, in conjunction with Police, an outer cordon at the Access Gate to provide guidance to ingress emergency services vehicles to the East Sea Rescue Berth.
 - 6.4 When alerted by IAC-ACC, dispatch landside patrol vehicle(s) to provide escort for staff / crew buses carrying non-hospitalised passengers / crew from the East Sea Rescue Berth to Airport Gate 2 from where AA Airfield Department will escort them to the designated APV Lounge.
 - 6.5 Liaise with AA Technical Services Infrastructure to position floodlights and traffic cones along the rescue route to facilitate traffic movement and rescue operations.
7. If the West Sea Rescue Berth is designated as the West Sea Rescue Assembly Point (Landside) by AFC Rescue Leader, Assistant Manager – Landside Services, should:
 - 7.1 Dispatch landside patrol vehicle(s) to set up, in conjunction with Police, an outer cordon at the Access Gate to provide guidance

to ingress emergency services vehicles to the West Sea Rescue Berth.

- 7.2 When alerted by IAC-ACC, dispatch landside patrol vehicle(s) to provide escort for staff / crew buses carrying non-hospitalised passengers / crew from the West Sea Rescue Berth to Airport Emergency Gate A9 from where AA Airfield Department will escort them to the designated APV Lounge.
- 7.3 Liaise with AA Technical Services Infrastructure to position floodlights and traffic cones along the rescue route to facilitate traffic movement and rescue operations.
8. Dispatch landside patrol vehicle(s) to escort ambulances going to Government Flying Service Compound, or to the exit of the airport platform island. Ensure that the outbound route is kept clear and free of obstructions. If required, close off access or specific lanes for the dedicated usage of departing ambulances.
9. In the event of the airport rail being utilised for casualty evacuation as advised by FSD, co-ordinate with MTR Chief Controller to arrange for casualty conveyance by airport rail. Dispatch Landside Department duty staff to the AWE Service Platform next to AsiaWorld-Expo to co-ordinate duties.
10. Dispatch sufficient Landside Department duty staff to undertake the crowd control duties as necessary.
11. Should partial or total closure of the airport be necessary, coordinate with all airlines, tenants, airport operators and government agencies concerned with regard to the evacuation of airport staff and guarantee out of passengers.
12. Update the AEC with regular situation reports.
13. Maintain a chronological log of events and actions taken.

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AA INTEGRATED AIRPORT CENTRE

RESPONSIBILITIES

- Emergency alerting
- Frequent reporting & updates to AEC
- Shuttle service for staff / off-airport emergency services personnel

Alerted by ATC Aerodrome Control Supervisor.

1. Action by IAC-ACC

- 1.1 Record the alert message accurately.
- 1.2 Activate internal REFORM procedures of AA Airfield Department
- 1.3 Inform the Airport Duty Manager, Assistant Manager – Airfield, Airfield Duty Manager and ascertain from him/her the location of the Staging Area if different from designated.
- 1.4 Broadcast the alert message to all Apron staff.
- 1.5 Inform the following parties by using the Auto Voice Message Distribution System, or telephone and multi-fax:
 - Port Health Division (Airport Section)
 - AA Medical Services
 - Aviation Security Company
 - AA Terminal Operations Department
 - AA Landside Department
 - AA Corporate Affairs Department
 - Ramp Handling Licensee
 - Line Maintenance Franchisee
 - Into-Plane Fuelling Franchisee
 - Cargo Terminal Operators
 - Immigration Department
 - Customs & Excise Department
 - MTRC Operations Control Centre (OCC/Tsing Yi)
 - TMCA Operator
 - Transport Department Emergency Centre Duty Officer
 - AA Technical Services Infrastructure (FRT)
 - Cross-Boundary Bonded Bus / Ferry Handling Agent
 - AA Fire & Emergency Control Centre (FECC)

- AA Safety, Security & Business Continuity Department (SSBC)
- AA Aviation Logistics Department

1.6 Notify the following members of AA's management staff and business partners:

- General Manager – Airfield
- Deputy General Manager - Airfield
- Assistant General Manager – Infrastructure Management & Coordination
- Assistant General Manager – Airfield Services
- Assistant General Manager - Standards and Services Delivery
- Executive Director, Airport Operations (inform Chief Executive Officer and Chief Operating Officer)
- Deputy Director, Airport Operations
- Chief Executive Officer (if Executive Director, Airport Operations and his deputy cannot be contacted)
- Chief Operating Officer (if Executive Director, Airport Operations and his deputy cannot be contacted)
- General Manager - Safety, Security & Business Continuity
- General Manager – Terminal Operations
- General Manager – Landside
- Deputy Director, Third Runway Project Management
- General Manager – APM & Baggage
- General Manager – Aviation Logistics
- General Manager – Lands, Property & Aviation Franchises
- Assistant General Manager – APM Operations
- Assistant General Manager – Baggage Operations
- Assistant General Manager – Terminal Operation & Government Facilitation
- Assistant General Manager – Customer Service
- Assistant General Manager – Passenger Services
- Assistant General Manager – Estate Management
- 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, Business Continuity Planning
- Assistant General Manager, Media & Communications
- AVSECO Duty Security Controller
- Airport Chaplaincy

1.7 If dangerous goods is confirmed on board, obtain further detail of dangerous goods from the Airline as far as possible including:

- Proper shipping names

- UN number
- Class
- Compatibility group for Class 1
- Subsidiary risk
- Description, including location and quantity of dangerous goods onboard
- Whether or not radioactive materials are suspected.

Upon receipt of the above information, notify the following parties and disseminate the information accordingly:

- All parties as alerted in 1.5
 - Airport Fire Contingent
 - CAD Dangerous Goods Office (only if suspected damage to the dangerous goods is involved)
- 1.8 Prior to the establishment of AA Mobile Liaison Centre (MLC) at the scene, liaise with AFC (via AFC Rescue Control) on the resources support for fire fighting and rescue. Alert AFC (via AFC Rescue Control) upon establishment of the MLC at the scene.
 - 1.9 Notify IAC-TOD when the ambulances have started to leave with injured passengers and crew.
 - 1.10 Update Airport Emergency Centre (AEC) with regular situation reports.
 - 1.11 Inform all above units when the incident is stood down.
 - 1.12 Dispatch passenger buses to Airport Gate 2 to provide first response transport for off-airport emergency services personnel to designated Assembly Point.
 - 1.13 Mobilise all other available buses to the Staging Area from where they will be escorted by AA Apron Control to the scene of accident. Separate buses for flight crew are to be provided.
 - 1.14 Liaise with Police for the transportation of non-hospitalised passengers / crew from the accident scene to the Passenger Reception Centre at the APV Lounge in Terminal One (or other locations e.g. SkyPier Terminal) as designated by AA Terminals and Landside Duty Manager who had consultation with Airport Duty Manager or AEC Manager.
 - 1.15 Arrange for one or more passenger buses, to serve as temporary Casualty Clearing Station on scene as required.
 - 1.16 Set up a shuttle service for the transportation of emergency services personnel between the crash site and Terminal One and designated

airport gate (Airport Gate 2 or as advised). Connect other locations as required.

1.17 Maintain a chronological log of events and actions taken.

2. Action by IAC-TOD

2.1 Alert AA Airport Duty Manager and Terminals and Landside Duty Manager to activate the Airport Emergency Centre (AEC).

2.2 Broadcast the emergency alert to all Terminal Operations Department duty staff.

2.3 In consultation with AEC, alert the designated venue to set up the Family Reception Centre, aid agencies and voluntary organizations to assist in providing humanitarian assistance and spiritual/religious care services. Make arrangement to direct family members, meeters & greeters of passengers and crew of the concerned aircraft to the Family Reception Centre. (The FRC may be activated at later stage if HKIA is not the departure aerodrome nor original destination airport of the concerned aircraft but has been diverted to HKIA due to various reasons. Alert operator of the designated venue to initially set up the Responders' Area, and Passengers Waiting Area of the FRC and prepare to receive the non-hospitalised passengers and crew of the concerned aircraft. In the event that an aircraft accident occurs outside Hong Kong territory but involving aircraft originating or terminating in Hong Kong, or diverted to HKIA due to various reasons, this procedures should also be followed wherever applicable, particularly in the handling of family members, meeters and greeters of the passengers and crew onboard the aircraft.).

2.4 Upon activation of the AEC, assist Airport Duty Manager to alert the following organizations / units to send a representative to the Airport Emergency Centre to act as liaison:

- Air Traffic Control
- Air Accident Investigation Authority
- Airline / Handling Agent concerned
- Airline Operators Committee (AOC)
- Hong Kong Airline Service Providers Association (HASPA)
- Line Maintenance Franchisee
- Ramp Handling Licensee
- Police
- AVSECO
- AA Corporate Affairs Department
- Information Services Department
- Home Affairs Department
- AA Airfield Department

- AA APM & Baggage Department
 - AA Terminal Operations Department
 - AA Landside Department
 - AA Technical Services Infrastructure Department
 - AEC Support Team Leaders and their deputies
 - AA Third Runway Division
 - AA Aviation Logistics Department
 - AA Lands, Property & Aviation Franchises
- 2.5 Co-ordinate with IAC-ACC (or AEC if it is activated) for the incident update with respect to the details of casualty and status of the rescue operation. Relay updated information to all Terminal Operations Department duty staff.
- 2.6 Update the AEC with regular situation reports.
- 2.7 Maintain a chronological log of events and actions taken.

3. Action by IAC-LD

- 3.1 Broadcast the emergency alert to all Landside Department duty staff.
- 3.2 Co-ordinate with IAC-ACC (or AEC if it is activated) for the incident update with respect to the details of casualty and status of the rescue operation. Relay updated information to all Landside Department duty staff.
- 3.3 Coordinate with MTRC to facilitate the conveyance of casualties by airport rail from the AWE Service Platform next to AsiaWorld-Expo, if requested by Fire Services Department, and to coordinate the airport rail train arrival and departure times to/from the AWE Service Platform next to AsiaWorld-Expo.
- 3.4 Update the AEC with regular situation reports.
- 3.5 Maintain a chronological log of events and actions taken.

4. Action by IAC-ABD

- 4.1 Record the alert message according to internal alerting pro-forma.
- 4.2 Broadcast the emergency alert to all APM and Baggage Department duty staff.

- 4.3 Co-ordinate with IAC-ACC (or AEC if it is activated) for the incident update with respect to the details of flight operation status. Relay updated information to all APM and Baggage Department duty staff.
- 4.4 Update the AEC with regular situation reports.
- 4.5 Maintain a chronological log of events and actions taken.

HONG KONG ST. JOHN AMBULANCE BRIGADE**RESPONSIBILITIES**

- Provision of emergency medical support

Alerted by Fire Services Communications Centre (FSCC)

Action

1. Report to the Airside Assembly Point designated by the AFC Rescue Leader in accordance with Section 1 para. 3.1.
2. Provide assistance to HA Medical Control Officer, HA Emergency Medical Team and FSD Mobile Casualty Treatment Centre as required.
3. Provide on-scene first aid treatment to casualties at the triage and off-airport off-loading point(s).
4. Arrange an officer to report to the FSD Inter-departmental Command Post (at the FSD 2nd MCU in the crash scene) for liaison.
5. Deploy trained personnel and ambulances to assist in casualty handling and conveyance.
6. Provide first aid and counseling services at the Passenger Reception Centre at the designated APV Lounge in Terminal One (or other locations e.g. SkyPier Terminal), and the Family Reception Centre for non-hospitalized passengers and crew.
7. Provide first aid and counseling services on MTR train if conveyance of casualties by train is required.
8. Maintain a chronological log of events and actions taken.

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AIR ACCIDENT INVESTIGATION AUTHORITY

RESPONSIBILITIES

- Accident investigation
- Preservation of aircraft wreckage

Alerted by ATC Aerodrome Control Supervisor.

1. Action by AAIA Inspector

- 1.1 AAIA Inspectors will proceed to the scene and ascertain with Chief Inspector the level of involvement required.
- 1.2 An AAIA Inspector will act as the Liaison Officer and proceed to the FSD Inter-departmental Command Post for the on scene coordination of accident investigation matters. He will wear an identification vest marked with "Accident Investigation AAIA".
- 1.3 An AAIA Inspector will proceed to the Airport Emergency Centre inside the Integrated Airport Centre for the coordination of matters relating to accident investigation and aircraft recovery.
- 1.4 The AAIA Inspector will inform the Survey and Mapping Office of Lands Department to conduct an aerial survey of the crash scene and plotting of the aircraft wreckage.
- 1.5 The AAIA Inspector will inform the aircraft manufacturer of details of the accident.

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AA AVIATION LOGISTICS DEPARTMENT**RESPONSIBILITIES**

- Coordination and monitoring of necessary actions taken by related ALD franchisees

Alerted by IAC - ACC**Action**

1. Inform relevant franchisees on the incident and provide update on any latest alerts.
2. Coordinate response activities rendered by relevant franchisees where applicable.

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AA APM AND BAGGAGE DEPARTMENT

RESPONSIBILITIES

- Monitoring and control of AET operations
- Coordination and monitoring of necessary actions taken by related APM and Baggage Department (ABD) franchisees
- Frequent reporting & updates to AEC

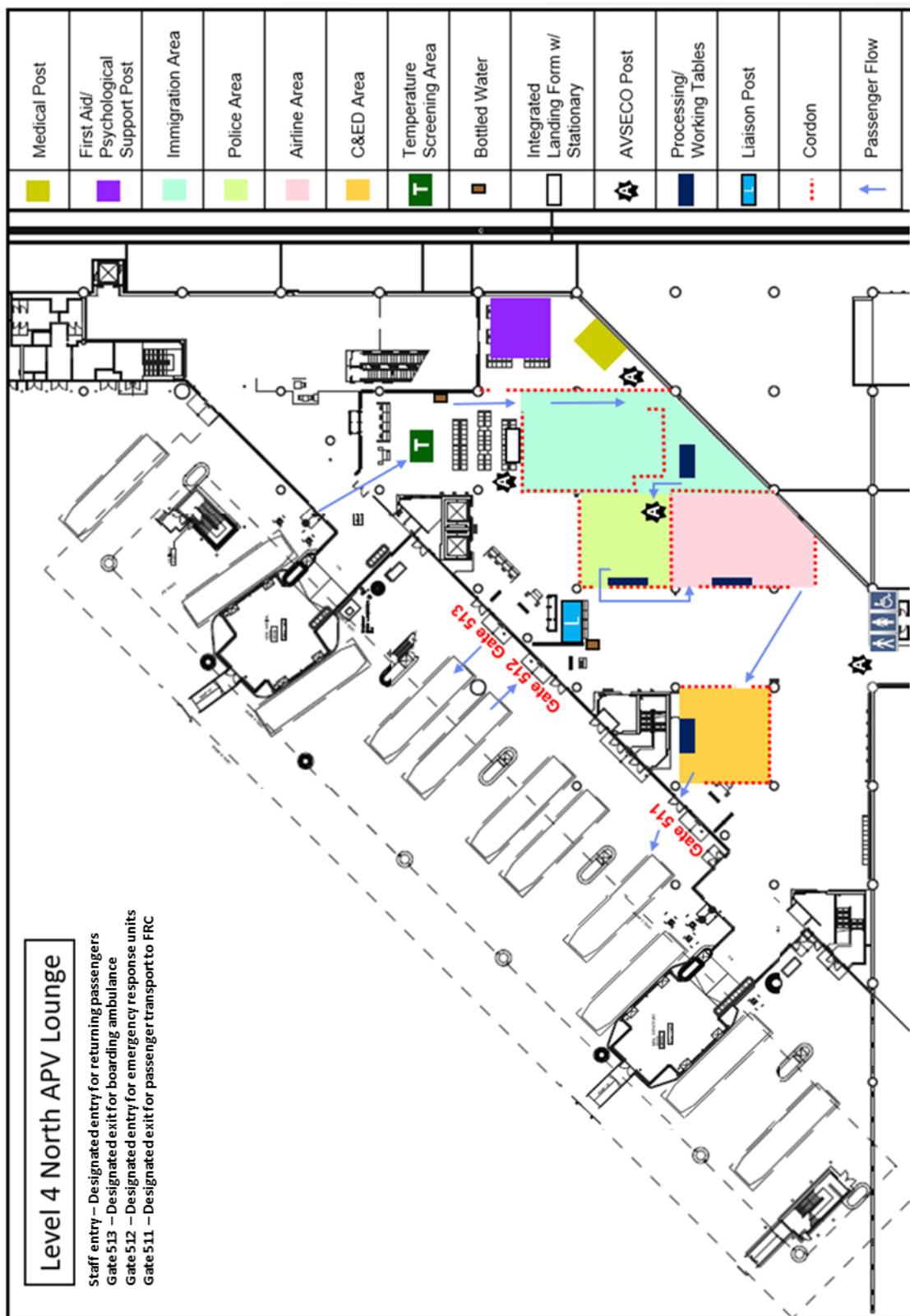
Alerted by IAC-ACC

Action by Assistant Manager - Baggage

1. Ascertain from IAC-ACC the grid reference location of the aircraft accident. Assess implications on Autonomous Electric Tractor (AET) and baggage operations between SkyPier Terminal (SPT), Terminal 1 (T1), and T1 Midfield Concourse (T1M).
2. Maintain communication with IAC-ABD and co-ordinate with parties concerned on the suspension of normal AET operations as necessary to facilitate speedy transfer of casualties away from the accident scene for further medical treatment.
3. Inform relevant franchisees on the incident and provide update on any latest alerts.
4. Coordinate response activities rendered by relevant franchisees where applicable.
5. Update the AEC (if it is activated) with regular situation reports.
6. Maintain a chronological log of events and actions taken.

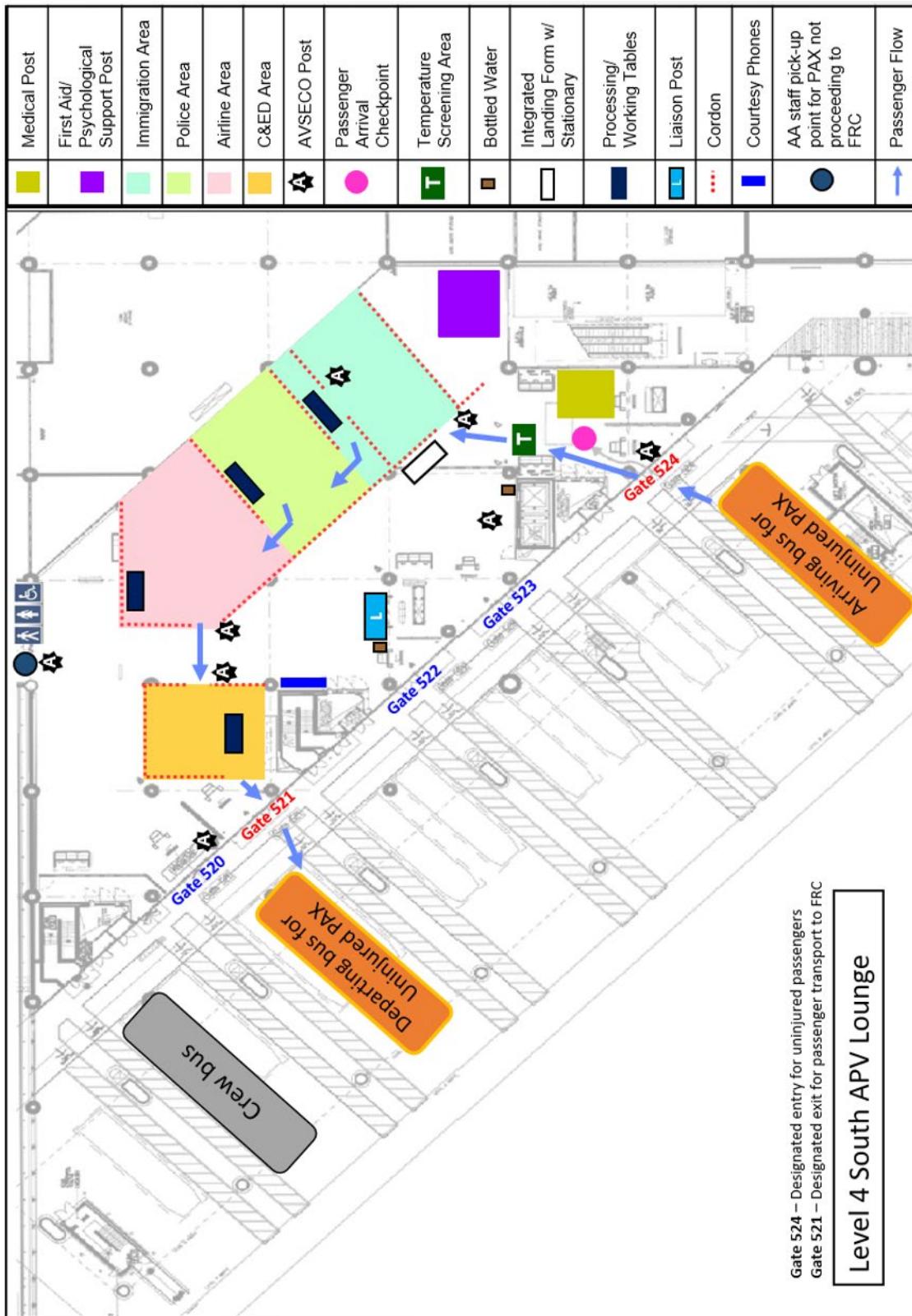
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Set-up of NAPV Lounge during Emergency



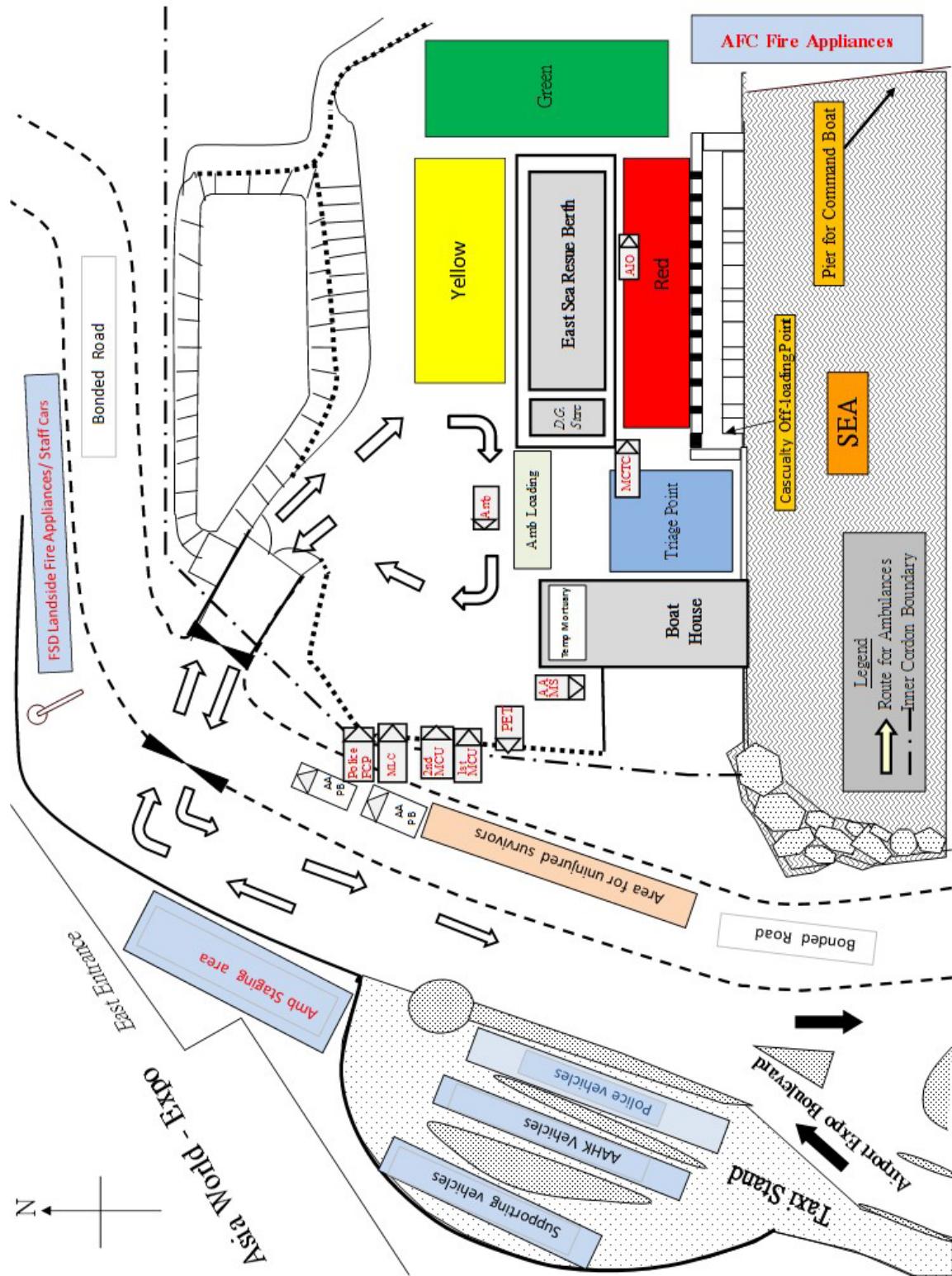
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Set-up of SAPV Lounge during Emergency



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Set-up of Assembly Point at East Sea Rescue Berth



Set-up of Assembly Point at West Sea Rescue Berth

