

PART 9

UNLAWFUL SEIZURE OF AIRCRAFT

CONTENT

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

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

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

This page has nil content

GENERAL

1. General

1.1 The following procedures indicate the responsibilities of the parties concerned in dealing with incidents of unlawful seizure of aircraft. These procedures should be read in conjunction with HKSAR Government and departmental instructions.

1.2 It is considered that there are two situations that could affect Hong Kong, namely:

An airborne aircraft en route to a destination other than Hong Kong, which has been unlawfully seized.

This incident primarily involves CAD Air Traffic Control and will be dealt with in accordance with the instructions issued by the Director-General of Civil Aviation.

An aircraft on the ground or expected to land in Hong Kong, which has been unlawfully seized.

Operationally, this type of incident will primarily involve CAD Air Traffic Control, Police, Airport Authority, AVSECO and the airline. Policy and political dimensions will also involve Security Bureau and the HKSAR Government.

1.3 In the event that an attempt is made or there is reason to believe that there will be an attempt to seize an aircraft on the ground at Hong Kong International Airport, the Police will assume absolute control of situation (in accordance with EPM Part 9A 'Major Security Incident (Police)').

2. Objective

2.1 The objective of these procedures is to provide for:

- A rapid but well co-ordinated and controlled response to the incident
- The safety of the aircraft and persons on board
- The containment of the incident while minimising the disruption to airport operations
- The effective command and control of the incident
- The successful resolution of the incident

Unlawful Seizure of Aircraft Section 1

3. Alerting Procedure

- 3.1 Upon receipt of information on the unlawful seizure of an aircraft (which may affect Hong Kong), the recipient should notify the Police or the CAD Duty Air Traffic Services Watch Manager as soon as possible.
- 3.2 The alerting arrangements are summarised in Section 2.

4. Command & Control

Aircraft In-flight

- 4.1 While the aircraft is in-flight (i.e., whilst the affected aircraft is airborne or taxiing immediately after landing, or when the aircraft commences taxiing prior to take off), the command and control of the incident rests with the Director-General of Civil Aviation.

Aircraft on the Ground and Stopped

- 4.2 From the time the aircraft comes to a halt after landing at Hong Kong International Airport until the time the incident is terminated or the aircraft commences taxiing prior to take off, the command and control of the incident rests with the Commissioner of Police.
- 4.3 The Airport Duty Manager will take on the role as AEC Manager and he is responsible for managing the AEC as well as operation of the airport around the incident until relieved by the Executive Director, Airport Operations (or his deputy). He will liaise closely with and support the Director-General of Civil Aviation and Commissioner of Police (or their representatives). The AVSECO Duty Security Manager or his designated representative shall proceed to the Incident Command Centre (*See para. 5*) to establish a liaison link between the Incident Command Centre and the AA Airport Duty Manager in the Airport Emergency Centre. As soon as practicable, the AVSECO Duty Security Manager should be joined in the Incident Command Centre by a representative of the AA nominated by the Executive Director, Airport Operations (or his deputy).
- 4.4 The airline (and the aircraft commander), whose aircraft has been unlawfully seized, has responsibilities for the safety of passengers and crew.

Unlawful Seizure of Aircraft

Section 1

- 4.5 The successful resolution of the incident will require continuous and close liaison between the organisations involved; the provision of specialist advice and the efficient recording and passing of information.
- 4.6 A diagram showing the organisation of the command and control of the incident, once it has transferred to the Commissioner of Police is provided in Section 2-2.

5. Incident Command Centres

Aircraft In-flight

- 5.1 While the aircraft is in-flight, command and control of the incident will be exercised, with close liaison with and supported by the Commissioner of Police or his representative, by the CAD duty Air Traffic Services Watch Manager in the Aerodrome Control Tower until relieved by another designated officer of the Civil Aviation Department.

Aircraft on the Ground and Stopped

- 5.2 When command of the incident is transferred to the Police, the incident will be commanded from the Incident Command Centre (ICC) at the Airport Police Station.

Airport Emergency Centre

- 5.3 The Airport Authority's Airport Emergency Centre (AEC) will be activated, to co-ordinate and manage the operations of the airport around the incident. The Airport Emergency Centre will be commanded by the Executive Director, Airport Operations (or his deputy).

6. Safety of Passengers and Crew

- 6.1 In dealing with an aircraft which has been seized, the safety of the passengers and crew of both that aircraft and other aircraft must be a primary consideration of all concerned. The responsibility of the aircraft commander for the safety of his passengers, crew and aircraft must be constantly borne in mind. Whenever possible, his requirements will be ascertained and every effort taken to meet these requirements.

Unlawful Seizure of Aircraft

Section 1

7. Negotiations

- 7.1 Initial communications with the terrorists will be conducted by the first responsible officer in contact with the aircraft, usually an officer of CAD Air Traffic Management Division. As early as practicable, he will be replaced by a trained Police negotiator.

8. The Media

- 8.1 The release of any information regarding the incident must be strictly controlled, as any inadvertent disclosure of sensitive information may jeopardise the safety of persons on board the aircraft or involved in the operation.
- 8.2 The release of information to the media shall only be undertaken with the approval of the Police Incident Commander.
- 8.3 The unlawful seizure of an aircraft will likely generate considerable local and international media attention. The management of the media will involve:
- Police Public Relations Branch
 - Secretariat Press Office
 - Information Services Department
 - AA Corporate Affairs Department (Assistant General Manager, Media & Communications)

9. Procedures for Stopping/Delaying a Departing Aircraft

- 9.1 The following Police Officers are authorised to stop an aircraft from departing:
- District Commander, Airport District
 - Deputy District Commander, Airport District
 - Regional Commander, New Territories (South)
 - Deputy Regional Commander, New Territories (South)
- 9.2 Air Traffic Control will act as the communication channel through which police request is passed to the pilot. While Air Traffic Control will accord maximum co-operation in this respect, the ultimate decision whether to comply with the request rests with the pilot.

Unlawful Seizure of Aircraft

Section 1

10. Airport Authority Airport Emergency Centre (AEC)

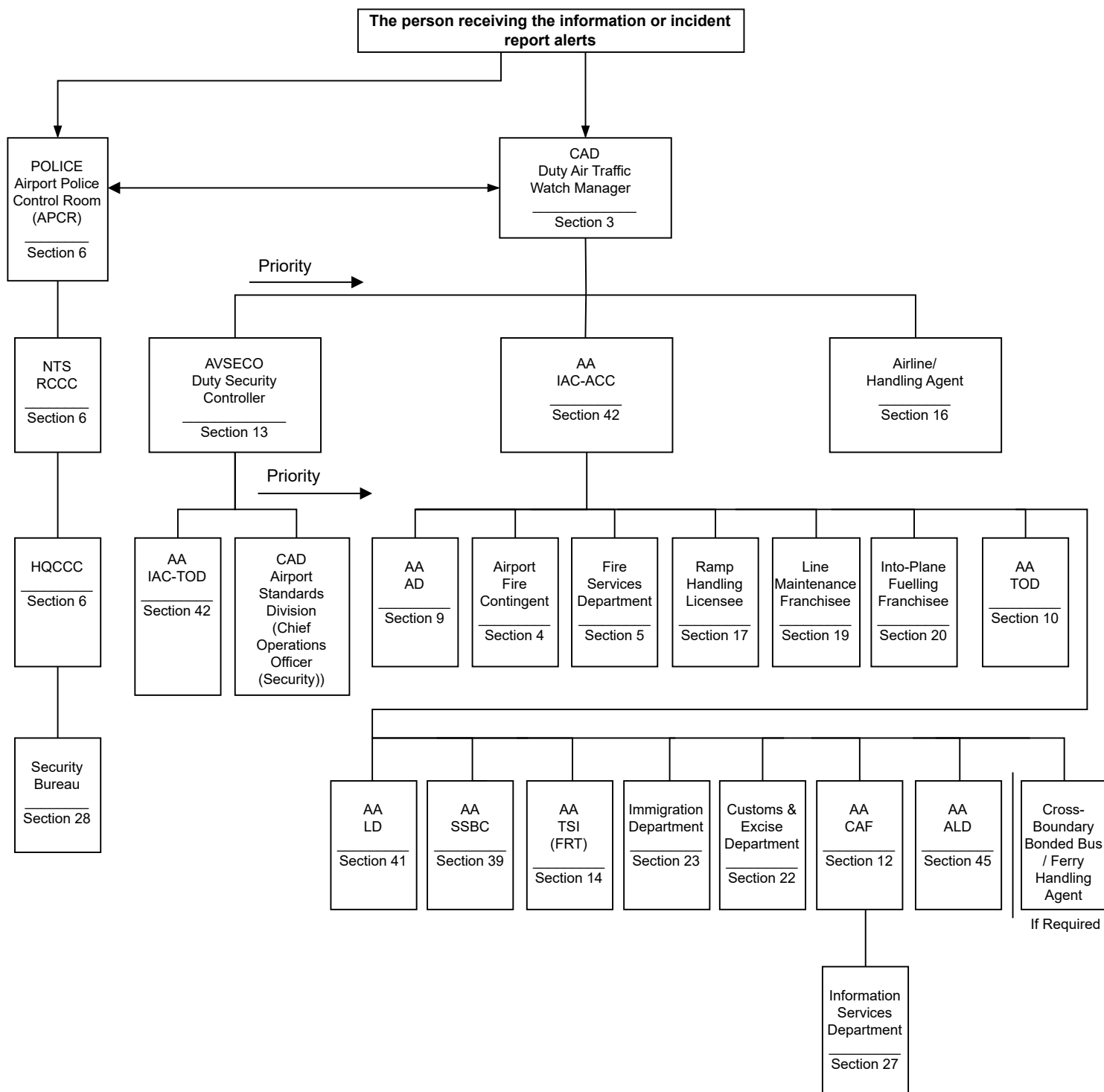
- 10.1 The Airport Emergency Centre will be activated by the Airport Duty Manager if considered necessary (*See Section 10 para. 1.1 of this Part*).
- 10.2 The Airport Emergency Centre, connected to the Integrated Airport Centre and located adjacent to Airport Gate 1 (Grid reference K30 on page 2-3 in Section 2 of Part 7), will be activated during an airport emergency and function as an off-scene central point of command and coordination for the Airport Authority, airlines, Government Departments and airport operators to facilitate emergency responses and the rapid restoration of the airport to normal operation.
- 10.3 The Airport Emergency Centre will be staffed initially by the AA Airport Duty Manager, who will take on the role as AEC Manager upon activation. He will be responsible for the management, staffing and communications of the Airport Emergency Centre (*See Section 39 of this Part*). The Executive Director, Airport Operations (or his deputy) will report to the Airport Emergency Centre for an initial briefing and subsequently be based there in overall charge. He will brief and maintain contact with the Chief Executive Officer (CEO) and Chief Operating Officer (COO) of the Airport Authority. The General Managers, Airfield Department, Terminal Operations Department and Landside Department will report to the Airport Emergency Centre for an initial briefing and subsequently oversee the activities under Section 9, 10 and 41 respectively. In the case of the unlawful seizure of an aircraft, the operation of the Airport Emergency Centre will be supported as necessary, by representatives of Air Traffic Control, Airline / Handling Agent concerned, AVSECO, Airline Operators Committee, Police, AA Corporate Affairs Department, Information Services Department, Ramp Handling Licensee, Line Maintenance Franchisee and AA Technical Services Infrastructure Department.
- 10.4 The Airport Emergency Centre is equipped with the following systems:
- Personal Computers with AA network access / internet / Email
 - Hotline to key Government Departments
 - Telephones / Facsimile
 - Wi-Fi wireless internet access
 - Terrestrial Trunked Radio system
 - Audio Conferencing System
 - Multimedia Video Wall Display

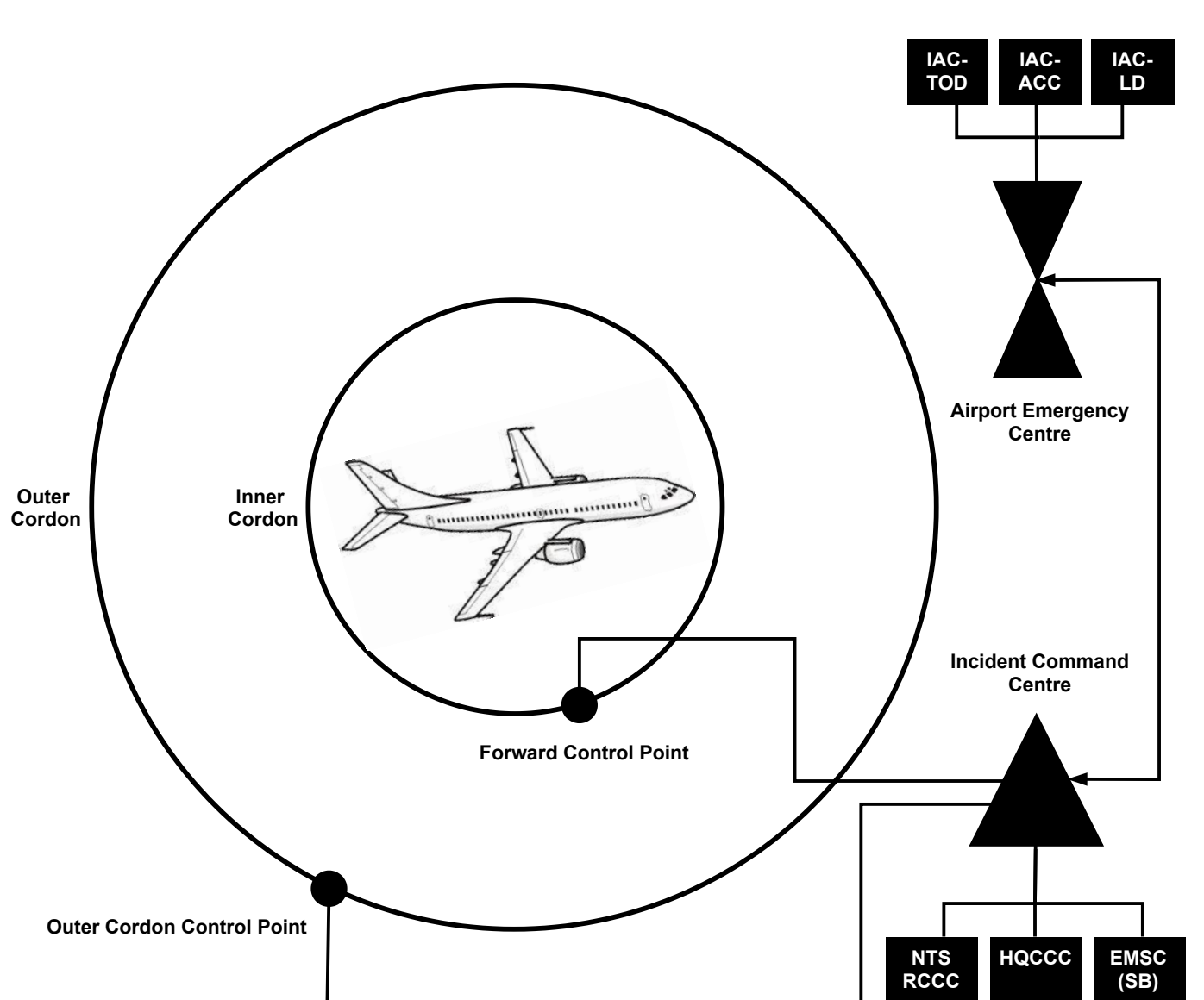
Unlawful Seizure of Aircraft

Section 1

- 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

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

Unlawful Seizure of Aircraft
Alerting Diagram

Unlawful Aircraft Seizure
Command & Control
Organisation Diagram

CIVIL AVIATION DEPARTMENT (AIR TRAFFIC CONTROL)

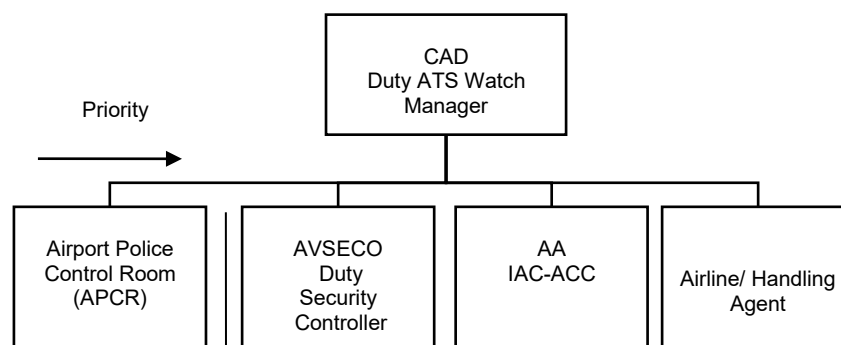
RESPONSIBILITIES

- Alerting
- Incident command and control for airborne or taxiing aircraft
- Safety and control of air traffic
- Initial communications following seizure
- Liaison

Alerted by Commander of affected aircraft, Police or another aviation authority.

1. Action

1.1 Alert the following :



1.2 The Duty ATC Aerodrome Control Supervisor will brief the District Commander Airport (or his representative) on the incident upon their arrival at the Aerodrome Control Tower.

1.3 Arrange for attendance in the Aerodrome Control Tower, if necessary, the AA Airfield Duty Manager; AVESCO Duty Security Manager; Airline representative and if available, a pilot current on the type of aircraft involved.

Unlawful Seizure of Aircraft

Section 3

2. Aircraft under unlawful seizure en route to a destination other than Hong Kong

- 2.1 Carry out alerting actions in accordance with the ATMD internal emergency procedures.
- 2.2 Attend promptly to requests made by the pilot including those for relevant information relating to air navigation facilities, procedures and services along the route of flight and at the aerodrome of intended landing.
- 2.3 Give every assistance to safeguard the flight bearing in mind the possibility of emergency descent en route, and take appropriate actions to expedite the conduct of all phases of the flight.
- 2.4 Relay appropriate messages relating to the circumstances associated with the unlawful interference, between the aircraft and the appropriate authorities.
- 2.5 When an aircraft under unlawful seizure transits the Hong Kong FIR/Area of Responsibility processing to a destination other than Hong Kong, the incident ceases only when the aircraft has been handed over to another aviation authority or is known to be under the control of such an authority.

3. Unlawfully seized aircraft in-flight en route to land or on the ground in Hong Kong

- 3.1 Carry out alerting actions in accordance with the ATMD internal emergency procedures.
- 3.2 Upon notification from the AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative there to act as liaison immediately (*see Section 11 of this Part*).
- 3.3 Attend promptly to requests made by the pilot including those for relevant information relating to air navigation facilities, procedures and services for the intended landing. Give every assistance to safeguard the flight bearing in mind the possibility of emergency descent en route, and take appropriate actions to expedite the conduct of all phases of the flight.
- 3.4 Pass all pertinent information and requests from the hijackers to the senior Police Incident Commander.

Unlawful Seizure of Aircraft

Section 3

- 3.5 Communication between the Police Negotiator and an aircraft under unlawful seizure will normally be made on a frequency designated by the Duty ATS Watch Manager.
- 3.6 Ground Movements Control should ensure that any aircraft taxiing or under tow is routed well clear of the area where the affected aircraft is parked.
- 3.7 Unless engaged in rescue operations, helicopters should be routed away from the incident.

Unlawful Seizure of Aircraft Section 3

This page has nil content

AIRPORT FIRE CONTINGENT**RESPONSIBILITIES**

- Initiate LOCAL STANDBY
- Attendance at aircraft until incident stand down
- Liaise with and provide assistance to the Police Incident Commander at scene

Alerted by IAC-ACC

1. Action

- 1.1 Initiate LOCAL STANDBY procedures.
- 1.2 Throughout the incident, Rescue Leader will liaise closely with Police Incident Commander regarding holding positions and subsequent actions to avoid subjecting AFC personnel, the aircraft and its occupants to unnecessary risk.

FIRE SERVICES DEPARTMENT**RESPONSIBILITIES**

- Provide ambulance(s) on standby

Alerted by IAC-ACC.

1. Action

- 1.1 Provide ambulance(s) on standby at a location specified by the Police Incident Commander

Unlawful Seizure of Aircraft

Section 6

HONG KONG POLICE

RESPONSIBILITIES

- Incident command and control
- Cordon
- Negotiation
- Provision of specialist resources (personnel, dogs and equipment)
- Investigation

Alerted by CAD Duty Air Traffic Services Watch Manager

1. Action

- 1.1 District Commander, Airport District should consider attending or sending his representative to the Aerodrome Control Supervisor's office in the Aerodrome Control Tower, for a briefing on the incident by CAD Duty Air Traffic Services Watch Manager.
- 1.2 If alerted of the incident by a source other than Air Traffic Control, Airport Police Control Room shall notify CAD Duty Air Traffic Services Watch Manager immediately.
- 1.3 Upon notification from the AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).

2. Command and Control

- 2.1 The following Police Officers will take operational control of the incident at Hong Kong International Airport, once the aircraft has come to a halt :-
 - Regional Commander New Territories South (RC NTS)
 - District Commander, Airport District (until ACP/OPS arrives)

Unlawful Seizure of Aircraft

Section 6

2.2 Command and Control at Hong Kong international Airport will be exercised by RC NTS who will :

- * Take all necessary actions to deal with the situation in accordance with instructions issued by the Commissioner of Police.
- * Consult with the Director-General of Civil Aviation (or his designated representative) and Airport Authority Executive Director, Airport Operations (or his designated representative).

2.3 Command of the Inner cordon will be exercised by Deputy District Commander, Airport District from the Forward Command Post (FCP).

3. Identification

3.1 All Police personnel summonsed to the airport, other than in uniform, shall display their Police Warrant Cards prominently. This includes those officers in possession of Airport Restricted Area Permits.

AA AIRFIELD DEPARTMENT**RESPONSIBILITIES**

- Provision of Specialist Equipment (e.g. Lighting)
- Monitoring of Ramp Traffic
- Maintain Incident Log

Alerted by IAC - ACC**1 Action by Apron Section**

- 1.1 Parking and routing of vehicles on the apron areas should be reviewed depending upon the location of the affected aircraft.
- 1.2 The Airfield Duty Manager shall, if so requested, report to the Aerodrome Control Supervisor's office in the Aerodrome Control Tower to attend a briefing on the incident by Duty Air Traffic Services Watch Manager.
- 1.3 Discuss with Duty Air Traffic Services Watch Manager arrangements for dealing with the affected aircraft and other air traffic, including possible suspension of other aircraft activities.
- 1.4 Discuss possible courses of action with Police and Airline Representatives
- 1.5 Contact the Ramp Handling Licensee and ascertain the availability of ramp handling equipment and in particular which equipment has radio.
- 1.6 Contact the Line Maintenance Franchisee and confirm that staff and equipment are standing by.
- 1.7 Contact the Into-plane Fuelling Franchisee and confirm that staff and equipment are standing by to refuel the aircraft if necessary.
- 1.8 Arrange for removal of other aircraft, vehicles or staff from bays adjacent to the incident as required by Police Incident Commander or AVSECO Duty Security Manager.
- 1.9 Suspend any contractor's work in vicinity of the affected aircraft and if necessary in any other location on the apron or airfield.

Unlawful Seizure of Aircraft

Section 9

- 1.10 Ensure mobile apron lighting is available for immediate deployment.
- 1.11 Make arrangements and deploy available staff as appropriate to enable other apron and airfield operations to continue as normally as possible.
- 1.12 Constantly check apron activity to maintain a safe operation.
- 1.13 Notify Airport Duty Manager of any developments likely to affect the airfield operations and measures to be taken.
- 1.14 Proceed to the Police Forward Command Post (FCP) to liaise directly with District Commander, Airport District, commanding the inner cordon.

AA TERMINAL OPERATIONS DEPARTMENT**RESPONSIBILITIES**

- Notification of incident stand down

Alerted by IAC – ACC**1. Action by Terminals and Landside Duty Manager**

- 1.1 Any additional information received on the incident will be passed directly to the Incident Command Centre (ICC) and Airport Emergency Centre, once they have been set up.
- 1.2 Arrange with Technical Services Infrastructure Department to shut down services and utilities at the request of the Police e.g. lighting.
- 1.3 If required isolate and set up an APV Lounge for the reception of passengers and crew.
 - 1.3.1 Notify the IAC-ACC on the designation of the APV Lounge to facilitate the airside conveyance of passengers and crew.
 - 1.3.2 Liaise with Police, Immigration Department and Customs & Excise Department on facilities and set up requirements to facilitate the clearance and debriefing of passengers and crew.
 - 1.3.3 Request AVSECO to deploy duty staff to provide access and crowd control at designated APV Lounge.
- 1.4 If necessary, in consultation with AA Corporate Affairs (Assistant General Manager, Media & Communications) and the AEC, assist the Airline / Handling Agent concerned in the setting up of Family Reception Centre at designated venue.
- 1.5 Co-ordinate with AVSECO Duty Security Manager and Police on necessary crowd control measures for the Family Reception Centre at the designated venue, and within the Passenger Terminal Building as necessary.

Unlawful Seizure of Aircraft

Section 10

- 1.6 Upon notification from AA Airport Duty Manager of activation of the Airport Emergency Centre (AEC), advise AVSECO Duty Security Manager at the ICC once the AEC is operational.

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

- Off-scene airport 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 passengers and crew
- Public announcement of the incident
- Enquiry centre
- Facilities for the Press
- Continued functioning of the airport
- Contingency staffing
- Welfare for AA and other staff at the scene & AEC
- Information and briefing centre

Representatives Present

- AA Executive Director, Airport Operations
- AA Airport Duty Manager
- AA General Manager – Terminal Operations
- AA General Manager – Landside
- AA General Manager – Airfield
- AA General Manager – APM & Baggage
- Air Traffic Control
- AVSECO
- Police
- Airline / Handling Agent
- Airline Operators Committee (AOC)
- AA Corporate Affairs Department
- Information Services Department
- Hong Kong Airline Service Providers Association (HASPA)
- Ramp Handling Licensee
- Line Maintenance Franchisee
- AA Technical Services Infrastructure Department
- AA Airfield Department
- AA Terminal Operations Department
- AA Landside Department
- AA APM & Baggage Department
- AA Aviation Logistics Department

Section 11**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)
- Passengers manifest and crew list details including their names, nationality, 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 Fax the above information and other relevant documents from the Airline to:

- Police Incident Commander
- Immigration Department
- Customs and Excise Department
- AVSECO Duty Security Controller

1.1.3 Provide off-scene support for the Fire Services Department, Police and other airport agencies involved with emergency services at the scene.

1.1.4 Maintain a chronological log of events and actions taken.

1.2 Transportation

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

1.3 Co-ordination with External Agencies Responding to the Emergency

1.3.1 Liaise with AVSECO Duty Security Manager on activation of the 'Emergency Permit Regime'.

1.3.2 Liaise with Airfield Duty Manager on the escort of authorised persons to the incident scene.

1.3.3 Make arrangements for non-airport organisations / agents to facilitate their access to the incident scene as required.

Section 11**1.4 Reception of Non-hospitalised Passengers / Crew**

- 1.4.1 Co-ordinate with the Police, Immigration, Customs & Excise Department and Airline / Handling Agent staff at designated APV Lounge to ensure the welfare of and provide relief support to non-hospitalised passengers and crew, conduct immigration clearance, police debriefing and arrange for their re-union with family members, meeters and greeters at the Family Reception Centre set up at the designated venue.
- 1.4.2 Liaise with AVSECO Duty Manager to conduct a security sweep of the designated APV Lounge when it is no longer required for use as the reception centre of the passengers and crew.

1.5 Reception of Family Members, Meeters and Greeters

- 1.5.1 Liaise with AA Corporate Affairs Department, Police and the Airline / Handling Agent concerned for the setting up of Family Reception Centre for reception of family members, meeters and greeters. *(See Para 1.4 Section 10 of this Part)*

1.6 Passenger Terminal Operations

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

1.7 Access Control of Airport Emergency Centre

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

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

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

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

Section 11

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

2.2 AA Airport Duty Manager

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

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

- Oversees activities under Section 10 and ensures minimal disruption to normal passenger terminal operations.
- As a result of the incident, should there be a considerable number of stranded passengers within the Passenger Terminal Building, consider the need to:
 - Initiate mobilisation of “**Passenger Care Team**” to provide care and support to stranded passengers.
 - Initiate mobilisation of St. John Ambulance’s standby first-aid team to the airport to cater for medical needs of stranded passengers.
 - Activate contingency procedures to deal with Taiwan / China bound passengers.

2.4 AA General Manager – Landside

- 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 and Airfield operations.
- Facilitate removal of passengers by airside passenger buses or as otherwise requested.

2.6 AA General Manager – APM & Baggage

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

Section 11**2.7 Air Traffic Control (see Section 3)**

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

2.8 AVSECO (see Section 13)

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

2.9 Police (see Section 6)

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

2.10 Airline / Handling Agent (see Section 16)

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

2.11 Airline Operators Committee (AOC)

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

2.12 AA Corporate Affairs Department (see Section 12)

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

2.13 Information Services Department (see Section 27)

- Responsible for timely dissemination of information to the Government, press media and members of the public.

Section 11

- Liaise with AA Corporate Affairs Department on press statements to be released.
- Handle and manage press enquiries.

2.14 Hong Kong Airline Service Providers Association (HASPA)

- Act as liaison between the AEC and HASPA members including Ramp Handling Licensee / Line Maintenance Franchisee / Into-plane Refueling Franchisee / CTOs / Aircraft Caterers.

2.15 Ramp Handling Licensee (see Section 17)

- Act as liaison between the AEC and Ramp Licensee staff on ramp to facilitate the handling of aircraft.

2.16 Line Maintenance Franchisee (see Section 19)

- Act as liaison between the AEC and Line Maintenance staff on ramp to facilitate the servicing and possible removal of aircraft.

2.17 AA Technical Services Infrastructure Department (Section 14)

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

2.18 AA Airfield Department

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

2.19 AA Terminal Operations Department

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

2.20 AA Landside Department

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

2.21 AA APM and Baggage Department

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

2.22 AA Aviation Logistics Department (See Section 45)

- Act as liaison between the AEC and Aviation Logistics Franchisees on related activities.

AA CORPORATE AFFAIRS DEPARTMENT**RESPONSIBILITIES**

- Liaison with Police Public Relations Branch
- Liaison with Information Services Department
- Liaison with Secretariat Press Office
- Release of Information to the Media
- Control of Media Access

Alerted by IAC-ACC

Action by Assistant General Manager, Media & Communications

1. Upon notification from AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).
2. Liaise with the Police Public Relations Branch, Information Services Department and Secretariat Press Office.
3. All press statements must reflect an agreed position of the Government, the AA and other involved organisations (i.e. the affected airline). They must be cleared with the Police Incident Commander and Chief Executive Officer of the Airport Authority or the most senior AA representative present.
4. In consultation with AA Terminals and Landside Duty Manager, designate and make available Press Conference Room in Terminal One or Multi-function Room at Level G HKIA Tower as the AA media facility.
5. If considered necessary, assist the Airline / Handling Agent concerned to establish the family reception centre at the designated venue to facilitate the reception of family members, meeters and greeters of affected passengers and crew. (*See Section 10 para.1.4 of this Part*)
6. Maintain a chronological log of events and actions taken.

Unlawful Seizure of Aircraft Section 12

This page has nil content

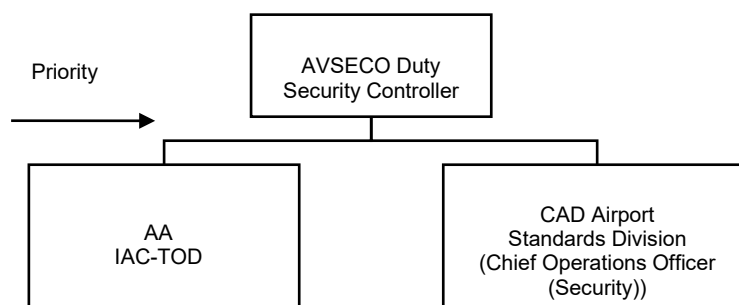
AVIATION SECURITY COMPANY LTD.**RESPONSIBILITIES**

- Alerting
- Provide liaison officer at Incident Command Centre (ICC)
- Liaison between ICC and AEC
- Maintain an Incident Log

Alerted by CAD Duty ATS Watch Manager

1. Action by AVSECO Duty Security Controller

1.1 Alert the following :



1.2 In addition the AVSECO Duty Security Controller shall notify the following AVSECO personnel:

- AVSECO Duty Security Manager
- AVSECO Executive Director
- AVSECO Assistant Executive Director Operations 1 & 2

1.3 Maintain a chronological log of events and actions taken.

2. Action by AVSECO Duty Security Manager

2.1 Upon request by the Duty ATS Watch Manager, report to the Aerodrome Control Supervisor's office in the Aerodrome Control Tower.

2.2 Obtain the passenger and cargo manifests from the AA Terminals and Landside Duty Manager and as much additional information as possible regarding the aircraft, passengers, crew and cargo and in particular any dangerous goods on board.

Unlawful Seizure of Aircraft

Section 13

- 2.3 Upon notification from AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).
- 2.4 Proceed to the Incident Command Centre (ICC) and act as liaison officer between ICC and AEC to co-ordinate actions between the Police and AA, until he is joined by the designated representative of AA Executive Director, Airport Operations.
- 2.5 After consultation with the Police Incident Commander, provide assistance to prevent the presence of staff and vehicles, etc. in the vicinity of the affected aircraft.
- 2.6 Maintain communication with IAC and AEC for dissemination of information.
- 2.7 Instruct one of the operational AVSECO Assistant Managers on duty to take action in accordance with para. 3 below.
- 2.8 Increase patrols of the airside perimeter to prevent illegal press access.
- 2.9 Maintain a chronological log of events and actions taken.

3. Action by Designated AVSECO Assistant Manager

- 3.1 Report to the Forward Command Post (FCP) established by the Police to control all movements into or out of the Inner Cordon.
- 3.2 Advise AVSECO Duty Security Manager in the Aerodrome Control Tower and the Incident Command Centre of his location.
- 3.3 Liaise closely with the Police Officer in charge at the FCP (normally DC/AP or DDC/AP) and act as the AVSECO representative in all discussions / briefings at the FCP.
- 3.4 Assist the Police in arranging to keep unauthorised persons and vehicles away from the cordoned area.
- 3.5 Maintain a chronological log of events and actions taken.

AA TECHNICAL SERVICES INFRASTRUCTURE DEPARTMENT**RESPONSIBILITIES**

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

Alerted by IAC-ACC**1. Action by** Fault Response Team (FRT)

- 1.1 Record the alerting message.
- 1.2 Alert Manager, Airfield Maintenance, Superintendent, Fault Response (Civil and Airfield E&M).
- 1.3 Summon all duty shift staff to prepare for deployment as required.
- 1.4 Upon notification from the AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative to AEC to act as liaison immediately (see Section 11 of this Part).
- 1.5 Maintain a chronological log of events and actions taken.

2. Action by Superintendent, Fault Response (Civil and Airfield E&M)

- 2.1 Standby for dispatch to provide technical assistance such as shut down or isolation of services and utilities as requested by the Police Incident Commander.
- 2.2 Maintain a chronological log of events and actions taken.

Unlawful Seizure of Aircraft Section 14

This page has nil content

AIRLINE / HANDLING AGENT**RESPONSIBILITIES**

- Provision of passenger and cargo manifests
- Provision of personnel with experience of the seized aircraft
- Passenger handling

Alerted by CAD Duty ATS Watch Manager.

Action

1. Upon request from the Duty ATS Watch Manager that their attendance is required, arrange for the Station Manager, or a senior representative of the Airline, and if possible a pilot experienced in the type of aircraft involved, to report to the Aerodrome Control Supervisor's office in the Aerodrome Control Tower.
2. Upon notification from AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).
3. Obtain Passenger and Cargo Manifests immediately and pass such information to the Aerodrome Control Supervisor's office in the Aerodrome Control Tower and to the AEC Manager in the AEC (*See Section 11 of this Part*). Any other available information regarding the aircraft, passengers, crew and cargo, including any dangerous goods, should also be provided as soon as possible.
4. Implement contingency measures to handle passengers and crew involved in the unlawful seizure incident once the situation is resolved. In addition make arrangements to assist passengers whose onward travel is delayed by the incident.
5. If necessary, in liaison with AA Terminals and Landside Duty Manager establish the family reception centre at the designated venue to facilitate the reception of family members, meeters and greeters of affected passengers and crew (*See Section 10 para. 1.4 of this Part*).
6. Maintain a chronological log of events and actions taken.

Unlawful Seizure of Aircraft Section 16

This page has nil content

RAMP HANDLING LICENSEE**RESPONSIBILITIES**

- Standby staff and equipment for Ramp Handling Operations

Alerted by IAC-ACC

Action

1. Brief the Airfield Duty Manager on the availability of ramp handling equipment.
2. Upon notification from AA Airport Duty Manager that the Airport Emergency Centre is activated, dispatch a representative to AEC to act as liaison immediately (*see Section 11 of this Part*).
3. Place staff and equipment on standby to assist the Police and Airport Authority if required.
4. Maintain a chronological log of events and actions taken.

Unlawful Seizure of Aircraft Section 17

This page has nil content

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

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

Alerted by IAC-ACC

Action

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

INTO-PLANE FUELLING FRANCHISEE**RESPONSIBILITIES**

- Standby staff and equipment ready for refuelling operations

Alerted by IAC-ACC

1. Action

- 1.1 Bring to a state of readiness staff and equipment necessary for refuelling operations.
- 1.2 Maintain a chronological log of events and actions taken.

CUSTOMS AND EXCISE DEPARTMENT**RESPONSIBILITIES**

- Customs and Excise control

Alerted by IAC-ACC

Action

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

Unlawful Seizure of Aircraft Section 22

This page has nil content

IMMIGRATION DEPARTMENT**RESPONSIBILITIES**

- Immigration Control

Alerted by IAC-ACC

Action

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

Unlawful Seizure of Aircraft Section 23

This page has nil content

INFORMATION SERVICES DEPARTMENT**RESPONSIBILITIES**

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

Alerted by AA Assistant General Manager, Media & Communications Corporate Affairs

Action

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

Unlawful Seizure of Aircraft Section 27

This page has nil content

SECURITY BUREAU**RESPONSIBILITIES**

- Liaison with Police Incident Commander on policy issues
- Represent the HKSAR Government on policy issues
- Co-ordinate and monitor the provision of civil and other support requested by operational departments

Alerted by Hong Kong Police

1. Action

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

**Unlawful Seizure
of Aircraft
Section 28**

This page has nil content

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

- Management & administrative support of Airport Emergency Centre

Alerted by IAC-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. Activate the AA Safety, Security and Business Continuity Department's internal procedures.
4. Deploy the AEC support staff to perform duties in accordance with the AEC Operations Manual.

Section 39

This page has nil content

AA LANDSIDE DEPARTMENT**RESPONSIBILITIES**

- Road access for emergency vehicles
- Managing the disruption to normal landside road operations
- Controlling the media vehicles

Alerted by IAC-ACC**1. Action by Assistant Manager – Landside Services**

- 1.1 Any additional information received on the incident will be passed directly to the Incident Command Centre (ICC) and Airport Emergency Centre, once they have been set up.
- 1.2 Deploy staff to handle any possible traffic congestion caused by either the incident or the attendance of media vehicles.
- 1.3 Increase road patrols to monitor the traffic situation, in particular for vehicles which may create obstructions or endanger road safety.
- 1.4 Co-ordinate with AVSECO Duty Security Manager and Police on necessary crowd control measures for the Passenger Terminal Building as necessary.

Unlawful Seizure of Aircraft Section 41

This page has nil content

AA INTEGRATED AIRPORT CENTRE**RESPONSIBILITIES**

- Alerting
- Liaison With Ramp Services Providers
- Maintain Incident Log

Alerted by CAD Duty Air Traffic Services Watch Manager

1. Action by IAC-ACC**1.1 Alert the following:**

- Airport Fire Contingent
- Fire Services Department
- Ramp Handling Licensee
- Line Maintenance Franchisee
- Into-Plane Fuelling Franchisee
- AA Terminal Operations
- AA Landside
- AA Safety, Security & Business Continuity
- AA Technical Services Infrastructure (FRT)
- Immigration Department
- Cross-Boundary Bonded Bus / Ferry Handling Agent (if required)
- Customs & Excise Department
- AA Corporate Affairs
- AA Aviation Logistics Department

1.2 Notify the following members of AA management:

- Executive Director, Airport Operations
- Deputy Director, Airport Operations
- General Manager - Terminal Operations
- General Manager - Landside
- General Manager - Safety, Security & Business Continuity
- Assistant General Manager – Airport Security
- General Manager – Airfield
- Deputy General Manager – Airfield
- General Manager – APM & Baggage
- Assistant General Manager – Terminal Operation and Government Facilitation
- Assistant General Manager – Passenger Services

Unlawful Seizure of Aircraft

Section 42

- Assistant General Manager – Estate Management
- Assistant General Manager – Customer Service
- Assistant General Manager – Land Transport & Landscape
- Assistant General Manager – Landside Services
- Assistant General Manager – Intermodal Connectivity
- Assistant General Manager – Landside Infrastructure Management
- Assistant General Manager – Airfield Services
- Assistant General Manager - Standards & Services Delivery
- Assistant General Manager – APM Operations
- Assistant General Manager – Baggage Operations

1.3 Advise all alerted parties when the incident is stood down.

1.4 Maintain a chronological log of events and all actions taken.

Alerted by AVSECO Duty Security Controller

2. Action by IAC-TOD

2.1 Broadcast the emergency alert to Terminal Operations Department duty staff.

2.2 Alert the following organisations / units to send a representative to the Airport Emergency Centre to act as liaison (see Section 11 of this Part).

- Air Traffic Control
- AVSECO
- Police
- Airline / Handling Agent concerned
- Airline Operators Committee (AOC)
- AA Corporate Affairs Department
- Hong Kong Airline Service Providers Association (HASPA)
- Information Services Department
- Ramp Handling Licensee
- Line Maintenance Franchisee
- AA Airfield Department
- AA APM & Baggage Department
- AA Terminal Operations Department
- AA Landside Department
- AA Technical Services Infrastructure Department
- AA Aviation Logistics Department
- AEC Support Team Leaders and their deputies

2.3 Maintain a chronological log of events and actions taken

3. Action by IAC-LD

3.1 Broadcast the emergency alert to Landside Department duty staff.

3.2 Maintain a chronological log of events and actions taken.

4. Action by IAC-ABD

4.1 Broadcast the emergency alert to APM and Baggage Department duty staff.

4.2 Maintain a chronological log of events and actions taken.

Unlawful Seizure of Aircraft Section 42

This page has no content

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.

**Unlawful Seizure
of Aircraft
Section 45**

This page has nil content