

**PART 9B**

**CHEMICAL, BIOLOGICAL, RADIOLOGICAL &  
NUCLEAR (CBRN) AGENT INCIDENT**

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## GENERAL

### 1. Introduction

- 1.1 A security incident involving the use of Chemical, Biological, Radiological or Nuclear (CBRN) agent refers to the use, threatened use, or believed use of these agents for terrorist or criminal purposes. These incidents have the potential to cause a widespread destruction and to inflict significant casualties on the public. They should be distinguished from CBRN accidents for which different procedures will apply. These procedures include the “Damage to Consignment of Dangerous Goods” (EPM Part 11) and “Dangerous Goods and Chemical Spills” (EPM Part 15).
- 1.2 There are various conceivable scenarios for which a CBRN agent may be found at the airport and the more likely scenarios are:
  - (a) A suspected CBRN agent (e.g. Anthrax powder) discovered on board an aircraft at or about to land at the airport and;
  - (b) A suspected CBRN agent found in the public areas of the airport (e.g. Meeters and Greeters Hall of Passenger Terminal Building, outdoor areas of the airport etc.).
- 1.3 This Part sets out the responsibilities and responses of organisations in dealing with a security incident involving the use of CBRN agent. Such an incident, if genuine, will likely be assessed as ‘Major Security Incident (Police)’ under EPM Part 9A. However, the risks associated with CBRN agents warrant a special procedure, which may involve the decontamination process of contaminated persons, facilities and areas. Therefore, this procedure should be read in conjunction with EPM Part 9A.
- 1.4 The procedures contained in this Part are based on the response principles as defined in the Security Bureau Circular for “Response to Chemical, Biological, Radiological and Nuclear Agent Attack”.
- 1.5 This Part is designed to cater for a wide range of CBRN incident scenarios but will need to be adapted to suit the particular circumstances. In general, Fire Services Department is responsible for the fire fighting and rescue, the setting up and operation of decontamination control organisation and facility for decontaminating persons and the area in consultation with the Police, RIAG (CBRN Incident Advisory Group), CAD, Airport Authority and airline where appropriate.
- 1.6 Police is responsible for overall incident command and control, area cordoning, evacuation, crowd control, traffic control, rendering safe and eventual destruction of the CBRN agent or the device containing the

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agent, and facilitating the works of the Fire Services Department. Police will also take the rescue work prior to the arrival of the Fire Services Department personnel.

- 1.7 The role of other on-airport and off-airport organisations shall be to work in support of Police, to ensure a safe resolution of the incident.

**2. Objective**

- 2.1 The objectives of this procedure are:

- (a) To establish the alerting channels;
- (b) To formalise the process under which the Police will assess the risk and determine the appropriate countermeasures;
- (c) To establish clear lines of command and co-ordination amongst organisations working in support of the Police;
- (d) To formalise the arrangements for decontaminating persons, emergency medical attention and facilitating passengers, crew or other persons affected by the incident;
- (e) To formalise the arrangements for decontaminating the scene.

**3. Alerting**

- 3.1 Upon receipt of the information indicating the presence of suspected CBRN agent, the recipient should notify Airport Police Control Room (APCR) or AVSECO Duty Security Controller without delay. A '999' call to the Police will also initiate the alerting process.
- 3.2 In the event of an arriving or returning aircraft due to the incident about to land at HKIA, initial message may be relayed through either Air Traffic Control or the airline / handling agent concerned.
- 3.3 The recipient should identify himself, his contact number and location so that additional information can be obtained if required.
- 3.4 The alerting chart identifying organisations to be alerted is provided in Section 2 of this Part. The alerting will essentially take place in two stages namely Risk Assessment & Verification and Decontamination & Casualty Management stages. Only when the verification suggests the likely presence of genuine CBRN agent will the 2<sup>nd</sup> stage of alerting be warranted i.e. when the decontamination and casualty management is required.

**4. Command & Control**

- 4.1 Once a credible CBRN incident is reported, the Police shall appoint a Police Field Commander, who shall normally be the most senior officer present and who will be in overall command of the incident. APCR will advise AVSECO Duty Security Controller of the location, contact details and identity of Police Field Commander. AVSECO Duty Security Controller will then convey this information as part of the alerting process.
- 4.2 In case CBRN incident involves an aircraft still in flight, Air Traffic Control is responsible for the safety and control of aircraft until such a time when it has come to a halt in the airport. During that period, Air Traffic Control will ensure relevant parties to maintain a close liaison with Police and provide necessary assistance as and when required.
- 4.3 AA Airport Duty Manager shall co-ordinate any necessary arrangements to facilitate rescue, decontamination and mitigation of impacts to normal airport operations on behalf of Airport Authority until the arrival of AA Executive Director, Airport Operations (or his deputy).
- 4.4 The Police Field Commander may summon representatives from other affected airport and non-airport organisations to assist him / her in co-ordinating the countermeasures.
- 4.5 The Police's Senior Bomb Disposal Officer (Sr BDO) who as the Chairman of 'CBRN Incident Advisory Group' (RIAG) will act as specialist advisor on all matters relating to the CBRN incident. If required, the officer(s) of the Police (EOD) will attend the scene to evaluate the credibility of any substance found.
- 4.6 The RIAG comprising representatives from Fire Services Department, Department of Health, Hospital Authority and Security Bureau (ESU) will be activated by Police's HQCCC to deal with a specific CBRN incident. RIAG will monitor ongoing CBRN incidents, evaluate the threat or suspected incident information and provide advice to the operational departments on tactical response. The aims of RIAG are:
- (a) To make an initial threat assessment for a CBRN incident;
  - (b) To advise agencies concerned on appropriate level of responses and adjustment of responses in line with incident development;
  - (c) To provide technical and operational advice to the Police Field Commander, FSD Rescue Leader at scene, HQCCC and FSCC;
  - (d) To provide initial advice to the on-scene commanders as to the appropriate dimensions of the 'hot', 'warm' and 'cold' zones prior to

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arrival of officers of the Police (EOD) who will confirm or adjust such advice as is necessary for the circumstances.

- 4.7 Airport Duty Manager will, depends on impact or expected impact of the incident on normal Airport operations, activate the Airport Emergency Centre (AEC).

**5. Response Phases**

- 5.1 An incident involving the suspected CBRN agent will likely follow the response phases as below:

Phase 1 : Risk / threat assessment and on-site verification (if required) of suspected CBRN agent by the Police.

Phase 2 : Decontamination and casualty management for affected persons and airport facilities (if required).

- 5.2 A flow chart indicating the likely activities for each response phase is provided in Appendix 9B1.

**6. Precautionary Measures**

- 6.1 In case a suspected CBRN agent is discovered within the office or ventilated areas, the air conditioning system and fans in the vicinity of the suspected agent should be switched off as a precaution.
- 6.2 In case of an aircraft suspected discovery of CBRN agent, all ramp operations equipment for off-loading and conveyance of cargo, baggage, mails, wastes etc. and disembarkation of passengers / crew from aircraft if necessary, should only be operated by the Police officers equipped with appropriate protective equipment until it is confirmed safe by the Police Field Commander.
- 6.3 Any potentially contaminated persons, personal property, facilities or areas should not be contacted or entered into unless with permission of the Police Field Commander.

**7. Cordoning**

- 7.1 Once a credible CBRN incident is reported, Police will take prompt action to cordon and contain the affected area, which might be an aircraft, a specific area within the Passenger Terminal Building or another facility of the airport.



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- 7.2 If the incident involves an aircraft, the Police Field Commander will advise Airfield Duty Manager if the assignment or repositioning of the aircraft to a remote parking bay is warranted.
- 7.3 An 'inner cordoned zone' (which is likely to coincide with the 'hot line') will be established by the Police's Airport Security Unit (ASU) at a distance as recommended by the Police (EOD) and RIAG. An 'outer cordoned zone' (which is likely to coincide with the outer edge of the 'cold zone', the 'warm line' at the edge of the 'warm zone') will also be established by the Airport Police. Only FSD and Police personnel will be permitted to access into the operational area across the police cordon line i.e. into the 'cold zone'.
- 7.4 Depending on the circumstances, the Police may require AVSECO to assist in the crowd management at or outside the outer cordon.

**8. Evacuation**

- 8.1 Should the Police order a partial or full evacuation of the Passenger Terminal Building, the Police Field Commander will liaise with the senior AA management representative and agree on the evacuation routes to be used (see EPM Part 10A, Section 1, Appendix 1).
- 8.2 An evacuation from an aircraft will be handled in accordance with the EPM Part 7, Section 1, para. 8.1 - 8.4.

**9. Decontamination**

- 9.1 Decontamination may be required if the examination of suspected substance suggests a genuine CBRN agent. All persons, personal property, vehicles, facilities or areas that may have been exposed to the agent shall be decontaminated, subject to advice of Police (EOD) and RIAG. Priority shall be given to decontaminating persons first, who may or may not be showing symptoms exhibited following exposure to a CBRN agent e.g. vomiting, breathing difficulties etc.
- 9.2 For personnel decontamination, the Police will be responsible for the speedy removal of property of persons undergoing decontamination, for its retention and security inside the 'warm zone', for its eventual decontamination (with the advice of RIAG and assistance from FSD), and for its transportation, safekeeping and eventual return. Property valuable or otherwise may have to be destroyed subject to the advice of RIAG, or may be destroyed or damaged during the decontamination process.
- 9.3 In normal circumstances, the facility for decontaminating persons (i.e. decontamination stations) will be set up at the Decontamination &

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Rescue Facility (Grid reference D16 on page 2-3 in Section 2 of Part 7) for incident that involves an aircraft or incident that occurs at the Airside (see EPM Part 10A, Section 2, Page 2-3 for its location), and the Loading Docks area for incident that occurs at the Landside, or other appropriate venue advised by the Police Field Commander, in consultation with the Police (EOD) and RIAG.

- 9.4 The officer(s) of Police (EOD) attending to the scene of the incident will advise on agent-specific measures necessary to decontaminate the persons, personal property, vehicles, facilities or areas.
- 9.5 Only the Police officers who are equipped with appropriate protective equipment should drive the buses for the conveyance of potentially contaminated passengers, crew or other persons to undergo the decontamination at the decontamination stations. All such vehicles and equipment must be properly labelled to avoid causing of secondary contamination.
- 9.6 Depending on the type of agent used, the area or part of the aircraft contaminated, the following types of decontamination process are available for use: -
- (a) kevlon decontamination sticks;
  - (b) foam based decontamination;
  - (c) water based decontamination;
  - (d) time/ventilation based decontamination;
  - (e) formaldehyde based decontamination; and
  - (f) radiation based decontamination.
- 9.7 All types of decontamination process have both advantages and disadvantages and all are likely to either physically or financially damage the aircraft or airline concerned. RIAG will advise the AAHK of the appropriate agent specific decontamination process. AAHK with the assistance of RIAG will be responsible for informing the airline concerned of the likely consequences of the appropriate decontamination process.
- 9.8 A diagram (indicative purpose only) showing the setting up of police cordons and personnel decontamination process, reproduced from the Security Bureau Circular for "Response to Chemical, Biological, Radiological and Nuclear Agent Attack" (Annexure 8.2) is provided in the Appendix 9B3.

**10. Casualty Management**

- 10.1 The Fire Services Department will provide ambulance services and assume responsibility for casualty management with the assistance of the Port Health Division (Airport Section). Should a large number of casualties be involved, HA Emergency Medical Team and AA Medical Services will be called upon to provide further medical assistance at the scene if required.

**11. Handling of Non-hospitalized Persons, Passengers and Crew**

- 11.1 Consideration shall be given to provide necessary assistance and support to decontaminated persons including passengers and crew before the incident stands down.
- 11.2 The Police Field Commander shall decide if an isolated area in the Passenger Terminal Building is required to process the non-hospitalised persons, passengers and crew including police debriefing, immigration & customs clearances whichever is applicable. If there is a need, he shall liaise with AA Terminals and Landside Duty Manager, who consults with Airport Duty Manager or AEC Manager first, to vacate an area in Passenger Terminal Building for that purpose. Port Health Division (Airport Section) and AA Medical Services may be called upon to provide medical attention there if required. In the case of a Passenger Reception Centre (PRC) set up at the APV Lounge being used, reference should be made to the handling procedure for non-hospitalised passengers and crew as stated in EPM Part 2.
- 11.3 Passenger buses will be arranged by AA Airfield Department for conveyance of decontaminated passengers and crew from the decontamination stations to the Passenger Reception Centre at APV Lounge or other venue designated by Terminals and Landside Duty Manager, who consulted with Airport Duty Manager or AEC Manager.
- 11.4 The Airline / Handling Agent concerned should deploy staff to provide relief assistance to passengers and crew at the Passenger Reception Centre at APV Lounge or other venue designated by AA Terminals and Landside Duty Manager, who consulted with Airport Duty Manager or AEC Manager.
- 11.5 The Airline / Handling Agent concerned should also consider the need of setting up the Family Reception Centre at designated venue to facilitate the reception and information updates for family members of affected passengers.

**12. Information Dissemination and Media Handling**

12.1 The Secretariat Press Office will co-ordinate all media enquiries relating to the incident, in consultation with the Information Services Department, Police Public Relations Branch and AA Corporate Affairs Department. The Police Field Commander will also be consulted for prior approval to the release of any press statements.

12.2 If necessary, the airport Press Room located at the Arrivals Hall of Passenger Terminal Building will be set up by AA Corporate Affairs Department to hold press briefings jointly conducted by Airport Authority, Information Services Department, Government agencies and airport organisations concerned.

**13. Incident Stand-down**

13.1 When Police Field Commander is satisfied that the incident is over and no further threat to personnel or property remains, he shall stand down the incident. The APCR shall notify AVSECO Duty Security Controller of the stand down instruction. Parties will be notified in accordance with alerting arrangements as per Section 2 of this Part.

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

14.1 The Airport Emergency Centre will be activated by Airport Duty Manager if substantial impact(s) is caused or expected to be caused to normal airport operations as result of the incident.

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

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

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Emergency Centre for an initial briefing and subsequently oversee activities under Section 9, 10 and 41 respectively. The operations of the Airport Emergency Centre will be supported as necessary, by representatives of Airline / Handling Agent concerned, AVSECO, Airline Operators Committee (AOC), Hong Kong Airline Service Providers Association (HASPA), Police, AA Corporate Affairs Department, Information Services Department, Airline's Ramp Handling Licensee, Airline's Line Maintenance Franchisee and AA Technical Services Infrastructure Department.

14.4 The Airport Emergency Centre is equipped with following systems:

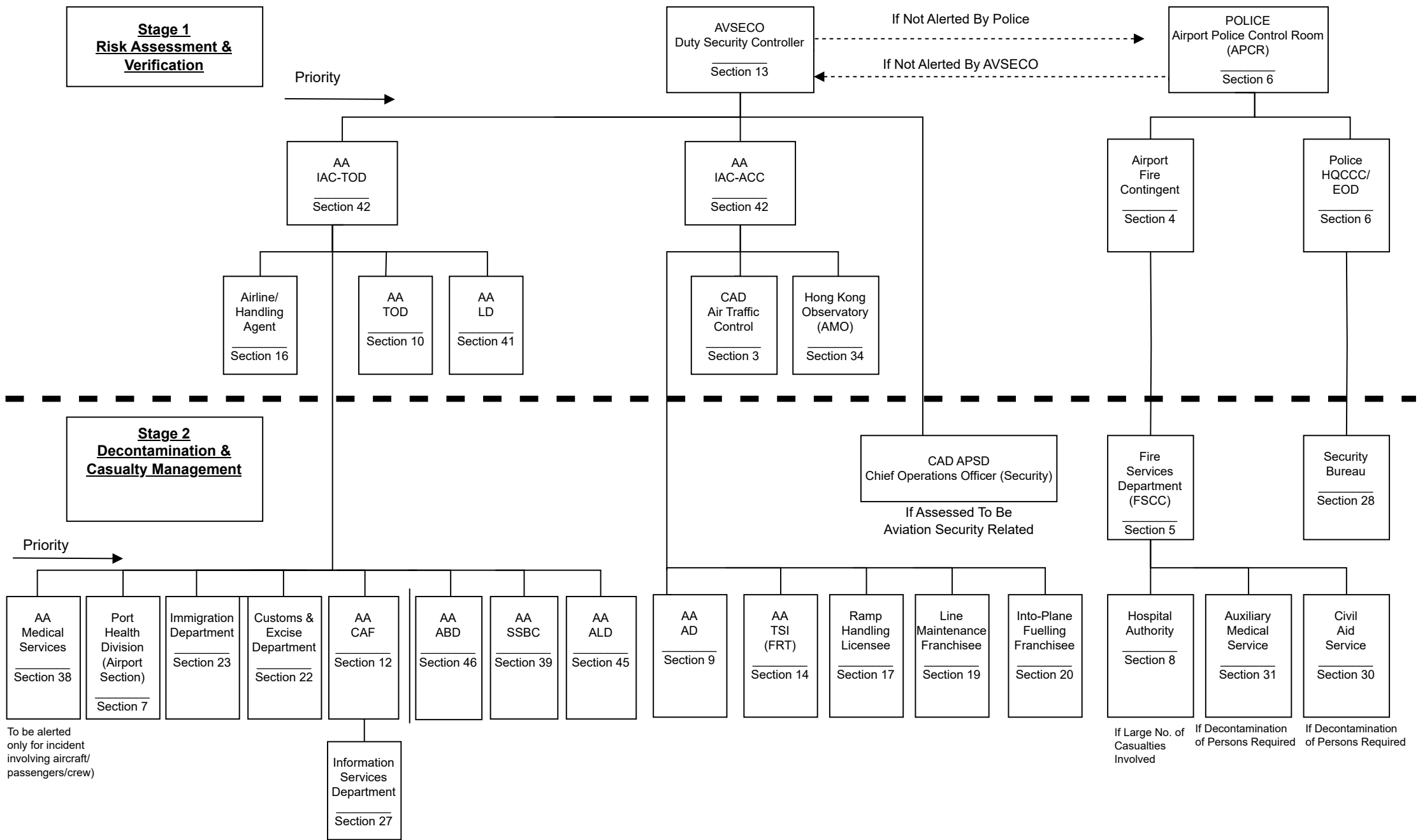
- Personal Computers with AA network access / internet / Email
- Hotline to key Government Departments
- Telephones / Facsimile
- Wi-Fi wireless internet access
- Terrestrial Trunked Radio system
- Audio Conferencing System
- Multimedia Video Wall Display
- Closed Circuit Television System Monitors
-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

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

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CBRN Agent Incident Alerting Diagram

Section 2



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**CIVIL AVIATION DEPARTMENT  
(AIR TRAFFIC CONTROL)****RESPONSIBILITIES**

- Provision of air traffic services
- Relay alert message from aircraft (as appropriate)
- Safeguard aircraft ground movements

**Alerted by** IAC-ACC, commander of affected aircraft or another aviation authority.

**Action by** Air Traffic Control (ATC)

1. Upon alert of presence of suspected CBRN agent on an aircraft in flight whilst en route to HKIA:
  - 1.1 Alert the Airport Police.
  - 1.2 Maintain a close liaison with Police to provide necessary assistance.
  - 1.3 If requested by the Police, communicate with aircraft commander to obtain further information to facilitate assessment of agent credibility.
2. If the aircraft with suspected CBRN agent is about to land or landed:
  - 2.1 If requested by the Police, make arrangement with IAC-ACC to assign or reposition the aircraft to a remote or designated parking bay.
3. Afford priority to the vehicles responding to the incident.
4. Restrict air traffic if required.

## AIRPORT FIRE CONTINGENT

### RESPONSIBILITIES

- Provide fire fighting and rescue capability
- Liaise with FSCC for deployment of decontamination resources
- Provide personal and area decontamination
- Assist in casualty management
- Provide first-aid coverage and ambulance services

**Alerted by** Airport Police Control Room (APCR)

**Action by** Airport Fire Contingent

1. In case the incident involves an aircraft, deploy AFC appliances to standby at the aircraft or at the remote or designated parking bay for the arriving or repositioned aircraft, as advised by IAC-ACC or the Police Incident Commander.
2. Provide first-aid coverage and ambulance services for casualties.
3. If the examination by the Police (EOD) suggests the presence of credible CBRN agent in which the decontamination process is required, liaise with FSCC to deploy off-airport resources to the airport for the setting up of decontamination control organisation, facilities and operations.
4. In consultation with RIAG, Police (EOD), Police Incident Commander, AA Airport Duty Manager and affected airport organisations, arrange for the decontamination of persons and the incident area.

## FIRE SERVICES DEPARTMENT

### RESPONSIBILITIES

- Provide fire fighting and rescue capacity
- Deploy decontamination resources
- Decontaminate persons and the area
- Assist in casualty management
- Provide first-aid coverage and ambulance services

**Alerted by** Airport Fire Contingent.

**Action by** Fire Services Department

1. Liaise with the Police Field Commander.
2. Provide first-aid coverage and ambulance services for casualties and the decontaminated persons to attend to hospitals if required upon medical assessment by Port Health doctor(s).
3. If the examination by the Police (EOD) suggests the presence of credible CBRN agent in which the decontamination is required, deploy resources to the airport for the setting up of decontamination control organisation, facilities and operations.
4. In consultation with RIAG, Police (EOD), Police Field Commander, Airport Duty Manager and affected airport organisations, arrange for the decontamination of persons and the area.

## HONG KONG POLICE

### RESPONSIBILITIES

- Alerting
- Overall incident command and control
- Area cordoning
- Taking steps to reduce contamination
- Specialist support (from EOD)
- Convening CBRN Incident Advisory Group (RIAG)
- Assist in the decontamination of affected persons and areas
- Debriefing of non-hospitalised persons, passengers / crew
- Post-incident investigation

**Alerted by** '999' call, other informant or AVSECO Duty Security Controller

#### 1. Action by Airport Police Control Room (APCR)

- 1.1 Take alerting action as per Section 2 of this Part.
- 1.2 Notify AVSECO Duty Security Controller of the location of command post, identity of the Police Field Commander and contact details.

#### 2. Action by Police Field Commander

- 2.1 Establish Hot Line 25-100m from CBRN incident site, Warm Line 20-50m from Hot Line and Police Cordon Line 50m from Warm Line. In case the incident involves an aircraft, make arrangement in conjunction with Assistant Manager-Airfield to reposition the aircraft to a remote parking bay.
- 2.2 Alert the Police (EOD) (Sr BDO or his representative) through HQCCC.
- 2.3 Undertake risk assessment in consultation with Sr BDO to determine if on-site examination by Police (EOD) is needed. If on-site examination is needed, make arrangements to facilitate the access of the officer(s) of Police (EOD) upon arrival at the airport.
- 2.4 Make arrangements in conjunction with AA Airport Duty Manager to ensure the safety and welfare of persons affected by the incident (e.g. passengers and crew on board the aircraft) pending examination of the suspected CBRN agents by Police (EOD).

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- 2.5 If the examination by Police (EOD) suggests the presence of credible CBRN agent;
- (a) Consider the need to evacuate affected area(s). If it is required, manage the evacuation with assistance from AA Terminals and Landside Duty Manager or Assistant Manager - Airfield, depending on the location of the incident. *(Please see para. 8 of Section 1 of this Part)*
  - (b) Assess with RIAG on extent and requirements of decontamination process.
  - (c) Decide in consultation with the FSD Rescue Leader and AA Airport Duty Manager on appropriate venue to set up decontamination control organisation, facilities and operations though it is normally set up at the Compass Calibration Pad for incident that involves an aircraft or incident that occurs at the Airside (see EPM Part 10A, Section 2, Page 2-3 for its location), and the Loading Docks area for incident that occurs at the Landside.
  - (d) Work out the decontamination arrangements and support with the FSD Rescue Leader, AA Airport Duty Manager and the parties concerned. Deploy Police resources to assist the decontamination and ensure that the police officers involved in the operations are equipped with appropriate personal protection equipment.
  - (e) Alert parties concerned of the requirement of decontaminating the persons as per Section 2 of this Part for responses.
- 2.6 For CBRN incident involving an aircraft, deploy trained ASU drivers to drive passenger buses for conveyance of contaminated persons to decontamination stations to undergo the decontamination process at the "Compass Calibration Pad" or other venue as agreed with FSD Rescue Leader, AA Airport Duty Manager. All such vehicles and equipment must be properly labelled to avoid causing of secondary contamination.
- 2.7 Provide assistance to facilitate and manage the flow of contaminated persons undergoing decontamination at the decontamination stations.
- 2.8 Make arrangements for removal, decontamination and eventual return of the personal property removed from persons undergoing decontamination.
- 2.9 Where possible, provide assistance to the FSD by deploying female officers to female decontamination station(s) at the scene.
- 2.10 Make arrangement with the Police (EOD) to render safe and eventual destruction of the CBRN agent or the device containing it.

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- 2.11 Provide assistance to the FSD to decontaminate the persons, aircraft (if applicable), vehicles, facilities or areas suspected of contamination.
- 2.12 Decide if an isolated area in the PTB is required to process the non-hospitalised persons, passengers and crew including police debriefing and immigration & customs clearances whichever applicable. If there is a need, liaise with AA Terminals and Landside Duty Manager to vacate an area in the PTB for that purpose. In the case of a Passenger Reception Centre at the APV Lounge or other venue being set up, reference should be made to the procedures for the handling of non-hospitalised passengers and crew as stated in EPM Part 2.
- 2.13 Control traffic to and from the incident site and effective management of emergency vehicle marshalling at the scene to facilitate unimpeded access of emergency service vehicles, smooth and efficient casualty evacuation and delivery of essential emergency supplies.
- 2.14 Assist in the collection, collation and dissemination of casualty data by activation of Casualty Enquiry Unit at HQCCC, Disaster Victim Identification Unit and Casualty Documentation Teams as required.
- 2.15 Upon notification by AA Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative there to act as liaison.
- 2.16 Stand down the incident when all necessary countermeasures have been implemented and no further threat to the public safety remains.
- 2.17 Consider the need to issue press release(s) for dissemination of information relating to the incident, in conjunction with Police Public Relations Bureau, Secretariat Press Office and AA Corporate Affairs Department. Attend press briefing if conducted by Corporate Affairs Department and Information Services Department.
- 2.18 Preserve the scene and conduct investigation into the cause of the incident.

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**Section 7****DEPARTMENT OF HEALTH  
(PORT HEALTH DIVISION - AIRPORT SECTION)****RESPONSIBILITIES**

- Triage and medical assistance for the injured / uninjured persons
- Medical advice to Police Field Commander

**Alerted by IAC-TOD****Action by Port Health Division (Airport Section)**

1. When alerted of a CBRN incident involving casualties and / or persons requiring decontamination:
  - 1.1 Dispatch Port Health Officer(s) and medical team to aircraft stand S1 for conveyance by AA Airfield Department to the incident scene (if assistance to casualties is required, and it is safe to do so, following the advice of the Police Field Commander) and/or to the decontamination station for persons.
  - 1.2 At the incident scene, provide medical assistance for casualties until relieved by HA MCO or Emergency Medical Teams.
  - 1.3 At decontamination stations for persons, provide medical care to decontaminated persons and assess if further medical treatment is required for them at the hospitals.
  - 1.4 When advised that passengers and crew will be processed at PTB, proceed to the Passenger Reception Area at the designated APV Lounge or other venue at PTB to provide medical attention for non-hospitalised persons, passengers and crew if requested by IAC-TOD.



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## HOSPITAL AUTHORITY

### RESPONSIBILITIES

- Take over the triage management
- Treatment of decontaminated or uncontaminated victims
- Coordination of diversion of victims to hospitals

**Alerted by** Fire Services Communications Centre (if there is a large number of casualties involved)

#### 1. **Action by** Hospital Authority Head Office Duty Officer (HODO)

- 1.1 Arrange for despatch of Medical Control Officer to the scene if required.
- 1.2 Overall co-ordination of HA's response.

#### 2. **Action by** Emergency Medical Team

- 2.1 If despatched and on arrival at the incident scene, communicate with the duty medical officer of Airport Port Health Team and take over the medical control.
- 2.2 Implement the triage and initial stabilisation of decontaminated persons in the cold zone if required.

#### 3. **Action by** Medical Control Officer (MCO)

- 3.1 Alerted by Hospital Authority Head Office Duty Officer (HA internal procedure).
- 3.2 If despatched and on arrival at the incident scene, co-ordinate overall medical response at the scene.
- 3.3 Co-ordinate with the Ambulance Incident Officer for diverting victims to different hospitals.

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**AA AIRFIELD DEPARTMENT****RESPONSIBILITIES:**

- Facilitating decontamination process
- Provision of drivers and passenger buses for conveyance

**Alerted** by IAC-ACC

**1 Action by Apron Section**

- 1.1 In case of CBRN incident involving an aircraft about to land or landed, consult the Police Field Commander if the aircraft is required to be parked at a remote or isolated parking position.
- 1.2 Closely liaise with Police Field Commander and FSD Rescue Leader, and co-ordinate within AA and airport operators concerned to provide the necessary assistance to the Police and FSD.
- 1.3 Arrange transport for the conveyance of Port Health Division doctor(s) / medical team and AA Medical Services doctor(s) from the Medical Team Pick-up Point near Stand S1 to the incident scene or the decontamination stations.
- 1.4 In consultation with Police Field Commander, arrange airside buses for conveyance of uncontaminated and decontaminated passengers and crew back to the designated APV Lounge from the aircraft or decontamination stations for the necessary police debriefing, immigration and customs clearances.
- 1.5 Isolate the affected airfield / apron areas as required and make arrangements to facilitate the decontamination of persons, facilities and the areas.
- 1.6 Assess airport operational impact resulting from the incident and make necessary arrangements to minimize the impacts to normal operations.

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**AA TERMINAL OPERATIONS DEPARTMENT****RESPONSIBILITIES:**

- Facilitating the decontamination process
- Provide replacement clothing / relief items for persons after completing decontamination

Alerted by IAC-TOD

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

- 1.1 Closely liaise with Police Field Commander and FSD Rescue Leader on the support required and co-ordinate within AA and airport operators concerned to provide necessary assistance to the Police and FSD.
- 1.2 Should a partial or total evacuation of the Passenger Terminal Building be required, co-ordinate with airlines, airport operators, tenants and Government agencies and manage the evacuation process with the assistance from Police and AVSECO.
- 1.3 When advised by AA Airport Duty Manager that the Airport Emergency Centre (AEC) is to be activated, alert parties concerned to attend the AEC. *(Please see Section 11 of this Part).*
- 1.4 Consult the Police Field Commander if decontamination and reception of non-hospitalised persons including passengers and crew at the PTB is required;
  - 1.4.1 If decontamination of persons is required, make arrangement to isolate the designated decontamination area (Landside) at the Loading Dock Area or other appropriate venue as advised by the Police Field Commander, in consultation with Police (EOD) and RIAG, for setting up of the decontamination station(s).
  - 1.4.2 Make arrangement with Duty Superintendent (Civil) of Technical Services Department for collection and delivery of replacement clothing and relief items, from emergency stores of the APV Lounge to the decontamination stations.
  - 1.4.3 If reception of non-hospitalised persons, passengers and crew is required, designate and deploy Terminal Operations Department's resources to isolate and set up an APV Lounge or

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other venue in the PTB as the Passenger Reception Centre to facilitate processes required by authorities concerned.

- 1.5 Assess impact of the incident on the airport operations and make arrangements and deploy resources to mitigate the impacts to the normal passenger terminal and landside operations.

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

- Collating information on the rescue operation
- Welfare of non-hospitalized persons, 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
- AVSECO
- Police
- Airline / Handling Agent
- Airline Operators Committee (AOC)
- AA Corporate Affairs Department
- Information Services 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 APM & Baggage Department
- AA Aviation Logistics Department



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

- 1.1.1 Provide off-scene support for the Police, Fire Services Department, Department of Health, Hospital Authority and other airport agencies involved with emergency services at the scene.
- 1.1.2 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 airport railway services, with a view to facilitate speedy transfer of the casualties away from the airport for further medical treatment.

**1.3 Coordination with External Agencies Responding to the Emergency**

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

**1.4 Reception of Non-hospitalised Persons, Passengers / Crew**

- 1.4.1 Coordinate with Police, Immigration, Customs & Excise and Airline / Handling Agent staff at the Passenger Reception Centre at the designated APV Lounge to ensure the welfare of and provide relief support to non-hospitalised persons, passengers and crew, and conduct police debriefing, immigration and customs clearance and arrange for their reunion with family members, meeters and greeters at the Family Reception Centre set up at the designated venue.
- 1.4.2 Liaise with Port Health Team and AA Medical Services Team for provision of medical care at the Passenger Reception Centre to ensure the well-being of non-hospitalised persons, passengers and crew.
- 1.4.3 Liaise with AVSECO Duty Security Manager to conduct a security sweep of the APV Lounge when it is no longer required as the Passenger Reception Centre.

**1.5 Reception of Family Members, Meeters and Greeters (if required)**

- 1.5.1 Liaise with AA Corporate Affairs Department, Police and the Airline / Handling Agent concerned for setting up of the Family Reception Centre for reception of family members, meeters and greeters.

**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 normal airport operations.
- 1.6.2 Coordinate with IAC-TOD to closely monitor if congestion is developed in the 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 and arrange for relief, catering and other needs of the staff deployed at 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
- 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 Department (see Section 10)**

- Oversees activities under Section 10 and ensures minimal disruption to normal passenger terminal operations.
- As a result of the incident, should there be considerable no. of stranded passengers within the PTB, consider the need to:
  - Initiate mobilization of the “**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.

**2.4 AA General Manager – Landside Department**

- 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 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 Terminals and Landside Duty Manager, implement and reinforce crowd control measures as required.

**2.8 Police (See Section 6)**

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

**2.9 Airline / Handling Agent (See Section 16)**

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

**2.10 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 minimize disruption to the normal airport operations.
- Ensure the welfare of stranded passengers if any.

**2.11 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 inquiries.

**2.12 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 inquiries.

**2.13 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 Fueling Franchisee / Cargo Terminal Operators/ Aircraft Caterers.

**2.14 Line Maintenance Franchisee (See Section 19)**

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

**2.15 Ramp Handling Licensee (See Section 17)**

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

**2.16 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.

**2.17 AA Airfield Department**

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

**2.18 AA Terminal Operations Department**

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

**2.19 AA Landside Department**

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

**2.20 AA APM and Baggage Department**

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

**2.21 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**

- Co-ordinate set up of media facility
- Prepare press release
- Manage media inquiries
- Monitor media coverage
- Attend 'liaison post' set up at Family Reception Centre

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

- 1.1 In conjunction with the Information Services Department, Secretariat Press Office, Police Public Relations Branch, manage press related issues and media enquiries.
- 1.2 Report to Airport Emergency Centre (AEC) if activated.
- 1.3 Consider the need to prepare press release(s) of the incident and impact on airport operations. All press statements must reflect an agreed position of the Government, the Airport Authority and other involved organisations. It must be cleared with AA Chief Executive Officer or the most senior AA representative present.
- 1.4 If required, in conjunction with the Information Services Department, Airline and Government agencies concerned, organize press briefings at AA designated media facility (Press Conference Room Terminal One or Multi-function Room at Level G of HKIA Tower).
- 1.5 Attend to 'liaison post' set up by Police in the designated Family Reception Centre at designated venue to coordinate on resources required from the AA with AEC, or Terminals and Landside Duty Manager (if AEC is not yet activated).
- 1.6 Maintain a chronological log of events and actions taken.

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**AVIATION SECURITY COMPANY LTD.****RESPONSIBILITIES**

- Alerting
- Facilitation of entry / exit of off-airport emergency services via airport normal & emergency gates
- Access control at APV Lounge and AEC
- Crowd management control
- Issuance of Emergency Permit
- Provision of aviation security related services

**Alerted by** the informant or the Airport Police

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

- 1.1 Initiate alerting as per alerting chart in Section 2.
- 1.2 Obtain the location of command post, identity of the Police Field Commander and contact details.
- 1.3 Notify AVSECO Duty Security Manager and other managerial staff as per AVSECO internal procedures.
- 1.4 Alert all the Airport Gates to facilitate the ingress of emergency services and responding vehicles for the incident.
- 1.5 Alert all AVSECO staff to facilitate the emergency egress of ambulances and other responding vehicles for the incident at respective Airport Gates where in the absence of C&ED officers, AVSECO is in control of the egress of vehicle.
- 1.6 Implement the Emergency Permit Regime on the instruction of the AA Executive Director, Airport Operations or his representative.

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

- 2.1 Co-ordinate with Airport Duty Manager as appropriate and Police Field Commander to agree on support required from AVSECO.
- 2.2 If notified by Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, proceed there to act as liaison and set up cordon line for registration to segregate AEC from IAC, and provide access control at AEC.



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- 2.3 If decontamination process is required for passengers and crew and the designated Passenger Reception Centre is activated for the reception of non-hospitalised persons:
  - 2.3.1 In consultation with AA Terminals and Landside Duty Manager, re-deploy security guards to perform guard control and support duties at the Passenger Reception Centre.
  - 2.3.2 Provide escort for non-hospitalised passengers and crew or other decontaminated persons from aircraft or decontamination facility to the Passenger Reception Centre.
  - 2.3.3 Provide escort for the debriefed passengers and crew or other decontaminated persons from the Passenger Reception Centre to the Landside or Family Reception Centre (if it is set up) via Gatehouse 1 or 2.
  - 2.3.4 Conduct security sweep to the APV Lounge or other venue when instructed by AA Terminals and Landside Duty Manager that it is no longer required as the Passenger Reception Centre.
- 2.4 If the Family Reception Centre is set up, upon request by Airport Authority or Airline, deploy security guards to provide access control and crowd management support there.
- 2.5 If partial or total evacuation of the Passenger Terminal Building is necessary, assist the AA Terminals and Landside Duty Manager to co-ordinate and manage the evacuation process. Ensure all persons, including passengers and crew, and their hand-carry items are screened before re-entering into the Enhanced Security Restricted Area after the incident stands down.
- 2.6 Maintain a chronological log of events and actions taken.

**AA TECHNICAL SERVICES INFRASTRUCTURE DEPARTMENT****RESPONSIBILITIES**

- Facilitating decontamination process
- Logistics support on replacement clothing / relief items

**Alerted by** IAC-ACC

**Action by** Superintendent, Fault Response (Civil)

1. Mobilise Emergency Standby (Backup) Team and Vehicle to provide technical support for the setting up of decontamination facility in consultation with Manager, Airfield Maintenance, Assistant Manager - Airfield or Terminals and Landside Duty Manager, FSD Rescue Leader and Police Field Commander.
2. In consultation with Terminals and Landside Duty Manager, deploy resources to collect and transport replacement clothing / relief supplies (excluding contaminated items) from the APV Lounge of the PTB to decontamination stations for persons, as advised by Police Incident Commander or AA Assistant Manager - Airfield.
3. Co-ordinate with Assistant Manager - Airfield to provide technical assistance to the Police Field Commander such as operation of emergency lighting, generators and other equipment.

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**AIRLINE / HANDLING AGENT****RESPONSIBILITIES**

- Provision of information on passengers, crew and dangerous cargoes on board
- Provide assistance and support to non-hospitalised passengers / crew
- Co-ordination with service providers

**Alerted by IAC-TOD****Action by Airline / Handling Agent Concerned**

1. When alerted of CBRN agent incident on an aircraft en route to HKIA from the aircraft commander or out-port station;
  - 1.1 Alert the Police.
  - 1.2 Provide assistance and information to the Police.
2. If decontamination process is required for passengers and crew and the Passenger Reception Centre at APV Lounge is activated for the reception of non-hospitalised persons:
  - 2.1 Deploy airline staff to provide assistance, care and humanitarian support to the passengers and crew.
  - 2.2 Consider the need for setting up the Family Reception Centre at designated venue for reception of family members of affected passengers and crew, and deploy sufficient staff there to deal with the reception, relief support and reconciliation of passengers and crew with family members, meeters and greeters. If required, arrange crowd management support from Police and AVSECO through request to the AEC or Terminals and Landside Duty Manager (if the AEC is not yet activated).
  - 2.3 In consultation with Terminals and Landside Duty Manager or AEC Manager, arrange sufficient crew buses for the conveyance of processed passengers / crew (under AVSECO's escort) to exit the airside or to the designated venue (if Family Reception Centre is set up) via Gatehouse 1 or 2.
  - 2.4 Liaise with Police on the arrangements of recovering and return of personal property including cargo, baggage, mail on board the aircraft (if applicable) to the owners.

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- 2.5 If notified by Airport Duty Manager that the Airport Emergency Centre (AEC) is activated, dispatch a representative there to act as liaison.

## RAMP HANDLING LICENSEE

### RESPONSIBILITIES

- Passenger disembarkation
- Unloading and transport of baggage, cargo & mail

**Alerted by** IAC-ACC

**Action by** Ramp Handling Licensee

1. When alerted of suspected CBRN agent on board an aircraft;
  - 1.1 As advised by Airfield Duty Manager, mobilise sufficient passenger steps and other necessary ramp equipment to the Staging Area.
  - 1.2 Seek and follow deployment instructions from Police Field Commander as relayed by Airfield Duty Manager. *See note below.*
  - 1.3 Send a representative to attend the Airport Emergency Centre upon activation to act as liaison between the AEC and the Ramp Handling Licensee.
  - 1.4 Maintain a chronological log of events and actions taken.

### Note

*In case of an aircraft suspected of genuine CBRN agent on board, all the ramp equipment for off-loading and conveyance of cargo, baggage, mails, wastes etc and disembarkation of passengers and crew from aircraft if necessary, should only be operated by trained Police officers equipped with appropriate protective equipment until confirmed by Police Field Commander that it is safe to do so by the Ramp Handling Licensee. All such vehicles and equipment must be properly labelled to avoid causing of secondary contamination.*

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## LINE MAINTENANCE FRANCHISEE

### RESPONSIBILITIES

- Aircraft towing

**Alerted by** IAC-ACC

**Action by** Line Maintenance Franchisee

1. When alerted of suspected CBRN agent on board an aircraft;
  - 1.1 As advised by Airfield Duty Manager, mobilise tow tractor for repositioning the aircraft as required.
  - 1.2 Seek and follow deployment instructions from Police Field Commander as relayed by Airfield Duty Manager. *See note below.*
  - 1.3 Send a representative to attend the Airport Emergency Centre upon activation to act as liaison between the AEC and the line maintenance franchisee.
  - 1.4 Maintain a chronological log of events and actions taken.

### Note

*In case of an aircraft suspected of genuine CBRN agent on board, all the ramp equipment for off-loading and conveyance of cargo, baggage, mails, wastes etc and disembarkation of passengers and crew from aircraft if necessary, should only be operated by trained Police officers equipped with appropriate protective equipment until confirmed by Police Field Commander that it is safe to do so by the Line Maintenance Franchisee. All such vehicles and equipment must be properly labelled to avoid causing of secondary contamination.*



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## INTO-PLANE FUELLING FRANCHISEE

### RESPONSIBILITIES

- Defuelling of incident aircraft

**Alerted by** IAC-ACC

**Action by** Into-plane Fuelling Franchisee

1. When alerted of suspected CBRN agent on board an aircraft;
  - 1.1 As advised by Airfield Duty Manager, deploy defueller(s) at the Staging Area or other venue.
  - 1.2 Seek and follow deployment instructions from Police Field Commander as relayed by Airfield Duty Manager. *See note below.*
  - 1.3 Maintain a chronological log of events and actions taken.

### Note

*In case of an aircraft suspected of genuine CBRN agent on board, all the ramp equipment for off-loading and conveyance of fuel from aircraft if required, should only be operated by trained Police officers equipped with appropriate protective equipment until confirmed by Police Field Commander that it is safe to do so by the Into-plane Fuelling Franchisee. All such vehicles and equipment must be properly labelled to avoid causing of secondary contamination.*

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## CUSTOMS AND EXCISE DEPARTMENT

### RESPONSIBILITIES

- Customs clearance of passengers and crew
- Customs clearance of cargo, mail and baggage

**Alerted by** IAC-TOD

**Action by** Customs & Exercise Department

1. When alerted of a CBRN incident in which Passenger Reception Centre is activated:
  - 1.1 Alert all Customs Officers to facilitate the emergency egress of ambulances and other responding vehicles for the incident at respective Gatehouses when C&ED is in control of the egress of vehicle.
  - 1.2 Deploy Customs officers to set up and man Customs counter in the Passenger Reception Centre at the APV Lounge or other venue designated by AA to facilitate customs clearance of non-hospitalised passengers and crew.
2. If an aircraft is involved, in consultation with Police Field Commander and the Airline / Handling Agent concerned;
  - 2.1. Provide clearance for baggage, cargo, mail and store shipments on board the aircraft, to be unloaded or destroyed as a result of the decontamination process, if required.
  - 2.2. Designate an area in consultation with Airfield Duty Manager or Terminals and Landside Duty Manager where appropriate to provide temporary storage of baggage, cargo, mail or store shipments until claimed by the owners, if required.
3. Liaise with the Police Field Commander in respect of customs clearance for passengers and crew requiring hospital treatments.
4. Maintain a chronological log of events and actions taken.

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## IMMIGRATION DEPARTMENT

### RESPONSIBILITIES

- Immigration clearance for passengers and crew

**Alerted by** IAC-TOD

**Action by** Immigration Department

1. When alerted of a CBRN incident in which Passenger Reception Centre at the APV Lounge or other venue as designated by AA Terminals and Landside Duty Manager (with consultation with Airport Duty Manager or AEC Manager) is activated, deploy immigration officers to set up and man the Immigration counters there, to facilitate immigration clearance of non-hospitalised passengers and crew.
2. Liaise with the Police Field Commander in respect of immigration clearance for passengers and crew requiring hospital treatments.
3. Maintain a chronological log of events and actions taken.

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**INFORMATION SERVICES DEPARTMENT****RESPONSIBILITIES**

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

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

**Action by** Information Services Department

1. Liaise with Secretariat Press Office, Police Public Relations Branch and AA Assistant General Manager, Media & Communications, and provide assistance as requested.
2. After being alerted by AA Assistant General Manager, Media & Communications that the Airport Emergency Centre (AEC) has been activated, immediately dispatch a representative there to act as liaison (*see Section 11 of this Part*).
3. To coordinate the release of information to the public through the media and to ensure that all copies are cleared by the Emergency Monitoring and Support Committee (EMSC) of the Security Bureau before being issued.
4. In conjunction with AA Assistant General Manager, Media & Communications, control access of the press and other representatives of the news media to the AA designated media facility (*see Section 12 of this Part*).
5. Maintain a chronological log of events and actions taken.



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**SECURITY BUREAU****RESPONSIBILITIES**

- Liaison with Police Field Commander
- Control and co-ordination of information to be released to the media relating to the incident through Secretariat Press Office
- Inter-departmental co-ordination in response to the incident

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

**Action by** Security Bureau

1. Liaise with the Police Field Commander on the incident and matters of security policy.
2. Activate the Emergency Monitoring & Support Centre (EMSC) at the Government Secretariat, if necessary.
3. Obtain accurate information of the incident and evaluate the policy implications.
4. Keep the Chief Executive and senior government officials informed on the incident as it develops.
5. Issue policy directives on behalf of Chief Executive's Security Committee (CESC), Chief Secretary for Administration or the Secretary for Security and clarify, advise and assist in the implementation.
6. Co-ordinate and authorise the release of information to the media relating to the event, through the Secretariat Press Office.

## CIVIL AID SERVICE

### RESPONSIBILITIES

- Crowd control at decontamination stations
- Management / operation of secondary isolation / quarantine facilities

**Alerted by** Fire Services Communications Centre (FSCC)

### Action by Civil Aid Service

1. When alerted of a CBRN incident involving large number of casualties and / or persons requiring decontamination:
  - 1.1 Assist in the operations that may include:
    - (a) Search and rescue operations;
    - (b) Casualty handling;
    - (c) Registration of victims;
    - (d) Evacuation of victims;
    - (e) Operation support of decontamination facilities;
    - (f) Distribution of emergency clothing for persons who have completed decontamination;
    - (g) Crowd control; and
    - (h) Collection of air / water samples;
  - 1.2 In the event of a biological incident involving contagious agent, with assistance from AMS, manage and operate the secondary isolation / quarantine facilities.

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## AUXILIARY MEDICAL SERVICE

### RESPONSIBILITIES

- Medical assistance
- Management / operation of secondary isolation / quarantine facilities

**Alerted by** Fire Services Communications Centre (FSCC)

**Action by** Auxiliary Medical Service

1. When alerted of a CBRN incident involving large number of casualties and / or persons requiring decontamination:
  - 1.1 Provide resources to augment the services of Port Health Division (Airport Section) and HA Emergency Medical Teams on medical assistance to casualties.
  - 1.2 In the event of a biological incident involving contagious agent, assist CAS in the management and operation of the secondary isolation / quarantine facilities.
  - 1.3 Provide first aid service at the Passenger Reception Centre at the APV Lounge or other venue as designated by AA and at the Family Reception Centre at designated venue for non-hospitalised persons, passengers and crew.

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

- Provide aerodrome warnings

**Alerted by** IAC-ACC**Action**

1. Issue relevant aerodrome warning in consultation with CAD and AAHK for confirmed chemical agent attack with hazardous release into the atmosphere.
2. Maintain a chronological log of events and actions taken.

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## AA MEDICAL SERVICES

### RESPONSIBILITIES

- Medical care of non-hospitalised persons, passengers and crew when relieved from the scene and / or after decontamination

#### Alerted by IAC-TOD

#### Action by AA Medical Services Team

1. When alerted of a CBRN incident involving large number of casualties and/or persons requiring decontamination:
  - 1.1 Dispatch medical doctors(s) to aircraft stand S1 for the escorted conveyance arranged by AA Airfield Department to the incident scene (if assistance to casualties is required, and safe to proceed there, following advice of the Police Field Commander) or directly to the decontamination stations.
  - 1.2 At the incident scene, assist the Port Health Team to provide medical assistance and attention to casualties.
  - 1.3 At the decontamination stations for persons, assist the Port Health Team to provide medical care to the decontaminated persons and assess if they require further medical treatment at hospitals.
  - 1.4 Upon advised that passengers and crew will undergo further processing in the PTB, proceed to the Passenger Reception Centre at the designated APV Lounge or other venue to provide medical attention for the non-hospitalised passengers and crew there.

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

- Management & Administrative support of Airport Emergency Centre

**Alerted by** IAC-TOD

**Action by** AEC Team Leader

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

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**AA LANDSIDE DEPARTMENT****RESPONSIBILITIES:**

- Facilitating the decontamination process
- Provide replacement clothing / relief items for persons after completing decontamination

Alerted by IAC- TOD

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

- 1.1 Closely liaise with Police Field Commander and FSD Rescue Leader on the support required and co-ordinate within AA and airport operators concerned to provide necessary assistance to the Police and FSD.
- 1.2 Should a partial or total evacuation of the Passenger Terminal Building be required, co-ordinate with airlines, airport operators, tenants and Government agencies and manage the evacuation process with the assistance from Police and AVSECO.
- 1.3 Consult the Police Field Commander if decontamination and reception of non-hospitalised persons including passengers and crew at the PTB is required;
  - 1.3.1 If decontamination of persons is required, make arrangement to isolate the designated decontamination area (Landside) at the Loading Dock Area; or other appropriate venue as advised by the Police Field Commander, in consultation with Police (EOD) and RIAG, for setting up of the decontamination station(s).
  - 1.3.2 Make arrangement with Duty Superintendent (Civil) of Technical Services Infrastructure Department for collection and delivery of replacement clothing and relief items, from emergency stores of the APV Lounge to the decontamination stations.
- 1.4 Assess impact of the incident on the airport operations and make arrangements and deploy resources to mitigate the impacts to the normal passenger terminal and landside operations.

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

- Alerting
- Co-ordinating arrangements
- Managing apron / airfield operations around the incident

**Alerted by** AVSECO Duty Security Controller

**1. Action by IAC-ACC**

- 1.1 Alert organisations as per the alerting chart in Section 2.
- 1.2 Alert Airport Duty Manager, Assistant Manager - Airfield, Airfield Duty Manager and ascertain from him/her the location of Staging Area if different from designated for assembly of airport resources including passenger buses and steps.
- 1.3 According to AA Airfield Department internal REFORM procedures, notify the following members of management staff
  - General Manager – Airfield
  - Executive Director, Airport Operations
  - Deputy Director, Airport Operations
  - Deputy General Manager - Airfield
  - Assistant General Manager – Airfield Services
  - Assistant General Manager – Standards and Services Delivery
- 1.4 Also notify the following members of AA management:
  - Airport Duty Manager
  - General Manager - Safety, Security & Business Continuity
  - General Manager – Terminal Operations
  - General Manager – Landside
  - General Manager – APM & Baggage
  - Assistant General Manager – APM Operations
  - Assistant General Manager – Baggage Operations
  - Assistant General Manager – Terminal Operation and Government Facilitation
  - Assistant General Manager – Passenger Services
  - Assistant General Manager – Customer Service
  - 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
- General Manager – Land, Property & Aviation Franchises

- 1.5 Update the AEC, if activated, with regular situation reports.
- 1.6 Position the required number of passenger buses to the Staging Area.
- 1.7 Seek and follow deployment instructions from Police Field Commander as relayed by Airfield Duty Manager. See *note* below.
- 1.8 In consultation with Airfield Duty Manager, provide crew buses and drivers at the Passenger Reception Centre for conveyance of passengers and crew to drop off location as advised by Airline/ Handling Agent concerned with airside.
- 1.9 Inform all the alerted parties when the incident is stood down.
- 1.10 Maintain a chronological log of events and actions taken.

#### Note

*Only Police officers with appropriate protective equipment should drive the passenger buses for conveyance of potentially contaminated passengers, crew or other persons to the decontamination stations. All such vehicles must be properly labelled to avoid causing of secondary contamination.*

## **2. Action by IAC-TOD**

- 2.1 Alert organisations as per the alerting chart in Section 2.
- 2.2 If advised by Airport Duty Manager to activate the AEC, alert the following organisations / units to send a representative to the AEC to act as liaison immediately:
  - AVSECO
  - Police
  - Airline / Handling Agent concerned
  - 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 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 If advised by Terminals and Landside Duty Manager on the requirement of setting up the Passenger Reception Centre in the PTB:

2.3.1 Isolate an APV Lounge or other venue designated by Terminals and Landside Duty Manager and set up the Passenger Reception Centre to facilitate the clearance of non-hospitalised passengers and crew. Alert IAC-ACC on the designation of APV Lounge or other venue to facilitate the airside conveyance of the passengers and crew. Set up the Passenger Reception Centre in accordance with AA Terminal Operations Department internal procedures or as required by the Police.

2.3.2 Alert Immigration, Police, Customs & Excise to set up the facilities and dispatch officers to the Passenger Reception Centre or other venue for the processing of non-hospitalised passengers and crew. Alert AVSECO to deploy resources to provide the access control and crowd control at the Passenger Reception Centre.

2.3.3 Deploy a staff member to set up and man the 'Liaison Post' at the Passenger Reception Centre to co-ordinate with Police, Immigration, Customs and Airline / Handling Agent concerned for processing requirements and Port Health Team and AA Medical Services for the medical care of the passengers and crew.

2.4 Update the AEC (if activated) with regular situation reports.

2.5 Inform all the alerted parties when the incident is stood down.

2.6 Maintain a chronological log of events and actions taken.

### **3. Action by IAC-LD**

3.1 Update the AEC (if activated) with regular situation reports.

3.2 Inform all the alerted parties when the incident is stood down.

3.3 Maintain a chronological log of events and actions taken.

**4. Action by IAC-ABD**

- 4.1 Update the AEC (if activated) with regular situation reports.
- 4.2 Inform all the alerted parties when the incident is stood down.
- 4.3 Maintain a chronological log of events and actions taken.

**AA AVIATION LOGISTICS DEPARTMENT****RESPONSIBILITIES**

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

**Alerted by** IAC - TOD

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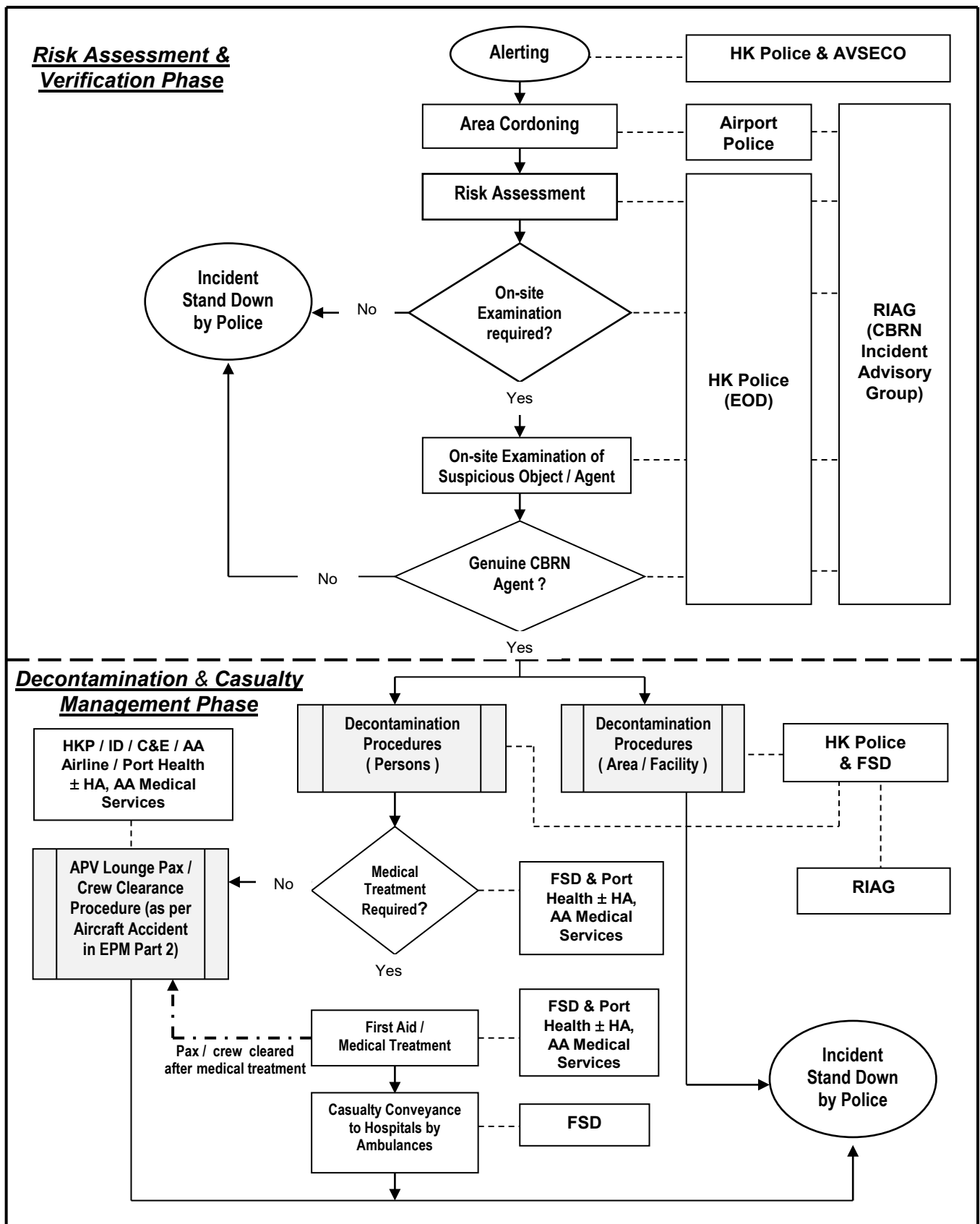
**AA APM AND BAGGAGE DEPARTMENT****RESPONSIBILITIES**

- Co-ordination of countermeasures as required
- Escort services to and from Baggage Hall
- Provide staff and assistance as necessary

**Alerted by IAC-TOD****1. Action by APM Assistant Duty Manager and/or Assistant Manager – Baggage**

- 1.1. Closely liaise with Police Field Commander and FSD Rescue Leader on the support required and co-ordinate within AA and airport operators concerned to provide necessary assistance to the Police and FSD if APM and/or Baggage operational areas are involved.
- 1.2. Provide escort to and from Baggage Hall if Baggage Hall areas are involved.
- 1.3. Assess the impact of the incident on APM operations and/or baggage systems and devise contingency measures.
- 1.4. Facilitate and assist with evacuation of passengers and personnel if APM and/or Baggage operational areas are involved.

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**Typical Response Phases of A CBRN Agent Incident**

**General Decontamination Guidelines for CBRN Agents**

(In accordance with Security Bureau's Circular "Response to Chemical Biological, Radiological and Nuclear (CBRN) Agent Attack")

**Introduction**

1. During a specific CBRN agent attack incident, agent specific guidelines on decontamination procedures and protocols will be provided by RIAG. What follows therefore are general guidelines on the subject.
2. The decontamination should be conducted immediately at the scene unless advised to the contrary by RIAG. This will prevent further injury to the victims caused by off gassing of chemicals in a chemical attack and expedite the treatment of victims where other agents have been used.
3. Police (EOD) is equipped to carry out decontamination of EOD personnel, who are likely to have suffered gross contamination and of any container used to leak-seal and package the CBRN agent.
4. FSD is equipped and responsible for conducting decontamination of all personnel, casualties and persons leaving the 'hot zone', for decontamination of patients arriving at the nearest catchment hospital by their own means, or at other hospitals as requested by HA, for area decontamination of the site, structures and interiors at the scene, and subsequent equipment/vehicle decontamination.

**Decontamination of Persons**

5. The reasons for decontaminating victims who have been exposed to the CBRN agents are:
  - (a) To remove the agent from the victim's skin and clothing, in order to reduce further exposure and effect caused by off gassing of the agent contaminating the skin or clothing;
  - (b) To protect the rescue personnel from secondary contamination; and
  - (c) To prevent the victims from spreading contamination by providing assurance at the incident site.
6. Decontamination stations can be mobile purpose-built facilities, or can make use of current fire appliances and equipment. The method of using fire appliances and fog applicators from hoses, platform monitors and roof monitors to form the decontamination corridor(s) is widely adopted which can produce effective high volume, low-pressure showering facilities for use in the mass decontamination scenarios.



**Appendix 9B2**

7. The decontamination by expeditious removal of outer clothing and flushing or showering with large quantities of water is the most expedient and the most practical method of mass decontamination of persons. Victims will have to be stripped of their clothing and possession taken away for subsequent decontamination or destruction. Arrangements must therefore be made to:
  - (a) As far as is possible protect the privacy and dignity of various sexes by providing separate facilities or screens; and
  - (b) Provide persons who have completed decontamination with simple and appropriate emergency clothing.
8. **The speed in decontamination of persons is vital in saving lives. The provision of privacy, comfort and extra facilities should not delay the provision of decontamination to victims.**
9. FSD have a shortage of female officers for deployment to the female decontamination units. Police will provide assistance where possible. If this is not possible, it should be recognised that male officers may have to be deployed to expedite the decontamination process.

**Personal Property**

10. All clothing and items of personal property will have to be removed from victims as they undergo decontamination in the 'warm' zone. The Police is responsible for the removal, documentation, containment, security, decontamination, transportation, safekeeping and where practical the subsequent return of such property. The collection and control of large quantities of valuable personal property and items of personal clothing can be difficult and complicated. It is however vital that the process does not substantially delay the decontamination.
11. The RIAG will provide agent specific advice on the decontamination procedures for property. In some instances, this may involve the complete destruction of personal property or the decontamination process may itself result in such destruction. RIAG will also provide advice on consequences and actions to be taken regarding runoff of contaminated water.

**Area Decontamination**

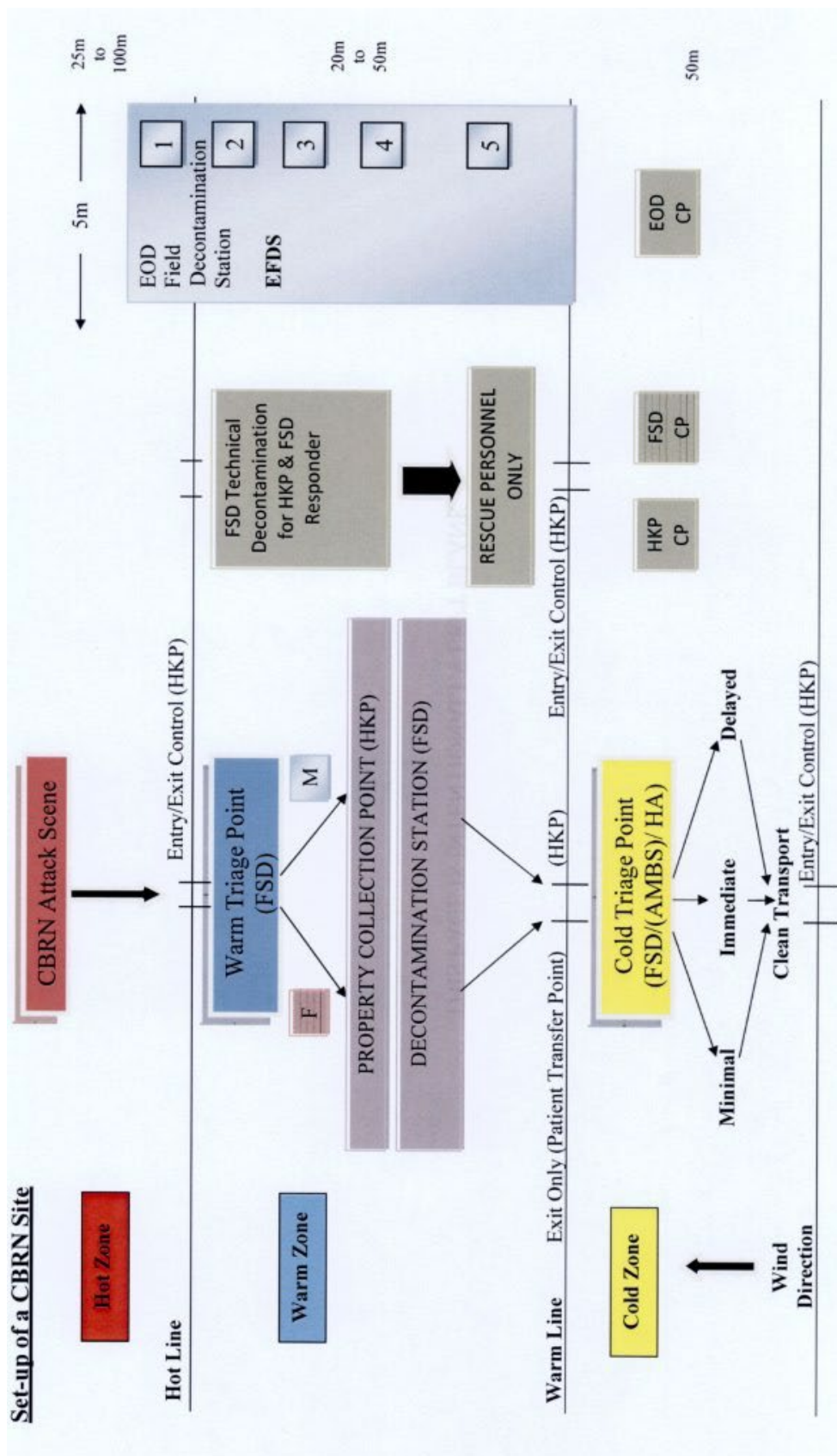
12. FSD is responsible for decontaminating the incident site including the buildings, internal fittings and fixtures and for returning an uncontaminated site to the appropriate authorities. The RIAG will provide agent specific advice on area decontamination protocols and on the problems associated with water runoff of contaminated water or liquid.
13. After the initial urgency to save life by mass decontamination has passed, where for expediency, dilution of the agent and flushing into the drainage

system is deemed to be acceptable, all attempts will be made where it is considered both practical and beneficial, for the contaminated water or liquid used during the area decontamination process to be collected and subsequently transported for disposal to a location as advised by the RIAG and Environment Protection Department.

### **Contaminated Matter Disposal**

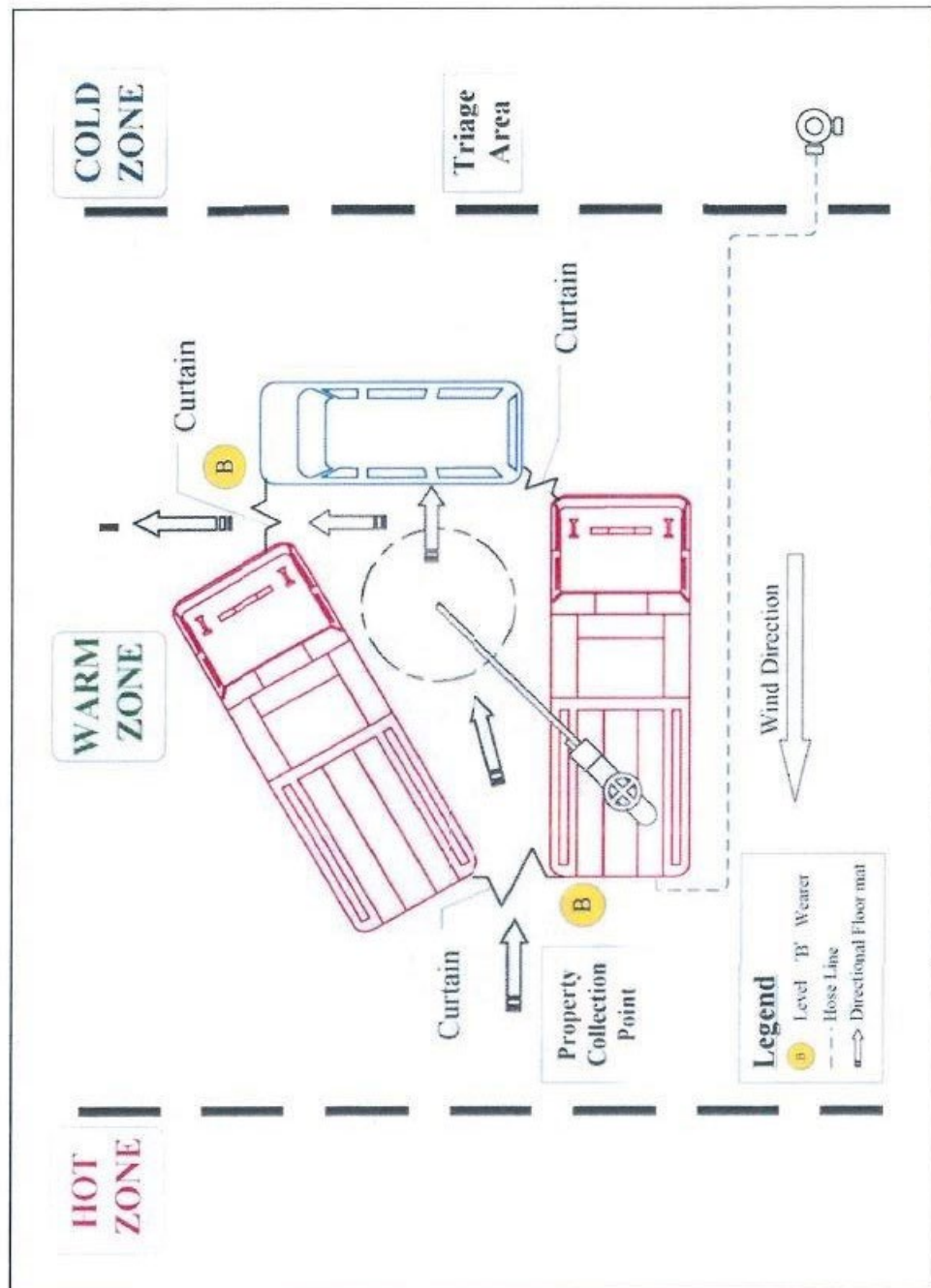
14. A CBRN agent incident or attack is likely to produce significant quantities of contamination matter which can take the form of contaminated:
  - (a) Human remains;
  - (b) Personal property;
  - (c) Water / liquid from mass decontamination;
  - (d) Water / liquid from area decontamination;
  - (e) Medical wastes;
  - (f) Fixtures and fitting from buildings;
  - (g) Structures;
  - (h) Vehicles; and
  - (i) Personal protective equipment.
15. The disposal of contaminated matter will have to be dealt with by dilution, incineration, burial or removal from Hong Kong which require either or a combination of the followings:
  - (a) Dilution into the drainage system of liquid waste produced during the mass decontamination;
  - (b) Where practical and beneficial to do so, disposal of liquid waste trapped and transported during the area decontamination process;
  - (c) Incineration using the Chemical Waste Treatment Centre;
  - (d) Burying in the landfills or a secure storage location;
  - (e) In an extreme event, fixation in situ; and
  - (f) Removal from Hong Kong to another location.
16. The RIAG, assisted by Environment Protection Department, Department of Health and the Government Laboratory will be responsible for advising on the disposal of contaminated matter.

## Set up of CBRN Site



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## Triangle Decontamination System

Triangle Decontamination System in the Airport Area

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