

PART 9C

INTRUSION

CONTENT

Section	Description
1	General
2	Organisation
3	Civil Aviation Department
4	<i>Airport Fire Contingent</i> <i>Not Applicable</i>
5	<i>Fire Services Department</i> <i>Not Applicable</i>
6	Hong Kong Police
7	<i>Department of Health / Port Health Division (Airport Section)</i> <i>Not Applicable</i>
8	<i>Hospital Authority</i> <i>Not Applicable</i>
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	<i>AA Technical Services Infrastructure Department</i> <i>Not Applicable</i>
15	<i>AA Retail and Advertising Department</i> <i>Not Applicable</i>
16	Airline / Handling Agent

Section	Description	
17	<i>Ramp Handling Licensee</i>	<i>Not Applicable</i>
18	<i>Not used</i>	<i>Not Applicable</i>
19	<i>Line Maintenance Franchisee</i>	<i>Not Applicable</i>
20	<i>Into - Plane Fuelling Franchisee</i>	<i>Not Applicable</i>
21	<i>Cargo Terminal Operators</i>	<i>Not Applicable</i>
22	Customs & Excise Department	
23	Immigration Department	
24	<i>Government Flying Services</i>	<i>Not Applicable</i>
25	<i>Mass Transit Railway Corporation</i>	<i>Not Applicable</i>
26	<i>Food & Environmental Hygiene Department</i>	<i>Not Applicable</i>
27	<i>Information Services Department</i>	<i>Not Applicable</i>
28	<i>Security Bureau</i>	<i>Not Applicable</i>
29	<i>Marine Department</i>	<i>Not Applicable</i>
30	<i>Civil Aid Services</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	<i>Safety, Security and Business Continuity Department</i>
40	<i>Tsing Ma Management Limited</i> <i>Not Applicable</i>
41	<i>AA Landside Department</i>
42	<i>AA Integrated Airport Centre</i>
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	<i>AA Aviation Logistics Department</i> <i>Not Applicable</i>
46	<i>AA APM and Baggage Department</i>

This page has nil content

GENERAL

1. General

- 1.1 Intrusion is a general term descriptive of any unauthorized access into the Airport Restricted Area or part of the Airport Restricted Area (an example of this would be an arrivals passenger gains access to the Departures concourse). It covers both deliberate and unwitting incidents of unauthorized access. At the lowest level of threat an Intrusion would include incidents where a passenger mistakenly by passes a particular security process and proceeds into the Airport Restricted Area. At the highest level of threat Intrusion will include a "Forced Intrusion", which is defined as a deliberate, unlawful attempt to gain unauthorized access to the Airport Restricted Area; where the perpetrator uses physical force and or a weapon to gain access.
- 1.2 The Airport Restricted Area perimeter is protected by security fences, barriers and gates. Access Control and Intrusion Detection System is installed along the perimeter to monitor and detect any unauthorised access into the Airport Restricted Area. The system is operated and monitored by AVSECO on 24-hour basis.
- 1.3 Normal access into and exit from the Airport Restricted Area should be made via one of the designated Access Control Points (ACPs) located inside the Passenger Terminal Building and along the airfield perimeter. These ACPs are manned either by Government agencies such as Immigration Department and Customs & Excise Department, or by AVSECO.
- 1.4 Unauthorised access into the Airport Restricted Area will have significant impact to the safety of passengers, aircraft and the airport, and may cause serious disruption to airport operations. To minimize damage, injury or disruption to operations, it is of paramount importance that the intrusion is detected and the intruder(s) identified and intercepted as early as possible. This can only be achieved through a coordinated response with participation from all airport staff.
- 1.5 In most cases of unauthorised access reported / detected, AVSECO will immediately respond to the incident in accordance with their internal operation procedures established. However, there are cases of unauthorised access where deliberate force is used and additional resource support from other agencies is required. The handling of such act demands for a separate procedure.

- 1.6 The following procedures provide for the initial response to and handling of reports of 'Intrusion' into Airport Restricted Area. These procedures should be read in conjunction with Part 9A of this volume as the incident develops.
- 1.7 Under normal circumstances, an 'Intrusion' incident will be declared by the Airport Duty Manager (in consultation with the AVSECO Duty Security Manager) after preliminary verification of the credibility of the initial report made.
- 1.8 Should a report received directly by Police from any source other than AVSECO staff, an 'Intrusion' incident will then be declared by the Airport Police Control Room (APCR) controller after preliminary verification of the credibility of the initial report made.

2. Objective

- 2.1 The objective of these procedures is to provide for:
 - (a) a controlled response by persons reporting an 'Intrusion';
 - (b) a line of command and co-ordination amongst various responding agencies;
 - (c) an assessment of the incident and co-ordination of actions appropriate to the assessment while minimising disruption to airport operations.

3. Key Roles

AVSECO

- 3.1 The primary responsibility of AVSECO is to provide immediate response to any alert / report of 'Intrusion' with a view to intercepting and containing the intruder at the earliest opportunity in accordance with the appropriate AVSECO security procedures.

Airport Authority

- 3.2 An 'Intrusion' incident may put at risk the airport facilities and the people therein. Therefore, the Airport Authority will be involved in the assessment of the incident (if the incident could not be resolved at the earliest possible time) and in determining the necessary countermeasures and resources support required. The AA will be represented in the 'Incident Assessment Group' by the Airport Duty Manager and supported by the AVSECO Duty Security Manager (Please see para. 7 of this section).

- 3.3 Upon instruction from the Airport Duty Manager, the APM Operation Controller (APMOC) shall suspend APM Trains (Doors Open) at the closest APM Platforms until such time as instructed by Airport Duty Manager to resume normal APM operations.
- 3.4 As an airport operator, the Airport Authority is also responsible for co-ordinating the contingency measures in support of the Police, to ensure safety and minimise impact of the incident on other airport activities.

Police

- 3.5 The Police when arrived at scene will support AVSECO in the interception and containment of the intruder whilst AVSECO and other Government agencies, including Immigration and Customs & Excise Department, will assist to intercept and restrict further movement of the intruder as per the Containment Contingency Plan (a tactical document developed by the Police).
- 3.6 The police will conduct its own incident assessment and provide its assessment and advice to other members of the 'Incident Assessment Group'. In circumstances where there is an imminent and serious danger to members of the public, the Police may assume absolute command of the incident and this is covered in more detail in Part 9A of this volume. Once the intruder has been intercepted, the Police will be responsible for the investigation into the incident and subsequent prosecution action.
- 3.7 The officer in charge at scene shall be known as the Police Field Commander. Where assistance is requested and Police resources are deployed, the Police Field Commander shall have command and control of that aspect of the operation.

Airport Staff

- 3.8 Any airport staff who spots a suspected 'Intrusion' shall report the incident to the AVSECO Duty Security Controller in accordance with para. 4.1 & 4.2 below.

4 Initial Action By Persons Reporting an Intrusion

- 4.1 A person reporting an intrusion should make a mental note of the description of the intruder including:
- Point of intrusion
 - Number and sex(es) of the intruder(s)

- Race
 - Height and physical build
 - Clothing / distinguishing features
 - Vehicles used
 - Direction of movement
- 4.2 Immediately alert AVSECO Duty Security Controller and pass all relevant information to him. The informant should also identify himself and his contact number and location, so that additional information can be obtained if required. The informant should then follow the intruder, if it is safe to do so, and keep AVSECO Duty Security Controller informed of the intruder's movement.
- 4.3 For intrusion through an Access Control Point (ACP) manned by Government agencies or AVSECO, the person who mans the ACP shall activate the Local Alerting System to alert relevant responding agencies and to contain the intruder within a finite area.

5. Immediate Action by Relevant Parties

AVSECO

- 5.1 Once intrusion has been confirmed, AVSECO shall immediately alert responding parties and execute its Intrusion Containment Plan (ICP), in which cordon off lines will be set up at designated points, and security personnel will be re-deployed to guard off several critical points.

Airport Authority

- 5.2 Upon activation of an intrusion alarm, Airport Duty Manager shall instruct the APM Operation Controller to suspend the APM (hold doors open) without delay.
- 5.3 At the same time as the intrusion has been confirmed, APM Operation Controller shall hold doors open of the APM trains upon receipt of such instruction by the Airport Duty Manager.

6. Command & Control

- 6.1 Upon alert of an intrusion incident, AVSECO and relevant responding agencies will initiate actions as per the Containment Contingency Plan established by respective responding agency to restrict further movement of the intruder.

- 6.2 The most senior police officer in charge at scene shall be the Police Field Commander. Where assistance is requested and Police resources are deployed, Police Field Commander shall have command and control of that aspect of the operation.
- 6.3 The Airport Police Control Room (APCR) will advise the AVSECO Duty Security Controller of the location, contact details and identity of the Police Field Commander. The AVSECO Duty Security Manager (or his representative) shall contact the Police Field Commander through the APCR, to co-ordinate arrangements on behalf of Airport Authority.
- 6.4 The Police Field Commander may summon representatives from other affected organisations to assist him in co-ordinating the countermeasures.
- 6.5 The AVSECO Duty Security Controller Post at IAC will function as Incident Command Centre to coordinate the countermeasures to deal with the incident.
- 6.6 The AEC will be activated if considered necessary. AA Airport Duty Manager will take on the role as AEC Manager, who will be responsible for the manning of AEC.
- 6.7 The Executive Director, Airport Operations (or his deputy) shall be responsible for managing the operation of the airport around the incident.

7. Incident Assessment Group (IAG)

- 7.1 An 'Incident Assessment Group' (IAG) will be formed if the intruder cannot be intercepted in the first instance of the report and shall comprise the:
- Senior Police Officer on duty
 - Airport Duty Manager
 - AVSECO Duty Security Manager
 - Senior Immigration Officer on duty
 - Senior Customs & Excise Officer on duty
- 7.2 The 'Incident Assessment Group' (IAG) shall normally convene at the Airport Emergency Centre (AEC) in the IAC as the operational situation permits. However, the need to put in place effective measures to counter the threat posed by the intruder is paramount. It is likely therefore that the initial assessment and incident classification will be by conference call once Police, Airport Authority, AVSECO, Immigration Department and

Customs & Excise have already initiated immediate response measures on the ground. In exceptional circumstances, members of the IAG can convene at an alternative location than the Airport Emergency Centre.

7.3 The function of 'Incident Assessment Group' (IAG) is:

- To make an assessment of the incident, report on effectiveness of immediate countermeasures taken and agree on additional countermeasures;
- To assist in the organisation and co-ordination of the countermeasures;
- To agree on 'stand-down' of incident upon resolution of the incident;
- To conduct the post-incident debriefing.

7.4 The assessment of the incident can be one of the following:

Intruder Not Confined

The Intruder(s) is/are clearly identified but not confined. Contingency arrangements are dealt with in detail in para. 8.5.

Intruder Confined

The intruder(s) is/are clearly identified and confined. Contingency arrangements are dealt with in detail in para. 8.4.

Intruder Not Identified

A suspected intrusion is reported but not able to positively identify any intruder(s), or there is insufficient evidence to confirm that a security breach has taken place. Such a report may not require any enhanced precautions or contingencies until further information is received. Nevertheless, initial enquiry should be conducted at the vicinity of the area where the alleged intrusion has taken place.

8. Interception and Containment

- 8.1 Respective responding agencies should assist in the interception and containment of the intruder in accordance with the Containment Contingency Plan established by the respective responding agency.
- 8.2 Upon receipt of an incident alert, AVSECO Duty Security Controller shall notify relevant responding agencies including

Airport Police, Airport Authority, Immigration and Customs & Excise, details of the incident via AA's TETRA system using pre-programmed channel. Only pre-assigned TETRA users will be able to receive such information via the TETRA.

8.3 All security staff and responding agency staff are to be reminded the importance of safety when handling an intrusion incident. However, the following principles are to be adopted:

- (a) Inform respective console of the intruder(s)' direction of movement, who shall relay such information to AVSECO Duty Security Controller and APCR
 - Security personnel should remain alert for any other unauthorised entry and immediately report any suspicious activity.
 - If intruder appears armed, under no circumstances will any attempt be made to intercept. Follow from a safe distance, take cover as appropriate and report information.
- (b) Confirm the intruder's details with accurate, brief and easy to follow description including:
 - Number and sex(es) of the intruder(s)
 - Race
 - Height and physical build
 - Clothing / distinguishing features
 - Weapons (Knife / firearm – long or short barrel)
 - Vehicles used
 - No. of hostage(s)
- (c) Contain the intruder(s)
 - Contain the intruder(s) within an area. This will restrict the freedom of movement of the intruder(s) and facilitate other services attending the scene.
- (d) Control the situation
 - Early challenge of any unauthorised person attempting to enter the ARA (Verbal commands / physical presence);
 - Evacuate staff / passenger via safe route;
 - Intercept the intruder if safe to do so.

- 8.4 The following contingency measures should be undertaken for **“Intruder Confined”** :
- a) Containment Contingency Plan to be activated by respective department / organisation;
 - b) Police and AVSECO will be responsible for the interception of the intruder;
- 8.5 The following contingency measures should be considered for **“Intruder Not Confined”**:
- a) Containment Contingency Plan to be activated by respective department / organisation;
 - b) Additional AVSECO and Police manpower are deployed;
 - c) All active boarding gate and air bridges to be guarded by AVSECO and supported by Police patrols;
 - d) All departing passengers of the affected flights and their hand carried baggage to be re-screened prior to boarding;
 - e) Travel documents of passengers to be checked prior to boarding. In the event of any suspicion, Police must be notified immediately;
 - f) AVSECO to step up patrol car coverage at the Apron area;
 - g) All identified cordon points are to be manned at Apron area monitoring and controlling all movements between the North side and the South side by the Police and AVSECO;
 - h) Police to step up patrol car coverage at the Apron area;
 - i) Police to monitor the Apron area using observation post;
 - j) Police to formulate and conduct the sweeping plan to locate and apprehend the intruder;
- 8.6 It is emphasised that once agreement on assessment and the contingency measure is reached, this information needs to be passed to other affected organisations so that the response is properly co-ordinated.

9. Incident Stand Down

- 9.1 The incident should be stood down by the Airport Duty Manager after consultation with the AVSECO Duty Security Manager and the Police Field Commander or with the 'Incident Assessment Group' if it is convened and all parties are in agreement that the agreed countermeasures have been completed and no further risk to personnel or property remains. The 'stand down' message should be passed onto the AEC if it is activated and AVSECO Duty Security Controller who will then relay such message to all parties concerned.

10. Publicity

- 10.1 Publicising details of an intrusion incident through the media is counterproductive. In line with AA policy, any Press or Media enquiries to the AA regarding such an incident should be referred to AA Assistant General Manager, Media Communications, who will liaise with the Secretariat Press Office and other organisations as appropriate.
- 10.2 All press statements must reflect an agreed position of the Government, AA and other involved organisations. They must be cleared with the Police Field Commander and the Chief Executive Officer (CEO) of the AA or the most senior AA representative present.

11. Airport Authority Airport Emergency Centre (AEC)

- 11.1 The Airport Emergency Centre will be activated by the Airport Duty Manager if the situation requires and after consultation with AA Executive Director, Airport Operations (or his deputy).
- 11.2 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 Part 7, Section 2), may be activated to 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.
- 11.3 The Airport Emergency Centre will be staffed by 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*). The Executive Director, Airport Operations (or his deputy) will report to the Airport Emergency Centre for an initial briefing and subsequently based there to be overall in charge. He

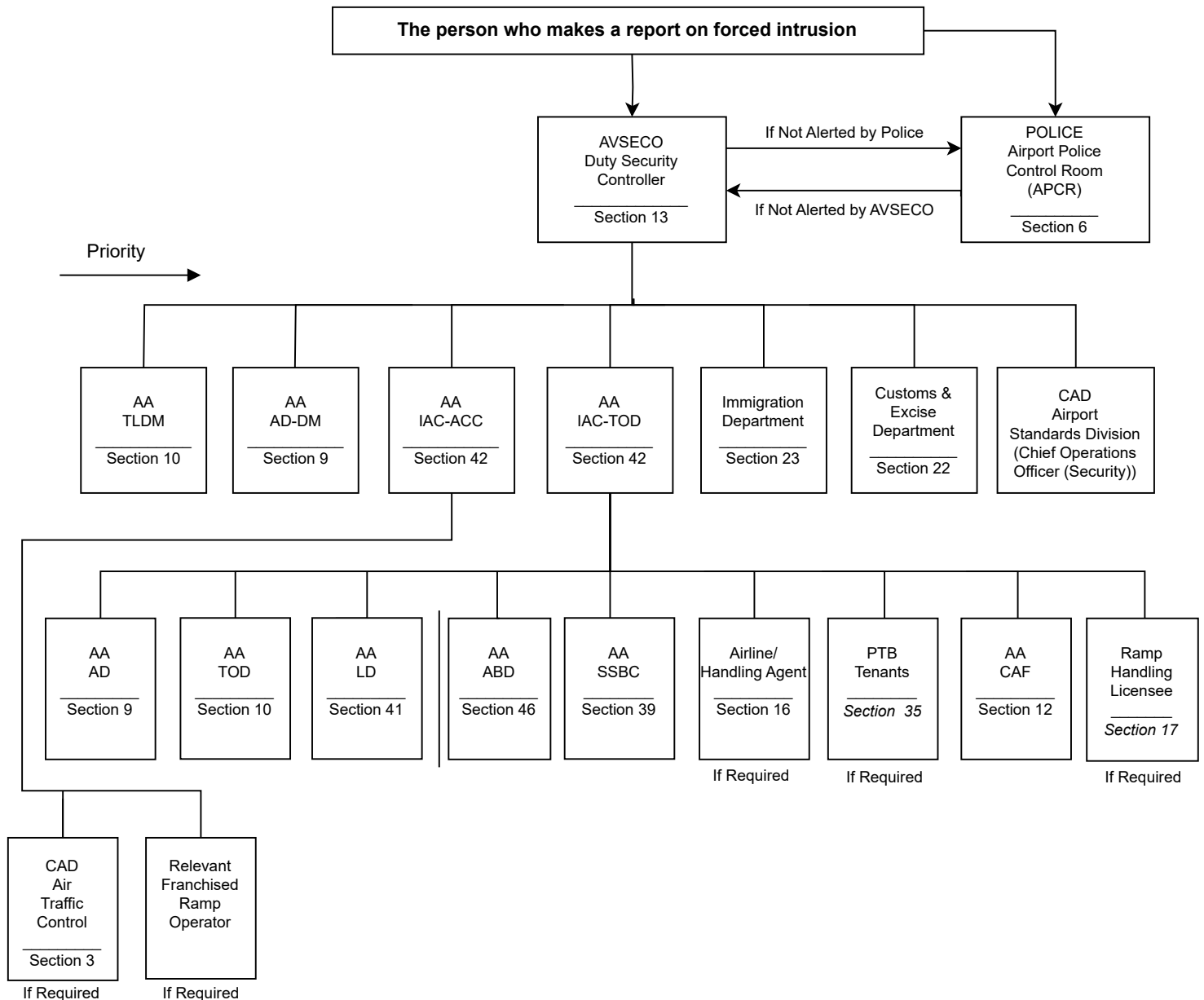
will brief and maintain contact with the Chief Executive Officer (CEO) and Chief Operating Officer (COO) of the Airport Authority. The General Managers, Airfield Department, Terminal Operations Department and Landside Department will report respectively to the Airport Emergency Centre for an initial briefing and subsequently oversee the activities under Section 9, 10 and 41. In case the incident is upgraded to a major security incident, operation of the Airport Emergency Centre will be supported as necessary, by representatives of Air Traffic Control, airlines, AVSECO, Airline Operators Committee, Police, AA Corporate Affairs Department, Information Services Department, Ramp Handling Licensee, Line Maintenance Franchisees and AA Technical Services Infrastructure Department.

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

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

11.5 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.

Intrusion Incident Alerting Diagram



This page has nil content

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

- * Implement appropriate action for re-routing of aircraft ground movements
- * Afford ground movement priority to incident vehicles

Alerted by IAC-ACC**Action**

1. Implement appropriate action for closure of affected taxiways and re-routing of aircraft ground movements as a result of counter measures taken by the Incident Assessment Group to intercept the intruder.
2. Upon notification from AA Airport Duty Manager, dispatch a representative to the Airport Emergency Centre (AEC) to act as liaison (*see Section 11*).
3. Afford ground movement priority to vehicles responding to the incident.
4. Maintain a chronological log of events and actions taken.

HONG KONG POLICE**RESPONSIBILITIES**

- Alerting
- Attend the Incident Assessment Group
- Provide Police Field Commander
- Support the interception and containment of intruder
- Provide cordoning
- Formulate and conduct sweep plan (if required)
- Upgrading of incident

Alerted by AVSECO Duty Security Controller or the informant

1. Action by Airport Police Control Room

- 1.1 Should a report be received directly by Police from any source other than AVSECO staff;
 - Immediately alert AVSECO Duty Security Controller;
 - Declare the incident as an 'Intrusion' incident after preliminary verification of the credibility of the initial report made.
- 1.2 Activate a special TETRA communication channel (Talk group HKP-9909) with relevant responding agencies including AVSECO, Airport Authority, Immigration and Customs & Excise Department.
- 1.3 Alert senior officer present who shall assume the role of Police Field Commander.
- 1.4 Alert appropriate Police personnel and initiate action in accordance with internal procedures.
- 1.5 Obtain the incident updates by listening to the information broadcast by AVSECO Duty Security Controller through a pre-programmed TETRA channel once it is activated.

2. Action by Police Field Commander

- 2.1 Attend the 'Incident Assessment Group' in accordance with para. 7 of Section 1 to assess the incident and agree on countermeasures to be taken.
- 2.2 Support in the interception and containment of the intruder in accordance with the containment contingencies established.

- 2.3 Consider whether the circumstance warrants the declaration of a Major Security Incident (in accordance with Part 9A).
- 2.4 Upon notification from AA Airport Duty Manager, dispatch a representative to the Airport Emergency Centre (AEC) to act as liaison (*see Section 11*).
- 2.5 Establish a cordon around the incident and ensure that the number of persons within the cordon is kept to a minimum.
- 2.6 Provide assistance for any countermeasures reached by the 'Incident Assessment Group'.
- 2.7 If the incident is assessed as "Intruder Not Confined", arrange to monitor the apron area using the observation posts established.
- 2.8 Formulate and arrange to conduct a sweeping plan to locate and apprehend the intruder.

AA AIRFIELD DEPARTMENT**RESPONSIBILITIES**

- Coordinate ramp operations to ensure safety and minimize disruption
- Liaison

Alerted by AVSECO Duty Security Controller or IAC-TOD

1. Action by Apron Section

- 1.1 Obtain the incident updates by listening to the information broadcast by AVSECO Duty Security Controller through a pre-programmed TETRA communication channel (Talk group HKP – 9909) once it is activated.
- 1.2 Co-ordinate response activities in the airfield.
- 1.3 Maintain chronological log of events and actions taken.

This page has nil content

AA TERMINAL OPERATIONS DEPARTMENT**RESPONSIBILITIES**

- Co-ordinate terminal operation to ensure safety and minimise disruption
- Liaison

Alerted by AVSECO Duty Security Controller or IAC-TOD

1. Action by Terminals and Landside Duty Manager

- 1.1 Liaise with the Airport Duty Manager and implement countermeasures on the ground as required.
- 1.2 Obtain the incident updates by listening to the information broadcast by AVSECO Duty Security Controller through a pre-programmed TETRA channel (Talk group HKP – 9909) once it is activated.
- 1.3 Co-ordinate response activities within the Passenger Terminal Building.
- 1.4 Liaise closely with AOC and all concerned airlines.

This page has nil content

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

- Off-scene airport command, control and communication centre
- Coordination and dissemination of information to and from all responders
- Coordination of welfare to passengers and other affected person(s)
- Coordination of joint Media Management Plan of responding parties
- Coordination of the airport's Business Continuity Plans

Representatives Present

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

1. General Functions of AEC

- 1.1 Provide off-scene support for airport agencies involved with the incident.
- 1.2 Maintain communication with the Integrated Airport Centre and co-ordinate with parties concerned on relevant traffic diversion, temporary roads closure, or the 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 Liaise closely with AOC and advise all other airlines / handling agents on the likely impacts of the incident on the normal airport operations.
- 1.4 To prevent unauthorised access to AEC and segregate AEC from IAC, AVSECO would set up cordon line for registration by AEC Support Team.
- 1.5 Look after the well being of the staff deployed at the scene and at AEC. Arrange for the relief, catering and other needs of the staff deployed at the scene and at AEC.
- 1.6 Maintain a chronological log of events and actions taken.

2. Roles and Responsibilities of AEC Representatives

2.1 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
- Obtain the incident updates by listening to the information broadcast by AVSECO Duty Security Controller through a pre-programmed TETRA channel (Talk group HKP – 9909) once it is activated.

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

- Oversees activities under Section 10 and ensure minimal disruption to normal Passenger Terminal Building operations.
- As a result of the incident, should there be a considerable number of stranded passengers within the PTB, consider the need to:
 - Initiate mobilisation of “**Passenger Care Team**” to provide care and support to stranded passengers

- Initiate mobilisation of St. John Ambulance's standby first-aid team to the airport to cater for medical needs of stranded passengers
- Activate contingency procedures to deal with Taiwan / China bound passengers

2.4 AA General Manager – Landside

- 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 ensure minimal disruption to normal Apron / Airfield operations.

2.6 AA General Manager – APM & Baggage

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

2.7 Air Traffic Control (See Section 3)

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

2.8 AVSECO (See Section 13)

- Act as liaison between the AEC and AVSECO Duty Security Manager.
- 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 and Police Field Commander.
- In consultation with Terminals and Landside Duty Manager, implement and reinforce crowd control measures as required.

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 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.

2.11 AA Corporate Affairs Department (See Section 12)

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

2.12 Hong Kong Airline Service Providers Association Committee (HASPA)

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

2.13 AA Airfield Department

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

2.14 AA Terminal Operations Department

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

2.15 AA Landside Department

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

2.16 AA APM and Baggage Department

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

AA CORPORATE AFFAIRS DEPARTMENT**RESPONSIBILITIES**

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

Alerted by IAC-TOD

Action by Manager, Media & Communications

- 1 Contact the AA Airport Duty Manager to ascertain whether the Airport Emergency Centre has been activated, and if so proceed there immediately (*see Section 11*).
- 2 Liaise with Secretariat Press Office, Police Public Relations Branch and AVSECO regarding media enquiries and press statements. All press statements must reflect an agreed position of Government, AA and other involved organisations. They must be cleared with the Police Field Commander and Chief Executive Officer (CEO) of the Airport Authority or the most senior AA representative present.
- 3 If the incident is protracted, on site facilitation of media crews may be necessary. In such an event, liaise with Terminals and Landside Duty Manager, regarding the set up of the media facility at AA Press Conference Room.
- 4 Maintain a chronological log of events and actions taken.

This page has nil content

AVIATION SECURITY COMPANY LTD.**RESPONSIBILITIES**

- Alerting
- Contain and intercept the intruder
- Convene the Incident Assessment Group
- Co-ordinate airport security arrangements
- Provision of additional guards and screeners if required

Alerted by informant or Airport Police Control Room

1. Action by AVSECO Duty Security Controller

- 1.1 Upon receipt of an 'Intrusion' report, initiate immediate action by AVSECO duties in accordance with the AVSECO Intrusion Containment Plan and alert the Airport Duty Manager and AVSECO Duty Security Manager who will convene the 'Incident Assessment Group'.
- 1.2 Alert the following (in order of priority):
 - Airport Police (if not alerted by the Airport Police)
 - AA Terminals and Landside Duty Manager
 - AA Airfield Duty Manager
 - IAC-ACC (see Section 42)
 - IAC-TOD (see Section 42)
 - Immigration Department
 - Customs & Excise Department
 - CAD Airport Standards Division (Chief Operations Officer (Security))
- 1.3 Activate a special TETRA communication channel (Talk group HKP – 9909) with relevant responding agencies including the Airport Police, Airport Authority, Immigration and Customs & Excise Department, and broadcast details and incident updates via the channel.
- 1.4 In addition, alert AVSECO senior management.
- 1.5 Maintain a chronological log of events and actions taken

2. Action by AVSECO Duty Security Manager

- 2.1 Declare the incident as 'Intrusion' incident (in consultation with the Airport Duty Manager) after preliminary verification of the credibility of the initial report made.
- 2.2 Participate in the 'Incident Assessment Group' in accordance with para. 7 of Section 1 to assess the incident, report on immediate actions taken and agree on counter-measures.
- 2.3 Liaise with AA Airport Duty Manager and Airport Police for the support and co-ordination of additional resources to contain and intercept the intruder.
- 2.4 Arrange additional manpower to support any countermeasures reached by the 'Incident Assessment Group'.
- 2.5 Arrange to guard active boarding gates and re-screen all departing passengers and their hand carried baggage prior to boarding, if necessary.
- 2.6 Upon notification from AA Terminals and Landside Duty Manager, dispatch a representative to the Airport Emergency Centre (AEC) to act as liaison (*see Section 11*).
- 2.7 Maintain a chronological log of events and actions taken.

AIRLINE / HANDLING AGENT**RESPONSIBILITIES**

- Assist in passenger search
- Implement passenger handling contingency measures as required

Alerted by IAC-TOD

Action

1. In the event of an 'Intrusion' incident requiring implementation of passenger handling contingency measure to ensure the safety of passengers, the senior person present from the affected organization should assist the Police Field Commander and AA Airport Duty Manager, as requested.
2. Upon notification from AA Airport Duty Manager, dispatch a representative to the Airport Emergency Centre (AEC) to act as liaison (see Section 11).
3. Provide assistance for the countermeasures reached by the 'Incident Assessment Group' in respect of passenger handling such as:
 - Checking travel documents of passengers prior to boarding. In the event of any suspicion, Police must be notified immediately.
 - Re-screen all departing passengers and their hand carried baggage prior to boarding.
4. Implement contingency measures to ensure the welfare of passengers involved in or affected by the incident and make arrangements to assist passengers whose onward travel is delayed.
5. Maintain a chronological log of events and actions taken.

This page has nil content

CUSTOMS AND EXCISE DEPARTMENT**RESPONSIBILITIES**

- Customs and Excise Control
- Attend the Incident Assessment Group
- Support the interception and containment of intruder

Alerted by AVSECO Duty Security Controller

Action

1. Support in the interception and containment of the intruder in accordance with the internal response procedures established.
2. Obtain the incident updates by listening to the information broadcast by AVSECO Duty Security Controller through a pre-programmed TETRA channel (Talk group HKP – 9909) once it is activated.
3. Attend the 'Incident Assessment Group' in accordance with para. 7 of Section 1 to assess the incident and agree on countermeasures to be taken.
4. Co-ordinate with airline(s) and Airport Duty Manager with regard to the carrying out of customs clearance after resolution of the incident.
5. Maintain a chronological log of events and actions taken.

This page has nil content

IMMIGRATION DEPARTMENT**RESPONSIBILITIES**

- Immigration Control
- Attend the Incident Assessment Group
- Support the interception and containment of intruder

Alerted by AVSECO Duty Security Controller

Action

1. Support in the interception and containment of the intruder in accordance with the internal response procedures established.
2. Obtain the incident updates by listening to the information broadcast by AVSECO Duty Security Controller through a pre-programmed TETRA channel (Talk group HKP – 9909) once it is activated.
3. Attend the 'Incident Assessment Group' in accordance with para. 7 of Section 1 to assess the incident and agree on countermeasures to be taken.
4. Co-ordinate with airline(s) and Airport Duty Manager with regard to the carrying out of immigration clearance after resolution of the incident.
5. Maintain a chronological log of events and actions taken.

This page has nil content

MASS TRANSIT RAILWAY CORPORATION**RESPONSIBILITIES**

- Hold APM Train (Doors Open) at nearest APM Platform until instructed otherwise

Alerted by IAC-TOD

Action by APM Controller

1. Upon instruction from the Integrated Airport Centre the APM Controller shall suspend APM Train (Doors Open) at the closest APM Platform until such time as instructed by AA to resume normal APM operations.

This page has nil content

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

- Management & administrative support of Airport Emergency Centre

Alerted by IAC-TOD

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

1. Proceed to the Airport Emergency Centre to act as AEC Manager.
2. Alert the AEC Team Leader or his/her deputy to notify 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.

This page has nil content

AA LANDSIDE DEPARTMENT**RESPONSIBILITIES**

- Co-ordinate terminal operation to ensure safety and minimise disruption
- Liaison

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

- 1.1 Liaise with the Airport Duty Manager and implement countermeasures on the ground as required.
- 1.2 Obtain the incident updates by listening to the information broadcast by AVSECO Duty Security Controller through a pre-programmed TETRA channel (Talk group HKP – 9909) once it is activated.
- 1.3 Co-ordinate response activities within SkyPier Terminal.
- 1.4 Liaise closely with AOC, all concerned airlines and Cross-Boundary Bonded Bus / Ferry Handling Agent.
- 1.5 Assess the situation and potential impact on the airport operations.

This page has nil content

AA INTEGRATED AIRPORT CENTRE**RESPONSIBILITIES**

- Alerting
- Coordinate response to countermeasures
- Liaison

Alerted by AVSECO Duty Security Controller

1. Action by IAC-ACC

1.1 After assessment of incident and agreement on the countermeasures to be taken, alert the following parties if such measures affect the operation on the apron and/or the airfield:

- Air Traffic Control
- Relevant franchised ramp operators

1.2 Maintain chronological log of events and actions taken.

2. Action by IAC-TOD

2.1 Alert the following parties:

- AA Airfield Department
- AA Terminal Operations Department
- AA Landside Department
- AA Corporate Affairs Department
- AA Safety, Security and Business Continuity Department
- AA APM & Baggage Department (If required)
- Ramp Handling Licensee (If required)
- Airline / Ground Handling Agent (if required)
- PTB Tenants (if required)

2.2 According to AA Terminal Operations Department internal alerting pro-forma, notify in the order shown the following members of management staff:

- Assistant General Manager – Terminal Operation and Government Facilitation
- Assistant General Manager – Passenger Services
- Assistant General Manager – Estate Management
- Assistant General Manager – Customer Service

- Assistant General Manager – Landside Services
- Assistant General Manager – Intermodal Connectivity
- Assistant General Manager – Landside Infrastructure Management
- General Manager - Safety, Security and Business Continuity
- General Manager – Airfield
- Deputy General Manager - Airfield
- Assistant General Manager – Airfield Services
- Assistant General Manager - Standards & Services Delivery
- General Manager – APM & Baggage
- Assistant General Manager – APM Operations
- Assistant General Manager – Baggage Operations
- General Manager – Terminal Operations
- General Manager – Landside
- Executive Director, Airport Operations
- Deputy Director, Airport Operations

2.3 After assessment of the incident and agreement on countermeasures to be taken by the 'Incident Assessment Group', alert the following parties if such measure(s) is/are likely to affect their operations:

- Airlines
- Tenants of Passenger Terminal Building

2.4 Assess the situation and potential impact on the airport operations and decide in consultation with Airport Duty Manager whether the Airport Emergency Centre (AEC) needs to be activated.

2.5 In the event that the Airport Emergency Centre (AEC) is to be activated, alert the following organisations / units to send a representative there to act as liaison:

- Air Traffic Control
- AVSECO
- Police
- Airlines / Handling Agents
- Airline Operators Committee (AOC)
- AA Corporate Affairs Department
- Hong Kong Airline Service Providers Association (HASPA)
- AA Airfield Department
- AA APM & Baggage Department
- AA Terminal Operations Department
- AA Landside Department

2.6 Maintain a chronological log of events and actions taken.

3. Action by IAC-LD

3.1 After assessment of the incident and agreement on countermeasures to be taken by the 'Incident Assessment Group', alert the following parties if such measure(s) is/are likely to affect their operations:

- Airlines
- Tenants of SkyPier Terminal

3.2 Maintain a chronological log of events and actions taken.

4. Action by IAC-ABD

4.1 After assessment of the incident and agreement on countermeasures to be taken by the 'Incident Assessment Group', alert the following parties if such measure(s) is/are likely to affect their operations:

- APM and Baggage Department franchisees
- Tenants of Baggage Hall (if required)

4.2 Maintain a chronological log of events and actions taken.

This page has nil content

AA APM AND BAGGAGE DEPARTMENT**RESPONSIBILITIES**

- Co-ordinate APM operation to ensure safety and minimize disruption
- Escort services to and from APM tunnel
- Liaison

Alerted by IAC-TOD**1. Action by APM Assistant Duty Manager**

- 1.1. Liaise with the Airport Duty Manager and implement countermeasures on the ground as required.
- 1.2. Obtain the incident updates by listening to the information broadcast by AVSECO Duty Security Controller through a pre-programmed TETRA channel (Talk group HKP – 9909) once it is activated.
- 1.3. Provide escort to and from APM tunnel if required.
- 1.4. Co-ordinate response activities in APM operations upon instruction from the Airport Duty Manager.
- 1.5. Assess the situation and potential impact on the APM operations.

This page has nil content