

EMERGENCY MANAGEMENT SOUTHLAND FIORDLAND RESPONSE PLAN



Southland Civil Defence Emergency Management Group
www.civildefencesouthland.govt.nz

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1 External Plans

| Agency | Plan |
|---|--|
| Milford Sound | |
| Milford Road Alliance | Emergency Procedures and Response Plan |
| Milford Emergency Response Team (MERT) | Emergency Procedures |
| Milford Sound Aerodrome | Emergency Plan |
| Maritime NZ | National Marine Oil Spill Contingency Plan |
| Doubtful Sound / Deep Cove / Manapouri | |
| Deep Cove Hostel | Health and Safety Manual |
| Deep Cove Outdoor Education Trust | Transport Operator Plan |
| All other Fiordland Areas | |
| | |

2 Executive Summary

One of the most beautiful locations in New Zealand, Fiordland National Park is extensively visited by an ever-increasing number of tourists each year. While tourists are drawn to this area by the striking landscape, the natural features of this area are hazards that must be mitigated so that both our residents and visitors are protected.

While not all emergencies can be planned for, previously events such as the Alpine Fault rupture provide us with great insight as to what will happen in the future. With this knowledge, we can understand and plan for what is likely to happen, significantly building upon the organisational strengths that we have in this area.

The Fiordland National Park is managed and overseen by a combination of government agencies, commercial entities and other organisations. While the successful operation and management of the park necessitates this arrangement, this complex structure can create confusion particularly during an emergency when clarity is essential. As this issue is unique to Fiordland and not normally experienced throughout the rest of New Zealand, there is a requirement for clarity so that all Fiordland stakeholders are familiar with their obligations during an emergency event.

The Fiordland Response Plan is a live, innovative and responsive document that is designed to provide guidance to all major Fiordland stakeholders during an emergency.

Irrespective as to which agency is lead or supporting, this plan provides clear and practical instructions so that immediate response action can be taken. Guidance is included for supporting agencies so that they are certain of expectations that other organisation have of them. This document allows ambiguity to be avoided so that even if an agency is not responding or providing support, they can be fully aware the situation and the actions that lead and supporting agencies are likely to take.

Due to the live nature of this document, this plan is dynamic and will continue to improve and grow as external agencies add to it. It will remain freely accessible so that its content can be obtained, or readily updated when required. In this fashion, the Fiordland Response Plan should be considered as an immediate point of reference, in addition to an agency's own plan if an emergency does occur.

3 Introduction

Occupying the southwest corner of the South Island of New Zealand, the Fiordland National Park is New Zealand's largest. Exposed to some of New Zealand's most extreme conditions, Fiordland has a steep and crenelated coastline with numerous glacier carved fiords that extend into the Southern Alps.

Moist air from the Tasman Sea is blown over the Southern Alps due to the prevailing westerly winds and this cooling of the air results in significant rainfall which supports the lush temperate rainforests that flourish in this region. The unique beauty of this area draws numerous national and international visitors each year and it is this environmental attraction that facilitates the healthy tourism industry that has been established throughout the park.

To ensure that Fiordland and its visitors are cared for, numerous stakeholders are responsible for the management of the park and its visitors. This collective of entities and organisations not only oversee the day to day operation of the park, but also the management of any emergency situations that may arise.

4 Purpose

The purpose of this document is to identify hazards that are faced by Fiordland and consolidate existing emergency plans and procedures into a high-level coordinating document.

As lead and supporting agency structures can be complex during any event, this document aims to provide clarity to stakeholders. It identifies necessary action that must be taken by relevant agencies during an event and identifies the concurrent activity that is likely to be undertaken by other agencies in support of a response.

Accordingly, this document is designed to be an immediate point of reference or 'first grab' for all stakeholders during a major emergency. Various 'pull out' annexes are included with this document to aid knowledge recall and they should be affixed to control rooms or coordination centres where possible.

5 Risks and Hazards

Fiordland is exposed to many natural hazards which are greatly exacerbated by geographical remoteness and lack of infrastructure in the area. A non-exhaustive list of hazards that may create an emergency in the Fiordland area are as follows.

5.1 Earthquake

The Alpine Fault runs approximately 600km up the spine of the South Island and is one of the world's major geological features. Responsible for the prominent geological features that are evident in Fiordland, the Alpine Fault is very active with rupture events occurring approximately every 300 years.

With evidence indicating that ruptures routinely exceed Magnitude 8, the next Alpine Fault event will be very destructive, triggering landslides and potentially localised tsunami. Cascading events will likely compound the destruction that has already occurred within Fiordland and critical

infrastructure such as key road networks will be extensively damaged.

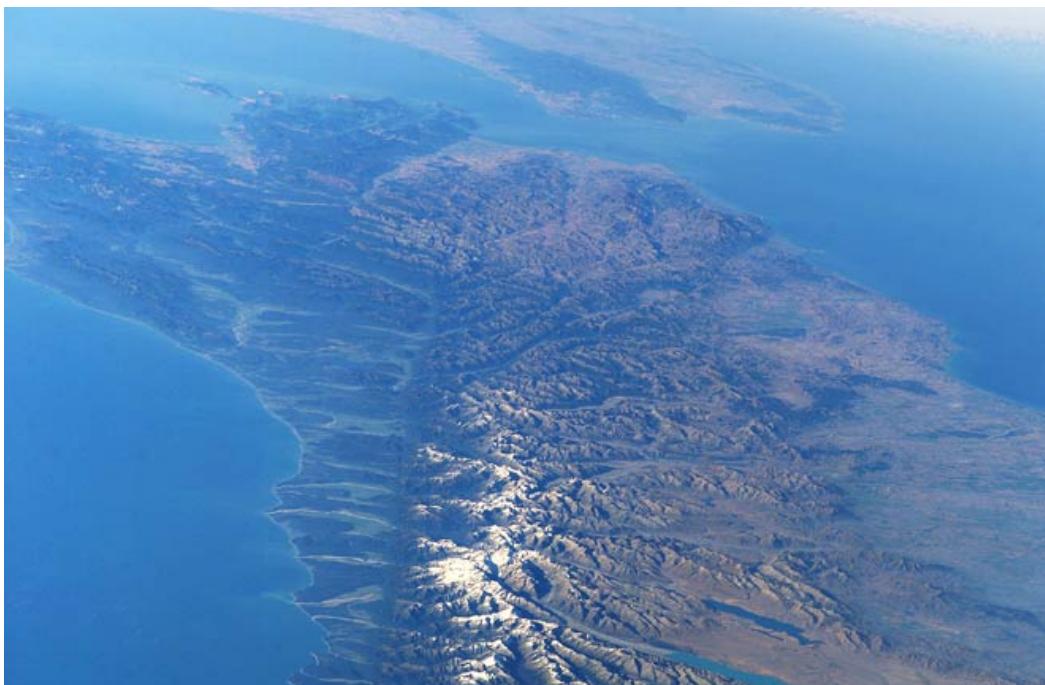


Figure 1 - The Alpine Fault clearly visible as it extends across the South Island

5.2 Tsunami

Fiordland is subject local, regional and distant source tsunami events. Scientific evidence indicates that in the event of a severe earthquake (Magnitude 8 or higher) or prolonged (exceeding one minute in duration), a destructive landslide induced tsunami will likely be generated.¹

Supporting evidence also indicates that the substantial volume of water displaced by a landslide may result in a tsunami reaching significant wave and run up height. Previous wave heights have varied between 0.2m to 87m within Fiordland.

In areas such as Milford Sound where numerous visitors are received each day, a landslide induced tsunami of any significant height would pose a significant risk to the transient population. This population would receive little warning for evacuation.

¹ GNS Science Consultancy Report 2014/224, Milford Sound Risk from Landslide-Generated Tsunami, October 2014



Figure 2 - Wellington tsunami ‘blue lines’ indicate safe zones for residents if there is a tsunami threat

5.3 Severe Weather Events

The geographical nature of Fiordland National Park results in numerous severe weather events throughout the area. While the frequency of these severe may create a routine familiarity amongst residents, all events have the potential to isolate remote communities.

5.3.1 Flooding

Fiordland’s mountainous terrain results in significant rainfall and this area receives in excess of 7 meters of rain each year on average. With limited topsoil in the sounds, low soil absorption typically sees rain running directly into the sea, lakes or high capacity rivers throughout the area. Further inland, rainfall is retained by the tributaries that feed into Lakes Te Anau and Manapouri which neighbour Fiordland.

5.3.2 Landslide

Landslides are a regular occurrence in Fiordland due regular severe weather and the areas soil conditions. Landslides are primarily vegetation based near the coast where topsoil is limited, however further inland, they have a higher content of soil. While all landslides are considered dangerous, landslides that put road networks at risk have are a higher concern due to their secondary consequences (i.e. enduring isolation / requirement for mass airborne evacuation).

5.3.3 Snow / Avalanche

Avalanches are also a threat in the Fiordland area in that they pose a similar threat to population bases and the road networks which service them. While avalanche risk is significantly reduced by the preventative actions of the Milford Road Alliance (i.e. avalanche control), avalanches continue to occur on a periodic basis.

A lasting road closure due to the identified hazards, would place Fiordland’s remote localities at significant risk. In locations like Milford Sound, where the population is largely transient and

infrastructure is insufficient, the risks are greatly exacerbated. Due to the limited resources available, trapped populations would require emergency supplies or immediate evacuation.



Figure 3 – The Kaikoura 7.8 magnitude earthquake resulted in landslides and enduring highway closures

5.4 Cruise Ship Incident

The sheer awe-inspiring beauty of the Fiordland area has seen the ever-increasing presence of cruise ships. Today's cruise ships can carry thousands of passengers and given the dangers that they are exposed to in Fiordland (e.g. weather / bathymetry), the risk of an incident occurring is very real and this would have significant and lasting consequences.

Notwithstanding the risk to life, there is also significant risk to the biodiversity in this area. An incident in Fiordland would not only occur rapidly, but may also result in significant environmental damage.



Figure 4 - A cruise ship navigating Milford Sound

5.5 Air Incident

The Milford Sound aerodrome is one of the most active in New Zealand. The operational tempo and terrain surrounding the aerodrome put aircraft and personnel at higher degree of risk when operating in and around the area.

Aerodrome and aircraft related incidents remain under the initial control of the aerodrome Flight Service Specialist (Air Traffic Controller). Dependent on the incident, control is subsequently passed to the relevant lead agency, such as Fire Emergency NZ for fire related incidents or Police for an unlawful aircraft seizure.

Due to the additional challenges that may be brought about by the remoteness of Milford Sound, the responding lead agency may require significant assistance from supporting agencies and resources in the immediate area.



Figure 5 - Milford Sound Piopiotahi Aerodrome

6 Geographical Response Plans & Procedures

The different geographical areas within Fiordland National Park have distinct characteristics that require different responses during a crisis.

The following Multi-Agency Response Plans and Single Agency Response Procedures are organised in line with these geographical areas so that their unique features are considered in response planning. The plans and procedures themselves are intended to provide awareness as to the immediate actions that must be taken by lead and supporting agencies during major situations that occur within Fiordland.

Multi-Agency Response Plans are designed for the resolution of major events that require the involvement of several agencies, typically under the control of Emergency Management Southland.

Single Agency Response Procedures acknowledge and provide reference to the numerous single agency response plans that are available for the Fiordland area. As these plans differ widely, and are often stored on various hard and soft mediums; these procedures are intended to consolidate, simplify and standardise this information. This easy to reference information can then provide a clear understanding as to lead agency intentions and their expectations of supporting agencies. These documents will also provide reference links to higher master documents if additional information or detail is required.

These Response Plans and Procedures are designed so that flexibility is retained. The unique characteristics of each event must be considered and deviations from the plan should occur if they are deemed necessary by the event Controller.

6.1 Milford Sound

Milford Sound specific response plans and procedures specifically focus on the additional challenges and risks that are unique to the Milford Sound area. The substantial number of tourists, relative

isolation of the area and the vulnerability of the Milford Road, all exacerbate the risks that are faced by other areas within Fiordland.

6.2 Multi-Agency Response Plans

The following Multi-Agency Response Plans are intended for complex, resource intensive responses that occur within the Milford Sound area.

6.2.1 Major Route Obstruction

Due to the resilience and small population sizes of most localities within Fiordland, route obstructions do not usually become a major emergency.

Milford Sound differs however due to the substantial number of tourists that visit the area each day. As there is limited infrastructure or resources in Milford Sound, an extended stay for this transient population is not feasible. A major route obstruction on the Milford Road (SH94) would be designated as a major emergency and response action would occur immediately.

The Major Route Obstruction Multi-Agency Response Plan is located in [Annex A](#)

6.2.2 Tsunami

New Zealand's entire coast line is exposed to the danger of local, regional and distant source tsunami. In addition to this risk, Milford Sound also faces the danger of landslide induced tsunami that are likely to be initiated by an earthquake in the area.

As landslide induced tsunami occur rapidly and have the potential to reach significant heights, it is critical that any reactive action occurs immediately and without hesitation.

The Tsunami Threat Multi-Agency Response Plan is located in [Annex B](#)

6.2.3 Cruise Ship Incident

Cruise ship travel has significantly increased throughout Fiordland. Nowhere has this increased more than in Milford Sound, where there can be on average at least one cruise ship transiting the fiord each day. While minor incidents can and do occasionally occur, a major incident has the potential to become catastrophic.

The challenging bathymetry and weather conditions of the fiord have not only pose a risk to these high-volume passenger ships, also to any rescue and recovery efforts that may be attempted. Additionally, the unique biodiversity of the area may also be detrimentally affected in the event of an oil spill and the challenges that would be faced during oil spill response efforts.

The Cruise Ship Incident Multi-Agency Response Plan is located in [Annex C](#)

6.3 Single Agency Response Plans

The following Single Agency Response Plans summarise existing plans where action to resolve an event is typically taken by a single agency. These plans compliment and provide reference to the master documentation that is preserved by the single lead agency.

These plans are an 'at a glance' reference which provide awareness to external agencies that may support or monitor the responding actions of the single lead agency that is facilitating the response.

6.3.1 Milford Sound Aerodrome

All aerodromes within New Zealand must have plan if an emergency arises, and Milford Sound Aerodrome irrespective of its remoteness or its operational tempo, is no different.

These additional challenges add an additional degree of complexity rather, as this aerodrome's supporting agencies are not at the same level of capability or proximity typically present at larger aerodromes.

6.3.1.1 Local Standby

A local Standby is declared when an approaching aircraft is known, or is suspected to have developed a defect, but the trouble is such that would not normally prevent the carryout of a normal landing.

The local standby brings supporting services, including emergency services, to a higher state of readiness.

The Local Standby Single Agency Response Plan for Milford Sound Aerodrome is located in [Annex D](#)

6.3.1.2 Full Emergency

A full emergency is declared when an aircraft approaching the aerodrome is, or is suspected to be, in such trouble that there is danger of an accident.

Declaration of a full emergency brings all facilities and supporting services, inclusive of emergency services to the highest state of readiness.

The Full Emergency Single Agency Response Plan for Milford Sound Aerodrome is located in [Annex E](#)

6.3.1.3 Aircraft Accident

An aircraft accident is declared when an aircraft accident or crash has occurred on or near the aerodrome. This plan advises the immediate actions that must be taken by aerodrome and emergency service staff.

The Aircraft Accident Single Agency Response Plan for Milford Sound Aerodrome is located in [Annex F](#)

6.3.1.4 Off Aerodrome Accident Land

An off aerodrome accident land is declared when an aircraft accident has occurred on land outside the immediate boundaries of the aerodrome.

This plan advises aerodrome and emergency service staff the immediate response actions that must be taken in this situation.

The Off Aerodrome Accident Land Single Agency Response Plan for the Milford Sound Aerodrome is located in [Annex G](#)

6.3.1.5 Off Aerodrome Accident Water

An off aerodrome accident water is declared when an aircraft accident has occurred on water outside the boundaries of the aerodrome.

This plan advises aerodrome and emergency service staff the immediate response actions that must be taken in this situation.

The Off Aerodrome Accident Water Single Agency Response Plan for the Milford Sound Aerodrome is located in [Annex H](#)

6.3.1.6 Aircraft Hijack

An aircraft hijack occurs when there is the physical taking over of an aircraft by a person(s) through actual or threatened force. Significant consideration should be given to this plan due as police may not be immediately in attendance due to the remoteness of the Milford Sound Aerodrome.

The Aircraft Hijack Single Agency Response Plan for the Milford Sound Aerodrome is located in [Annex I](#)

6.3.1.7 Bomb Threat

This plan describes the immediate actions and subsequent support that must be provided in the event of a bomb threat at the Milford Sound Aerodrome. Significant consideration should be given to this plan due as police may not be immediately in attendance due to the remoteness of the Milford Sound Aerodrome.

The Bomb Threat Single Agency Response Plan for the Milford Sound Aerodrome is located within [Annex J](#)

6.3.1.8 Fire

This plan describes the immediate actions that must be taken if a fire occurs within the immediate boundaries of the aerodrome.

The Fire Single Agency Response Plan for the Milford Sound Aerodrome is located within [Annex K](#)

6.3.1.9 Fuel Spill

This plan describes the immediate actions that must be taken in the event of a fuel spill. Consideration must be given to both the fire risk and potential environmental damage that may occur.

The Fuel Spill Spill Single Agency Response Plan for Milford Sound Aerodrome is located within [Annex L](#)

6.4 Doubtful Sound / Deep Cove / Manapouri

Deep Cove is the docking locality which services the Doubtful Sound area of Fiordland. Similar to Milford Sound, this area is primarily utilised for sightseeing and commercial fishing operations.

In contrast to the Milford Sound, this area does not experience high volumes of tourists due as this location is only accessible by a ferry from Manapouri and then a bus ride to Deep Cove. This area only receives tens of visitors each day compared to the thousands that Milford Sound receives.

Manapouri is also the location of the Manapouri Hydro Power Station, which is a strategic asset, due to the critical power that it supplies to the New Zealand power grid (i.e. up to 10% of New Zealand's total power generation).

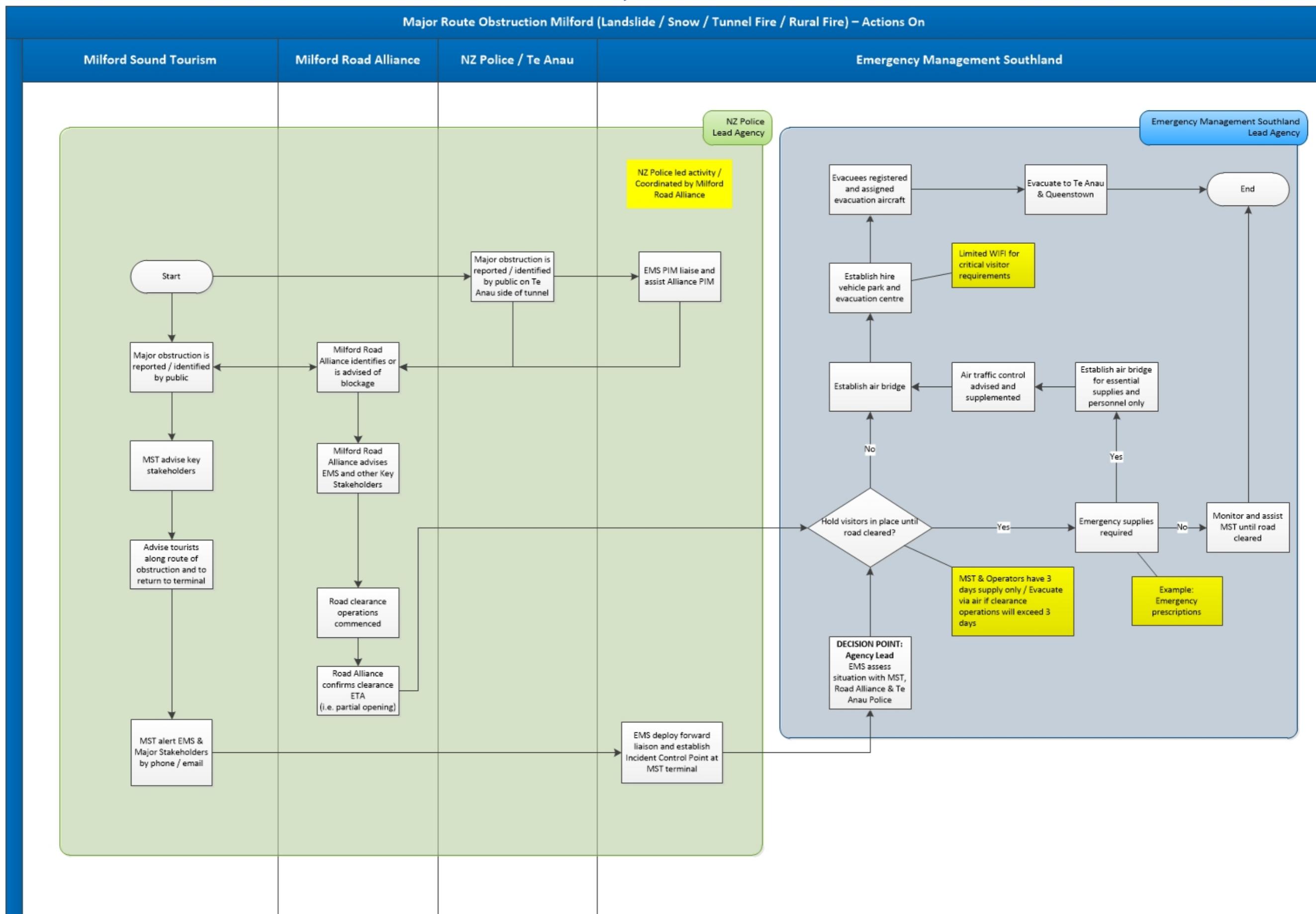
Note: Response plans and procedures will be developed for the Doubtful Sound / Deep Cove / Manapouri area as additional input is received from stakeholders

6.5 All other Fiordland Areas

The remaining areas of fiordland are largely uninhabited and typically the only human presence is in the form of vessels that are roaming the fiords and the DOC tracks that located throughout the park.

Note: Response plans and procedures will be developed for all other Fiordland Areas as additional input is received from stakeholders

ANNEX A – MAJOR ROUTE OBSTRUCTION



MAJOR ROUTE OBSTRUCTION MILFORD

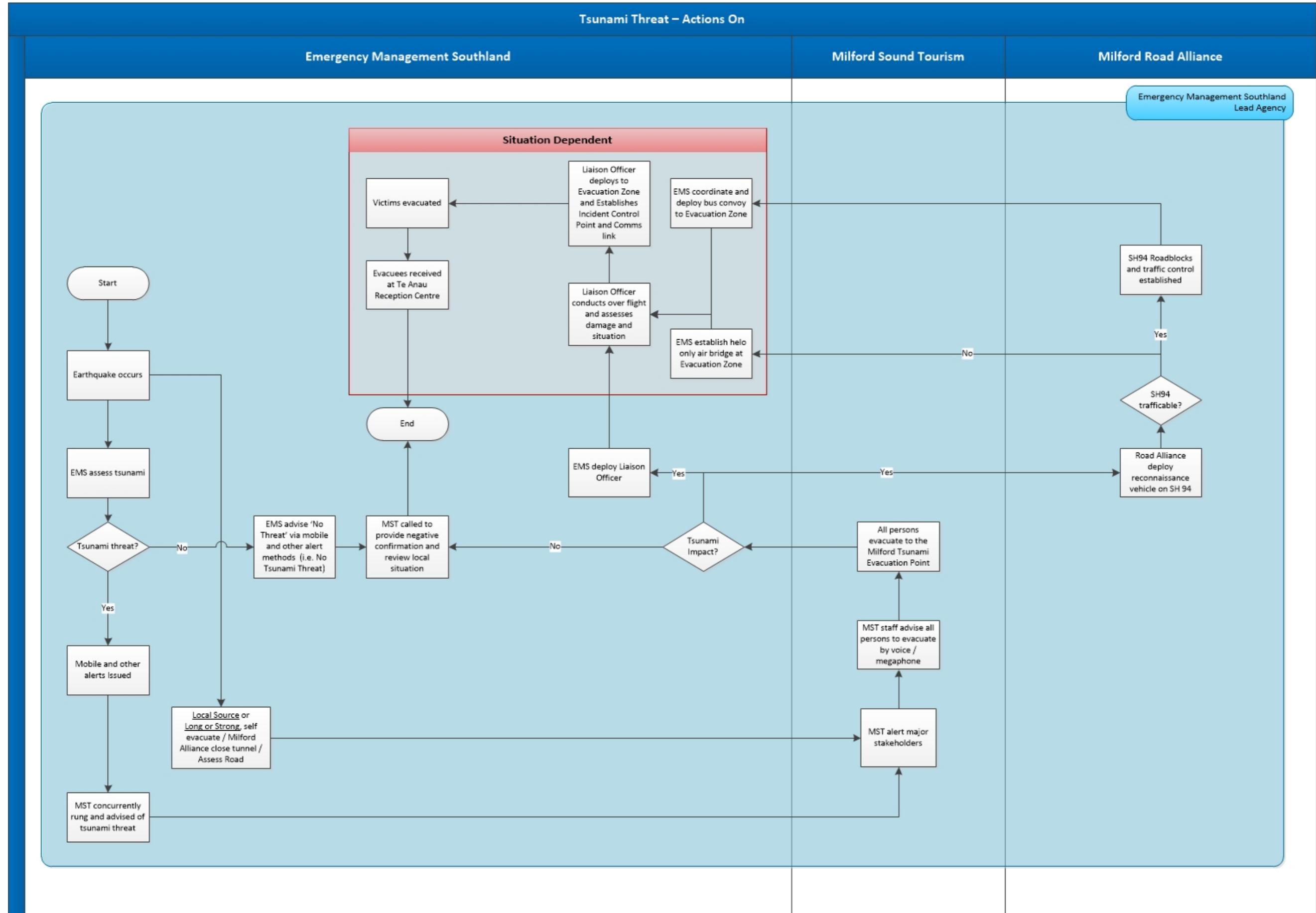
Multi-Agency Response Plan

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|--------------------------------|---|
| SITUATION | A landslide, rockfall, rockslide, avalanche or another event has resulted in an enduring road closure along Milford Road (SH94) that will likely take longer than one day to clear. |
| LEAD AGENCY | Original Lead: Milford Road Alliance (on behalf of Police) Subsequent Lead: Emergency Management Southland |
| KEY CONTACT INFORMATION | <ul style="list-style-type: none"> • Emergency Numbers: Fiordland Emergency Phonebook • Resource Requests: Resource Request Form (If resources are required by EMS Staff or External Agencies) |
| KEY LOCATIONS | <p>Te Anau Incident Control Point: Milford Road Alliance - ICP for Road Operations, 29 Caswell Rd, Te Anau</p> <p>Milford Incident Control Point: Milford Sound Tourism Office (ICP for Tourist Welfare / Evacuations), Milford Sound Harbour Terminal</p> <p>Emergency Coordination Centre: Emergency Management Southland, Corner North Road & Price Street, Invercargill</p> |
| | <p style="text-align: center;">MILFORD ROAD ALLIANCE (Milford Alliance)</p> <ol style="list-style-type: none"> 1. A major route obstruction is located or the Milford Alliance is advised 2. Dispatch staff to the obstruction and determine an estimated clearance time 3. Advise MST and EMS of the obstruction 4. Commence clearance operations 5. Liaise with EMS and MST periodically and advise update ETA for route opening <p style="text-align: center;">MILFORD SOUND TOURISM (MST)</p> <ol style="list-style-type: none"> 1. MST are advised of a major route obstruction by the public or the Milford Alliance 2. Milford Sound Tourism advise EMS, commercial operators and major stakeholders 3. Physically advise tourists of the route obstruction and the potential delay in opening or a potential airborne evacuation (shout or use a megaphone as necessary) 4. Direct staff to drive the route to the obstruction. Advise all tourists along the route to return to the terminal where food and emergency accommodation is available 5. Hold tourists in terminal, or another area that is suitable; provide food, water and blankets <p>If evacuation is required:</p> <ol style="list-style-type: none"> 1. Establish a vehicle park for independent traveller / freedom camper vehicles that must be abandoned. Collect and label keys and complete the Abandoned Vehicle Register. If document is not editable or shared contact EMS. EMS will arrange vehicle collection post evacuation. 2. Organise tourists into groups of nine in line with aircraft capacity. Note: Do not separate families for any reason. Sacrifice seats for family security 3. Upon establishment of the evacuation registration desk by EMS staff, assign them MST UHF portable radios to maintain communications. Advise them to communicate on Channel ##### |

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| DETAILED TASKS | <p>4. When advised by the evacuation registration desk, send forward each group of nine, collectively one at a time. Ensure that an MST staff member escorts them to the Holding Area. EMS evacuation registration desk staff will register and assign tourist groups to aircraft</p> <p>If evacuation is not required:</p> <ol style="list-style-type: none"> 1. Tourists will be held until at least a partial route opening. Assign tourists to holding areas that ensure safety and provide as much comfort as possible (e.g. terminal / cruise ships). Freedom campers may elect and should be encouraged to utilise their vehicles where possible 2. Designate a briefing location for all tourists and provide updates at 0900hrs and 1600hrs each day. If there are too many tourists, hold several briefings in their location. Provide them with the facts, be firm and direct, remind them of the next update time 3. Tourists may be evacuated for emergencies <u>only</u> (i.e. medical emergencies). Prioritise those requiring evacuation and advise the EMS liaison or contact EMS. Escort evacuees to the aerodrome Holding Area 4. Determine if any resources are required (e.g. food). Advise the EMS liaison and submit via the Resource Request Form 5. Keep tourists as calm and comfortable as possible until the road has been opened |
| EMERGENCY MANAGEMENT SOUTHLAND (EMS) | |
| | <ol style="list-style-type: none"> 1. EMS deploy forward liaisons to the Te Anau and Milford ICPs 2. Forward liaisons to liaise direct with ICP Controllers (i.e. Manager Milford Alliance / Manager MST) 3. Teleconference to be held with Group Controller, Manager Milford Alliance and Manager MST, meeting outputs: <ul style="list-style-type: none"> • Duration of road closure (i.e. how long until at least a partial opening) • Current situation in Milford (e.g. where tourists currently housed, sanitation, food) 4. Decision Point for Emergency Declaration: Road closure duration \geq 3 days <u>or</u> current situation in Milford Sound unable to be sustained until roads can be reopened <u>or</u> situation requires complex management until resolved <p>If evacuation required:</p> 5. Contract fixed wing aircraft companies for air bridge / evacuees only. Preserve rotary wing aircraft for specialist tasks (i.e. transportation of specialist personnel / reconnaissance flights) 6. Designate Te Anau and Queenstown as receiving airport for evacuees. Advise airport operations staff / Refer Fiordland Emergency Phonebook 7. EMS share Air Bridge Coordination Spreadsheet to deployed staff in Milford Sound, Te Anau and Queenstown. Ensure spreadsheet is live and editable by key staff. Share with observers (i.e. MCDEM Operations Staff) |

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| | <ol style="list-style-type: none"> 8. Deploy staff and establish an evacuation registration desk at Milford Sound aerodrome. Registration desk staff call evacuees forward to the <u>Holding Area</u> at the Aerodrome to fill aircraft as required. Register evacuees on the <u>Air Bridge Coordination Spreadsheet</u> prior to boarding them on each flight / tap. 9. Deploy staff and establish reception / welfare desk at Te Anau and Queenstown. Establish: <ul style="list-style-type: none"> • WIFI hotspots to facilitate independent onwards travel arrangements • Catering • Emergency accommodation (encourage independent arraignments) 10. Release evacuees once independent arrangements have been made. Provide assistance to those who are unable to make onward arrangements <p>If evacuation is <u>not</u> required:</p> <ol style="list-style-type: none"> 1. Liaise with Milford ICP and determine if any emergency evacuations are required (i.e. medical priorities). Evacuate as necessary 2. Ascertain what resources are required until road reopens (e.g. emergency prescriptions). 3. Procure and deploy resources as necessary |
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Annex B - Ts



TSUNAMI THREAT

Multi-Agency Response Plan

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|--------------------------------|---|
| SITUATION | A long or strong earthquake has resulted in a tsunami threat for the Milford Sound Area |
| LEAD AGENCY | Original Lead: Milford Road Alliance (on behalf of Police) Subsequent Lead: Emergency Management Southland |
| KEY CONTACT INFORMATION | <ul style="list-style-type: none"> Emergency Numbers: Fiordland Emergency Phonebook Resource Requests: Resource Request Form (If resources are required by EMS Staff or External Agencies) |
| KEY LOCATIONS | <p>Milford Incident Control Point: <i>To be identified post initial fly over</i></p> <p>Te Anau Incident Control Point: Milford Road Alliance - ICP for Road Operations, 29 Caswell Rd, Te Anau</p> <p>Emergency Coordination Centre: Emergency Management Southland, Corner North Road & Price Street, Invercargill</p> |
| | <p style="text-align: center;">ALL INDIVIDUALS</p> <ol style="list-style-type: none"> If the earthquake is long or strong, be proactive and self-evacuate to high ground or inland as far as possible. Do not wait for a warning as this may not come due to earthquake damage. Wait for an all clear message by Emergency Management Southland or another emergency service agency <p style="text-align: center;">MILFORD ROAD ALLIANCE (Milford Alliance)</p> <ol style="list-style-type: none"> If the earthquake is likely to have resulted in damage to the Milford Road (SH94), a full road inspection is to be conducted If the road has not received significant damaged or remains open, advise major stakeholders, inclusive of EMS If the earthquake has resulted in a major route obstruction, the Major Route Obstruction Multi Agency Response Plan is to be activated. <p style="text-align: center;">EMERGENCY MANAGEMENT SOUTHLAND (EMS)</p> <ol style="list-style-type: none"> EMS assess whether tsunami is regional or distant source. Determine if there is a tsunami threat. In the event of uncertainty or doubt, EMS will order immediate evacuation if there are reasonable grounds to do so EMS order an immediate evacuation via the following means, in the following order: <ul style="list-style-type: none"> Emergency Mobile Alert 219 Subscription Text Alert (discontinued June 2018) CAP Alert – Facebook & RSS subscribers Major Stakeholders Email Direct Calls to Milford Sound / Critical Areas (i.e. Manager MST) Obtain satellite communications with Manager MST and request updates when available <p>If a Tsunami Impact has not occurred:</p> <ol style="list-style-type: none"> Confirm that there was no impact. Announce an all clear via Emergency Mobile Alerts and all other alerting platforms Confirm whether the earthquake has resulted in a major route obstruction. If this has occurred, refer to the Major Route Obstruction Multi Agency Response Plan. <p>If a Tsunami Impact has occurred:</p> |

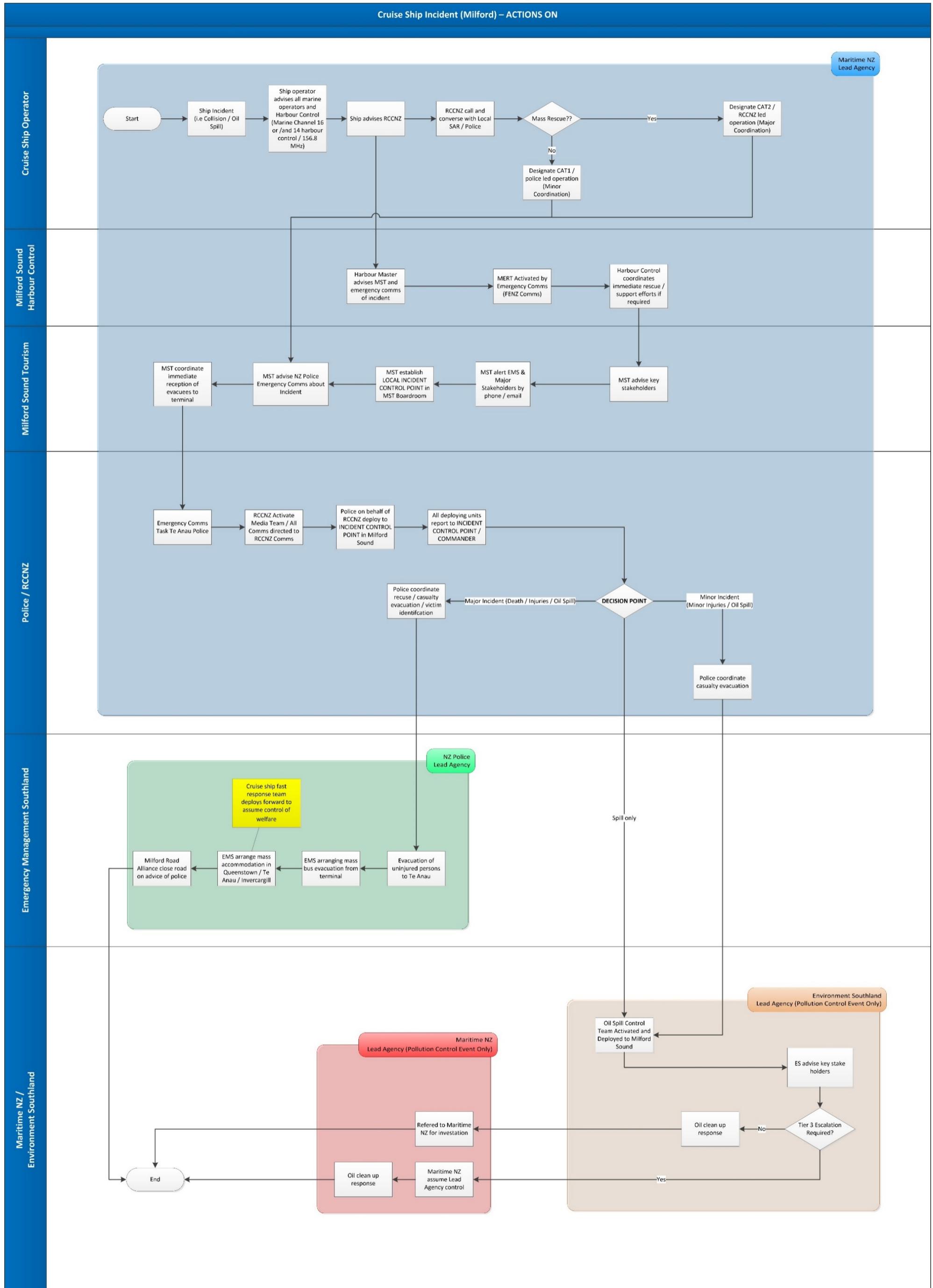
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| DETAILED TASKS | <p>6. EMS deploy a Liaison Officer forward to Milford Sound via helicopter. Conduct a flyover to ascertain damage and situation</p> <p>7. An ICP must be established however this may be dependant follow on Tsunami waves, remaining infrastructure, suitable location for a helicopter landing zone, and other factors</p> <p>8. When an ICP has been established, the EMS Liaison Officer is to ensure a stable communications link has been established</p> <p>9. Commence evacuation to Te Anau (Queenstown likely to be operating in a degraded state due to the earthquake)</p> <p>Note: Evacuation type (e.g. land or air based) will be dependent on the status of road infrastructure following the earthquake</p> |
| MILFORD SOUND TOURISM (MST) | |
| | <p>If long or strong / Regional Earthquake / Evacuation Order Received:</p> <ol style="list-style-type: none"> 4. Alert all major stakeholders via radio, telephone. There is no time for email. 5. Alert all persons to evacuate to the high ground immediately, use a megaphone, shout, repeat the message. Seconds are critical. Direct all persons to the Entrance Point which leads to the Milford Tsunami Evacuation Point (DOC viewing platform) 6. Manager MST upon evacuation is to collect the MST satellite phone and a hardcopy of the Fiordland Emergency Phonebook (this should be physically attached to the phone). 7. Continue to advise staff and persons to evacuate as self-evacuation occurs 8. Upon arriving at the Milford Tsunami Evacuation Point, advise persons who are at the safe point to move as high and as far as they can. Space must be made for as many people that can fit. Persons may have to move into dense bush, clamber up trees or sit on shoulders. Deliver the message loudly and continue repeating it to keep people moving as they arrive. 9. Attempt to gain satellite telephone communications with EMS 10. Hold all in position in until the <u>all clear</u> is given <p>If a Tsunami Impact has occurred:</p> <ol style="list-style-type: none"> 1. Hold in position until the <u>all clear</u> is given. The first wave may not be the only wave. 2. If communications have been established with EMS, await the <u>all clear</u> from them 3. If communications have not been established and an all clear has not been received; a judgement call will need to be made. Wait as long as possible until it is assessed that the tsunami threat has passed and then evacuate to a location inland that is out of the tsunami threat zone 4. Identify a location that: <ul style="list-style-type: none"> • Is out of the tsunami threat zone (i.e. higher than 50m above sea level) • Is suitable for holding the evacuees (e.g. space / weather) • Allows communications to be established (if possible) • Facilitates the landing and manoeuvring of multiple helicopters 1. Hold evacuees in location and shelter from the weather. If communications were unable to be established, a forward liaison will be deployed by EMS |

- | | |
|--|--|
| | <ol style="list-style-type: none">2. Triage persons for evacuation in order of priority. Note: Do not separate families in any instance3. Handover to the EMS liaison and assist with the evacuation |
|--|--|

If a Tsunami Impact has not occurred:

1. Wait for the all clear from EMS. If communications have not been established, a judgement call will need to be made. Wait as long as possible until it is assessed that the tsunami threat has passed then mitigate risk by sending the minimum number of persons to establish communications and confirm the all clear
2. Inform evacuees of the all clear. Inform them that they can return to the terminal area
3. Confirm with EMS and / or the Milford Alliance whether the earthquake has resulted in a major route obstruction. If this has occurred, refer to the [Major Route Obstruction Multi Agency Response Plan](#).

Annex C – Cruise Ship Incident



Cruise Ship Incident Multi-Agency Response Plan

| | |
|--------------------------------|---|
| SITUATION | A cruise ship has had an incident within the immediate vicinity of Milford Sound. The incident has either damaged, disabled or resulted in the vessel operating in a degraded state. Oil / Fuel may have been discharged into the fiords. |
| LEAD AGENCY | <p>Original Lead: Rescue Coordination Centre NZ (RCCNZ) / Maritime NZ</p> <p>Subsequent Lead for Victim Identification: NZ Police</p> <p><u>Oil Spill Only</u></p> <p>Tier 1 Spill: Vessel Operator (Operator Led Response)</p> <p>Tier 2 Spill: Environment Southland (Regional Led Response)</p> <p>Tier 3 Spill: Maritime NZ (National Led Response)</p> |
| KEY CONTACT INFORMATION | <ul style="list-style-type: none"> Emergency Numbers: Fiordland Emergency Phonebook Resource Requests: Resource Request Form (If resources are required by EMS Staff or External Agencies) |
| KEY LOCATIONS | <p>Milford Incident Control Point: Milford Sound Tourism Office (ICP for Tourist Welfare / Evacuations), Milford Sound Harbour Terminal</p> <p>Emergency Coordination Centre: RCCNZ, 41 Percy Cameron St, Avalon, Lower Hutt 5011</p> |
| | <p style="text-align: center;">SHIP / SHIP OPERATOR</p> <ol style="list-style-type: none"> 1. Cruise ship has a collision or otherwise is damaged or disabled 2. Ship operator advises all marine operators and Milford Sound Harbour Control on marine channel 16 (156.8MHz) 3. Ship advises RCCNZ |
| | <p style="text-align: center;">RESCUE COORDINATION CENTRE NEW ZEALAND (RCCNZ) / MARITIME NZ</p> <ol style="list-style-type: none"> 1. Inform local police 2. Liaise with Ship Operator and ascertain what assistance is required 3. If there is an oil spill, liaise with the Ship and determine if it is a Tier 1 response (i.e. Ship response only) 4. If a Tier 2 response (i.e. Regional response) is required advise Environment Southland (ES) and deploy their Oil Spill Control forward 5. Liaise with the ES Oil Spill Control Team and determine if a Tier 3 (i.e. National led response) is required 6. If a Tier 3 response is required, activate the National Marine Oil Spill Contingency Plan |
| | <p style="text-align: center;">HARBOUR MASTER</p> <ol style="list-style-type: none"> 1. Upon being advised of incident, ascertain level of assistance required 2. Inform MST, RCCNZ and EMS 3. Advise tourist vessels of situation and place on standby to assist if required 4. If assistance is required, coordinate the assistance efforts 5. If evacuations do occur, coordinate the tow of lifeboats to the MST terminal for the subsequent discharge of passengers |
| | <p style="text-align: center;">MILFORD SOUND TOURISM (MST)</p> <ol style="list-style-type: none"> 1. Upon being advised of the incident, liaise with operators with the aim of providing all assistance necessary to the affected ship 2. Establish a Local Incident Control Point in the MST terminal boardroom 3. If required, close the MST terminal to all tourists and prepare it for the reception of evacuated passengers |

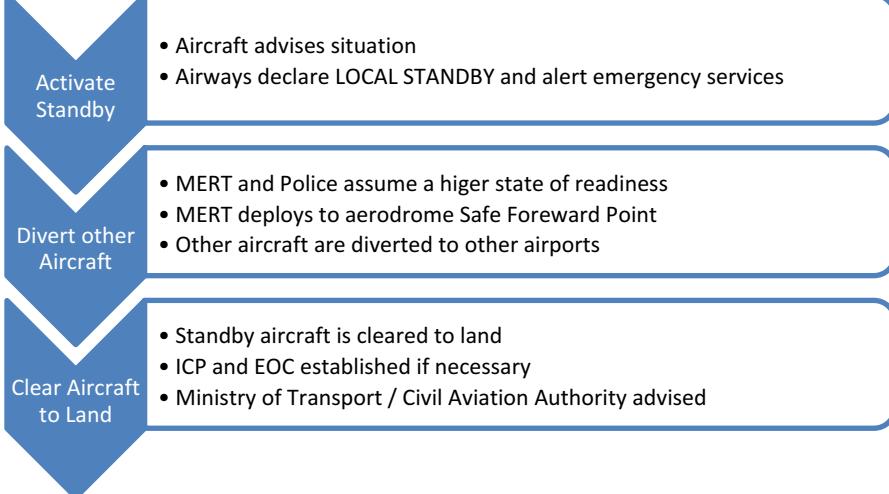
| DETAILED TASKS | EMERGENCY MANAGEMENT SOUTHLAND (EMS) |
|----------------|---|
| | <ol style="list-style-type: none"> 1. Liaise with RCCNZ and determine what welfare support is being provided by the Ship Operator. 2. If passengers are being evacuated, mobile welfare support with the aim of subsequent handover to the Shop Operator's welfare team 3. Liaise with and provide assistance to the ES Oil Spill Response Team. If a Tier 3 oil spill response is required, commence planning to support significant numbers of personnel that will be required to effect this response |
| | NZ POLICE |
| | <ol style="list-style-type: none"> 1. Upon activation, provide a liaison to the Milford Sound ICP 2. In the event of casualties, establish a temporary morgue and an initial victim identification area |
| | ENVIRONMENT SOUTHLAND |
| | <ol style="list-style-type: none"> 1. Upon being advised as to the presence of an oil spill, deploy the Oil Spill Control Team and forward to the incident area 2. Upon arriving at the location determine assess the situation 3. If the oil spill is a Tier 2 response, action a regional level response and advise RCCNZ / Maritime NZ 4. If the oil spill requires a Tier 3 response advise RCCNZ / Maritime NZ and awaiting instructions. Advise EMS that a Tier 3 response is needed so that accommodation, resourcing and other planning arrangements can commence |

Annex D – Local Standby Milford Sound Aerodrome

LOCAL STANDBY - MILFORD SOUND AERODROME

Single Agency Response Procedure

This two-page response procedure is a quick reference document for lead and supporting agency staff. It is designed to provide an overview of lead agency intentions for a specific event.

| | |
|---------------------------------|--|
| Event Type: | LOCAL STANDBY - Milford Sound Aerodrome |
| Event Description: | An approaching aircraft is known, or is suspected to have developed a defect, but the trouble is such that it would not normally prevent the carryout of a normal landing. |
| Link to Master Document: | Milford Sound Piopiotahi Aerodrome Emergency Plan |
| Lead Agency: | Original Lead: Airways New Zealand / Flight Service Specialist (located in Airport control tower) Subsequent Lead: Milford Emergency Response Team (MERT) (if deployed to aerodrome) |
| Key Locations: | Incident Control Point: Milford Sound Aerodrome Tower Emergency Operations Centre: Milford Sound Fire Station Safe Forward Point: Adjacent Vehicle Access Gates |
| Key Contact Information: | Airways / Flight Service Specialist Landline: 03 2498092 Satellite Phone: 03 9280439 Radio: 118.2MHZ <u>FIORDLAND EMERGENCY PHONEBOOK</u> MERT – Put on standby by 111 emergency call NZ Police – Put on standby by 111 emergency call Note: Emergency 111 call made by Flight Service Specialist |
| Simplified Process Flow: |  <ul style="list-style-type: none"> • Aircraft advises situation • Airways declare LOCAL STANDBY and alert emergency services <ul style="list-style-type: none"> • MERT and Police assume a higher state of readiness • MERT deploys to aerodrome Safe Forward Point • Other aircraft are diverted to other airports <ul style="list-style-type: none"> • Standby aircraft is cleared to land • ICP and EOC established if necessary • Ministry of Transport / Civil Aviation Authority advised |
| | Flight Service Specialist (Air Traffic Controller) / Airways <ol style="list-style-type: none"> 1. Ascertain degree of hazard from pilot and where the pilot advises that his/her aircraft will not be endangered ask him/her to consider: <ul style="list-style-type: none"> • Diverting to another aerodrome/airport with full crash/emergency facilities i.e. Queenstown. • The possibility of remaining airborne until the emergency services arrive and are in position. 2. If the pilot is committed to attempting a landing: Call 111. Ask for Fire Service. Alert them using the standard format as follows: |

| | |
|---|---|
| Detailed Response Tasks: | <ul style="list-style-type: none"> • Milford Sound Aerodrome • Emergency – LOCAL STANDBY • Aircraft type • Location (use grid reference if known) • Nature of event • Persons on board • Fuel on board (if known) • Any dangerous goods (if known) <p>Note: Remember the emergency operator is writing down this information</p> <ol style="list-style-type: none"> 3. Commence Action Log to record incident events and timeline 4. If required issue a NOTAM 5. Clear standby aircraft to land 6. Close aerodrome to non-essential traffic (if necessary) |
| | MERT |
| | <ol style="list-style-type: none"> 1. Deploy to aerodrome Safe Forward Point 2. Liaise with Flight Service Specialist Controller 3. Assume responsibility as INCIDENT CONTROLLER if situation escalates 4. Standby to assist in the event of an aircraft crash |
| | NZ Police |
| | <ol style="list-style-type: none"> 1. Assume a higher state of readiness and be prepared to deploy in the event of a FULL EMERGENCY or AIRCRAFT ACCIDENT. |

Annex E – Full Emergency Milford Sound Aerodrome

FULL EMERGENCY - MILFORD SOUND AERODROME

Single Agency Response Procedure

This two-page response procedure is a quick reference document for lead and supporting agency staff. It is designed to provide an overview of lead agency intentions for a specific event.

| | |
|---------------------------------|--|
| Event Type: | FULL EMERGENCY - Milford Sound Aerodrome |
| Event Description: | A FULL EMERGENCY is declared when an aircraft approaching the aerodrome is, or is suspected to be, in such trouble that there is danger of an accident. Declaration of a FULL EMERGENCY PHASE will bring all facilities, both on the aerodrome and in the area, such as medical and ambulance services, police and fire services, to the SFP at the aerodrome. It will also result in the regional hospitals being alerted to the possibility of multiple casualties. |
| Link to Master Document: | Milford Sound Piopiotahi Aerodrome Emergency Plan |
| Lead Agency: | Original Lead: Airways New Zealand / Flight Service Specialist (located in Airport control tower) Subsequent Lead: Milford Emergency Response Team (MERT) <u>then</u> NZ Police (on arrival) |
| Key Locations: | Incident Control Point: Milford Sound Aerodrome Tower Emergency Operations Centre: Milford Sound Fire Station Safe Forward Point: Adjacent Vehicle Access Gates |
| Key Contact Information: | Airways / Flight Service Specialist Landline: 03 2498092 Satellite Phone: 03 9280439 Radio: 118.2MHZ FIORDLAND EMERGENCY PHONEBOOK MERT – Activated by 111 emergency call NZ Police – Activated by 111 emergency call Health board / Hospitals – Activated by 111 emergency call Aircraft Operators – To be contacted by Flight Service Specialist / Refer Master Plan Note: Emergency 111 call made by Flight Service Specialist |
| Simplified Process Flow: |  <ul style="list-style-type: none"> • Aircraft advises situation • Airways declare FULL EMERGENCY and alert emergency services <ul style="list-style-type: none"> • MERT and Police deploy to aerodrome Safe Forward Point • Other aircraft are diverted to other airports <ul style="list-style-type: none"> • FULL EMERGENCY aircraft is cleared to land • MERT respond and account for all passengers on landing • Ministry of Transport / Civil Aviation Authority advised |
| | Flight Service Specialist (Air Traffic Controller) / Airways <ol style="list-style-type: none"> 1. Ascertain degree of hazard from pilot and where the pilot advises that his/her aircraft will not be endangered ask him/her to consider: <ul style="list-style-type: none"> • Diverting to another aerodrome/airport with full crash/emergency facilities i.e. Queenstown. |

| | |
|---------------------------------|---|
| Detailed Response Tasks: | <ul style="list-style-type: none"> • The possibility of remaining airborne until the emergency services arrive and are in position. <p>2. If the pilot is committed to attempting a landing: Call 111. Ask for Fire Service. Alert them using the standard format as follows:</p> <ul style="list-style-type: none"> • Milford Sound Aerodrome • Emergency – FULL EMERGENCY • Aircraft type • Location (use grid reference if known) • Nature of event • Persons on board • Fuel on board (if known) • Any dangerous goods (if known) <p>Note: Remember the emergency operator is writing down this information</p> <ol style="list-style-type: none"> 3. Commence Action Log to record incident events and timeline 4. If required issue a NOTAM 5. Clear standby aircraft to land 6. Close aerodrome to non-essential traffic (if necessary) |
| MERT | <ol style="list-style-type: none"> 1. Deploy to aerodrome Safe Forward Point 2. Liaise with Flight Service Specialist Controller (Air Traffic Controller) 3. Assume responsibility as INCIDENT CONTROLLER until arrival of NZ Police 4. Standby to assist in the event of an aircraft crash 5. Respond on aircraft landing and confirm all passengers are accounted |
| NZ Police | <ol style="list-style-type: none"> 1. Deploy to aerodrome Safe Forward Point 2. Liaise with Flight Service Specialist Controller (Air Traffic Controller) 3. Senior Police Officer to assume responsibility as Incident Controller (handover from MERT Commander) 4. Secure the incident site, prevent aircrew / passengers from leaving area and unauthorised persons from entering area 5. Account for all aircraft crew / passengers, prepare casualty list, liaise with aircraft operator to notify next of kin / prep media releases 6. Maintain an operations log to record incident events and timeline |
| Aircraft Operators | <ol style="list-style-type: none"> 1. Upon contact by Flight Service Specialist provide: copies of all verified passengers and crew, details of any disabled passengers and details of dangerous cargo 2. Notify the Civil Aviation Authority 3. Liaise directly with the ICP and Incident Controller 4. In the event of an accident, assist ICP with welfare and management of crew / passengers |

Annex F – Aircraft Accident

AIRCRAFT ACCIDENT - MILFORD SOUND AERODROME

Single Agency Response Procedure

This two-page response procedure is a quick reference document for lead and supporting agency staff. It is designed to provide an overview of lead agency intentions for a specific event.

| | |
|---------------------------------|--|
| Event Type: | AIRCRAFT ACCIDENT - Milford Sound Aerodrome |
| Event Description: | An AIRCRAFT ACCIDENT is declared when an aircraft accident, or crash, has occurred on or near the aerodrome. Declaration of the AIRCRAFT ACCIDENT can occur at any location. The actual response to the accident will be dependent on the location of the accident scene |
| Link to Master Document: | Milford Sound Piopiotahi Aerodrome Emergency Plan |
| Lead Agency: | Original Lead: Airways New Zealand / Flight Service Specialist (located in Airport control tower) Subsequent Lead: Milford Emergency Response Team (MERT) <u>then</u> NZ Police (on arrival) |
| Key Locations: | Incident Control Point: Milford Sound Aerodrome Tower Emergency Operations Centre: Milford Sound Fire Station Safe Forward Point: Adjacent Vehicle Access Gates |
| Key Contact Information: | Airways / Flight Service Specialist Landline: 03 2498092 Satellite Phone: 03 9280439 Radio: 118.2MHZ FIORDLAND EMERGENCY PHONEBOOK MERT – Activated by 111 emergency call NZ Police – Activated by 111 emergency call Health board / Hospitals – Activated by 111 emergency call Aircraft Operators – To be contacted by Flight Service Specialist / Refer Master Plan Note: Emergency 111 call made by Flight Service Specialist |
| Simplified Process Flow: |  <ul style="list-style-type: none"> • Aircraft accident occurs • AIRCRAFT ACCIDENT declared • MERT and Police deploy to aerodrome Safe Forward Point • MERT and police respond to accident |
| | Flight Service Specialist (Air Traffic Controller) / Airways <ol style="list-style-type: none"> 1. If required, close the airport and divert aircraft. 2. Call 111. Ask for Fire Service. Alert them using the standard format as follows: <ul style="list-style-type: none"> • Milford Sound Aerodrome • Emergency – AIRCRAFT ACCIDENT • Aircraft type • Location (use grid reference if known) |

| | |
|---|---|
| Detailed Response Tasks: | <ul style="list-style-type: none"> • Nature of event • Persons on board • Fuel on board (if known) • Any dangerous goods (if known) <p>Note: Remember the emergency operator is writing down this information</p> <ol style="list-style-type: none"> 3. Commence Action Log to record incident events and timeline 4. If required issue a NOTAM 5. Clear standby aircraft to land |
| | MERT |
| | <ol style="list-style-type: none"> 1. Deploy to aerodrome Safe Forward Point 2. Liaise with Flight Service Specialist Controller (Air Traffic Controller) 3. Assume responsibility as INCIDENT CONTROLLER until arrival of NZ Police 4. Standby to assist in the event of an aircraft crash 5. Respond on aircraft landing and confirm all passengers are accounted |
| | NZ Police |
| | <ol style="list-style-type: none"> 1. Deploy to aerodrome Safe Forward Point 2. Liaise with Flight Service Specialist Controller (Air Traffic Controller) 3. Senior Police Officer to assume responsibility as Incident Controller (handover from MERT Commander) 4. Secure the incident site, prevent aircrew / passengers from leaving area and unauthorised persons from entering area 5. Account for all aircraft crew / passengers, prepare casualty list, liaise with aircraft operator to notify next of kin / prep media releases 6. Maintain guard over site until released by the Civil Aviation Authority or Transport Accident Investigation Commission 7. Maintain an operations log to record incident events and timeline |
| Aircraft Operators | |
| <ol style="list-style-type: none"> 1. Upon contact by Flight Service Specialist provide: copies of all verified passengers and crew, details of any disabled passengers and details of dangerous cargo 2. Notify the Civil Aviation Authority 3. Liaise directly with the ICP and Incident Controller 4. In the event of an accident, assist ICP with welfare and management of crew / passengers | |

Annex G – Off Aerodrome Accident Land

OFF AERODROME ACCIDENT LAND - MILFORD SOUND AERODROME

Single Agency Response Procedure

This two-page response procedure is a quick reference document for lead and supporting agency staff. It is designed to provide an overview of lead agency intentions for a specific event.

| | |
|---------------------------------|--|
| Event Type: | OFF AERODROME ACCIDENT LAND - Milford Sound Aerodrome |
| Event Description: | An OFF AERODROME ACCIDENT (LAND) is declared when an aircraft accident has occurred on land outside the boundaries of the aerodrome. The response to an OFF AERODROME ACCIDENT (LAND) will be heavily dependent upon the location of the incident. |
| Link to Master Document: | Milford Sound Piopiotahi Aerodrome Emergency Plan |
| Lead Agency: | Original Lead: Airways New Zealand / Flight Service Specialist (located in Airport control tower) Subsequent Lead: Milford Emergency Response Team (MERT) <u>then</u> NZ Police (on arrival) |
| Key Locations: | Incident Control Point: LOCATION DEPENDANT / TO BE DETERMINED Emergency Operations Centre: Milford Sound Fire Station Safe Forward Point: LOCATION DEPENDANT / TO BE DETERMINED |
| Key Contact Information: | <p>Airways / Flight Service Specialist Landline: 03 2498092 Satellite Phone: 03 9280439 Radio: 118.2MHZ</p> <p>FIORDLAND EMERGENCY PHONEBOOK</p> <p>MERT – Activated by 111 emergency call NZ Police – Activated by 111 emergency call Health board / Hospitals – Activated by 111 emergency call Aircraft Operators – To be contacted by Flight Service Specialist / Refer Master Plan</p> <p>Note: Emergency 111 call made by Flight Service Specialist</p> |
| Simplified Process Flow: |  <ul style="list-style-type: none"> • Aircraft accident occurs on land off the aerodromes location • AIRCRAFT ACCIDENT declared <ul style="list-style-type: none"> • MERT and Police deploy to aerodrome Safe Forward Point <ul style="list-style-type: none"> • MERT and police respond to accident • MERT respond and account for all passengers on landing • Ministry of Transport / Civil Aviation Authority advised |
| | <p>Flight Service Specialist (Air Traffic Controller) / Airways</p> <ol style="list-style-type: none"> 1. If required close the airport and divert aircraft. 2. Call 111. Ask for Fire Service. Alert them using the standard format as follows: <ul style="list-style-type: none"> • Milford Sound Aerodrome • Emergency – AIRCRAFT ACCIDENT • Aircraft type • Location (use grid reference if known) |

| | |
|---|---|
| Detailed Response Tasks: | <ul style="list-style-type: none"> • Nature of event • Persons on board • Fuel on board (if known) • Any dangerous goods (if known) <p>Note: Remember the emergency operator is writing down this information</p> <ol style="list-style-type: none"> 3. Commence Action Log to record incident events and timeline 4. If required issue a NOTAM 5. Clear standby aircraft to land |
| | MERT |
| | <ol style="list-style-type: none"> 1. Deploy to aerodrome Safe Forward Point 2. Liaise with Flight Service Specialist Controller (Air Traffic Controller) 3. Assume responsibility as INCIDENT CONTROLLER until arrival of NZ Police 4. Standby to assist in the event of an aircraft crash 5. Respond on aircraft landing and confirm all passengers are accounted |
| | NZ Police |
| | <ol style="list-style-type: none"> 1. Deploy to aerodrome Safe Forward Point 2. Liaise with Flight Service Specialist Controller (Air Traffic Controller) 3. Senior Police Officer to assume responsibility as Incident Controller (handover from MERT Commander) 4. Secure the incident site, prevent aircrew / passengers from leaving area and unauthorised persons from entering area 5. Account for all aircraft crew / passengers, prepare casualty list, liaise with aircraft operator to notify next of kin / prep media releases 6. Maintain guard over site until released by the Civil Aviation Authority or Transport Accident Investigation Commission 7. Maintain an operations log to record incident events and timeline |
| Aircraft Operators | |
| <ol style="list-style-type: none"> 1. Upon contact by Flight Service Specialist provide: copies of all verified passengers and crew, details of any disabled passengers and details of dangerous cargo 2. Notify the Civil Aviation Authority 3. Liaise directly with the ICP and Incident Controller 4. In the event of an accident, assist ICP with welfare and management of crew / passengers | |

Annex H – Off Aerodrome Accident Water

OFF AERODROME ACCIDENT WATER - MILFORD SOUND AERODROME

Single Agency Response Procedure

This two-page response procedure is a quick reference document for lead and supporting agency staff. It is designed to provide an overview of lead agency intentions for a specific event.

| | |
|---------------------------------|--|
| Event Type: | OFF AERODROME ACCIDENT WATER - Milford Sound Aerodrome |
| Event Description: | An OFF AERODROME ACCIDENT (WATER) is declared when either a MAYDAY call is received by the Aerodrome Tower to the effect that pilot intends to ditch their aircraft into the waters surrounding the aerodrome or an aircraft has already crashed into the waters surrounding the aerodrome. |
| Link to Master Document: | Milford Sound Piopiotahi Aerodrome Emergency Plan |
| Lead Agency: | Original Lead: Airways New Zealand / Flight Service Specialist (located in Airport control tower) Subsequent Lead: Milford Emergency Response Team (MERT) <u>then</u> NZ Police (on arrival) |
| Key Locations: | Incident Control Point: Milford Sound Harbour Masters Office Emergency Operations Centre: Milford Sound Fire Station Safe Forward Point: Carpark Milford Sound Tourism Carpark |
| Key Contact Information: | Airways / Flight Service Specialist Landline: 03 2498092 Satellite Phone: 03 9280439 Radio: 118.2MHZ FIORDLAND EMERGENCY PHONEBOOK All Milford Vessels in area – Marine VHF Channels 16 and 12 Milford Harbour Master - NUMBER MERT – Activated by 111 emergency call NZ Police – Activated by 111 emergency call Health board / Hospitals – Activated by 111 emergency call Aircraft Operators – To be contacted by Flight Service Specialist / Refer Master Plan Note: Emergency 111 call made by Flight Service Specialist |
| Simplified Process Flow: |  <ul style="list-style-type: none"> • Aircraft accident occurs on water off the aerodromes location • AIRCRAFT ACCIDENT declared • Harbour Master coordinates SAROP activities <ul style="list-style-type: none"> • Milford Sound aircraft and vessels assist with SAROP as required • MERT and Police deploy to Safe Forward Point <ul style="list-style-type: none"> • MERT and police assist • MERT respond and account for all passengers on landing • Ministry of Transport / Civil Aviation Authority advised |
| | Flight Service Specialist (Air Traffic Controller) / Airways <ol style="list-style-type: none"> 1. If MAYDAY call received from aircraft: <ul style="list-style-type: none"> • Relay MAYDAY call to all vessels on Marine VHF channels 16 & 12 • Request all aircraft in area to standby to assist Search and Rescue Operation (SAROP) |

| | |
|---------------------------------|--|
| Detailed Response Tasks: | <ol style="list-style-type: none"> 2. If required close the airport and divert aircraft 3. Deconflict airspace in support of SAROP 4. Call 111. Ask for Fire Service. Alert them using the standard format as follows: <ul style="list-style-type: none"> • Milford Sound Aerodrome • Emergency – AIRCRAFT ACCIDENT • Aircraft type • Location (use grid reference if known) • Nature of event • Persons on board • Fuel on board (if known) • Any dangerous goods (if known) <p>Note: Remember the emergency operator is writing down this information</p> 5. Commence Action Log to record incident events and timeline 6. If required issue a NOTAM 7. Clear standby aircraft to land 8. Close aerodrome to non-essential traffic (if necessary) <p>MILFORD SOUND HARBOUR MASTER</p> <ol style="list-style-type: none"> 1. Coordinate on water SAROP activities within Milford Sound 2. Maintain an action log and record all activities and the timeline of events 3. Assist and / or handover to MERT / Police when they arrive <p>MERT</p> <ol style="list-style-type: none"> 1. Deploy to Safe Forward Point 2. Liaise with Flight Service Specialist Controller (Air Traffic Controller) 3. Assume responsibility as INCIDENT CONTROLLER until arrival of NZ Police 4. Standby to assist in the event of an aircraft crash 5. Respond on aircraft landing and confirm all passengers are accounted <p>NZ Police</p> <ol style="list-style-type: none"> 1. Deploy to Safe Forward Point 2. Liaise with Harbour Master 3. Senior Police Officer to assume responsibility as Incident Controller 4. Secure the incident site, prevent aircrew / passengers from leaving area and unauthorised persons from entering area 5. Account for all aircraft crew / passengers, prepare casualty list, liaise with aircraft operator to notify next of kin / prep media releases 6. Maintain guard over site until released by the Civil Aviation Authority or Transport Accident Investigation Commission 7. Maintain an operations log to record incident events and timeline <p>Aircraft Operators</p> <ol style="list-style-type: none"> 1. Upon contact by Flight Service Specialist provide: copies of all verified passengers and crew, details of any disabled passengers and details of dangerous cargo 2. Notify the Civil Aviation Authority 3. Liaise directly with the ICP and Incident Controller |
|---------------------------------|--|

| | |
|--|---|
| | 4. In the event of an accident, assist ICP with welfare and management of crew / passengers |
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Annex I – Aircraft Hijack

AIRCRAFT HIJACK - MILFORD SOUND AERODROME

Single Agency Response Procedure

This two-page response procedure is a quick reference document for lead and supporting agency staff. It is designed to provide an overview of lead agency intentions for a specific event.

| | |
|---------------------------------|--|
| Event Type: | AIRCRAFT HIJACK - Milford Sound Aerodrome |
| Event Description: | An event where there is a physical taking over an aircraft by a person(s) by actual force or implied threat for the furtherance of their aims. |
| Link to Master Document: | Milford Sound Piopiotahi Aerodrome Emergency Plan |
| Lead Agency: | NZ Police |
| Key Locations: | Incident Control Point: Milford Sound Aerodrome Tower Safe Forward Point: Adjacent Vehicle Access Gates |
| Key Contact Information: | <p>Airways / Flight Service Specialist Landline: 03 2498092 Satellite Phone: 03 9280439 Radio: 118.2MHZ</p> <p>FIORDLAND EMERGENCY PHONEBOOK</p> <p>MERT – Activated by 111 emergency call NZ Police – Activated by 111 emergency call Health board / Hospitals – Activated by 111 emergency call Aircraft Operators – To be contacted by Flight Service Specialist / Refer Master Plan</p> <p>Note: Emergency 111 call made by Flight Service Specialist</p> |
| Simplified Process Flow: |  <ul style="list-style-type: none"> • Aircraft is Hijacked • Airport closed / flights diverted if necessary • Police advised <ul style="list-style-type: none"> • Police respond to situation <ul style="list-style-type: none"> • Emergency services assist Police |
| | <p>Flight Service Specialist (Air Traffic Controller) / Airways</p> <ol style="list-style-type: none"> 1. Call 111. Ask for Police. Advise of the incident location and nature of threat. Start recording incident activities and an event timeline in the operations log. 2. Await and comply with instructions from Police <ul style="list-style-type: none"> • Relay Instructions from Police to the Aircraft Captain • Relay responses from the Aircraft Captain to the Police • Be prepared to close the aerodrome and cease aircraft operations • Be prepared to initiate a FULL EMERGENCY if needed or directed by Police • Notify the Ministry of Transport |

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| Detailed Response Tasks: | <p>3. On arrival, advise Police if it is safe to enter the operational area of the aerodrome</p> |
| | MERT |
| | <p>6. Deploy to aerodrome Safe Forward Point 7. Liaise with Flight Service Specialist Controller (Air Traffic Controller) 8. Assume responsibility as INCIDENT CONTROLLER until arrival of NZ Police 9. Standby to assist in the event of an aircraft crash 10. Respond on aircraft landing and confirm all passengers are accounted</p> |
| | NZ Police |
| | <p>1. Respond in accordance with Police Standard Operating Procedures 2. Coordinate the response of Airways (Air Traffic Control) and supporting emergency service staff</p> |
| | Aircraft Operators |
| | <p>1. Upon contact by Flight Service Specialist provide: copies of all verified passengers and crew, details of any disabled passengers and details of dangerous cargo 2. Notify the Civil Aviation Authority 3. Liaise directly with the ICP and Incident Controller 4. In the event of an accident, assist ICP with welfare and management of crew / passengers</p> |

Annex J - Bomb Threat

BOMB THREAT - MILFORD SOUND AERODROME

Single Agency Response Procedure

This two-page response procedure is a quick reference document for lead and supporting agency staff. It is designed to provide an overview of lead agency intentions for a specific event.

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| Event Type: | BOMB THREAT - Milford Sound Aerodrome |
| Event Description: | Actions on for Upon receiving a bomb threat, whether it is specific or non-specific, verbal or in written form, to the effect that a device has been placed in or near a building, facility or aircraft at the aerodrome. |
| Link to Master Document: | Milford Sound Piopiotahi Aerodrome Emergency Plan |
| Lead Agency: | NZ Police |
| Key Locations: | Incident Control Point: Milford Sound Aerodrome Tower Safe Forward Point: Adjacent Vehicle Access Gates |
| Key Contact Information: | <p>Airways / Flight Service Specialist Landline: 03 2498092 Satellite Phone: 03 9280439 Radio: 118.2MHZ</p> <p>FIORDLAND EMERGENCY PHONEBOOK MERT – Activated by 111 emergency call NZ Police – Activated by 111 emergency call Health board / Hospitals – Activated by 111 emergency call Aircraft Operators – To be contacted by Flight Service Specialist / Refer Master Plan</p> <p>Note: Emergency 111 call made by Flight Service Specialist</p> <p style="color: red; text-align: center;">NOTE: DO NOT USE MOBILE OR RADIOS WITHIN 200M OF THE DEVICE UNLESS CLEARED BY POLICE / RADIO FREQUENCIES OR INTERFERENCE MAY TRIGGER THE DEVICE</p> |
| Simplified Process Flow: |  <ul style="list-style-type: none"> • Call 111, and identify bomb details and location • MERT and Police deploy to aerodrome Safe Forward Point • Police assume full control and respond in line with their SOP • Emergency services assist Police |
| | <p>Flight Service Specialist (Air Traffic Controller) / Airways</p> <ol style="list-style-type: none"> 1. Call 111. Ask for Police. Advise of the incident location and nature of threat. Start recording incident activities and an event timeline in the operations log. 2. Upon receiving a bomb threat, notify the Aircraft Captain of the threat and whether there is imminent danger to the aircraft and its passengers. Note: VHF Radio only if cleared by Police. 3. Await and comply with instructions from Police <ul style="list-style-type: none"> • Relay Instructions from Police to the Aircraft Captain |

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| Detailed Response Tasks: | <ul style="list-style-type: none"> • Relay responses from the Aircraft Captain to the Police • Be prepared to close the aerodrome and cease aircraft operations • Be prepared to initiate a FULL EMERGENCY if needed or directed by Police • Notify the Ministry of Transport • On arrival, advise Police if it is safe to enter the operational area of the aerodrome |
| | <p style="text-align: center;">NZ Police</p> <ol style="list-style-type: none"> 1. Respond in accordance with Police Standard Operating Procedures 2. Coordinate the response of Airways (Air Traffic Control) and supporting emergency service staff |
| | <p style="text-align: center;">MERT</p> <ol style="list-style-type: none"> 1. Assist Police as required 2. Be prepared to initiate FULL EMERGENCY procedures if required |
| | <p style="text-align: center;">Aircraft Operators</p> <ol style="list-style-type: none"> 1. Upon contact by Flight Service Specialist provide: copies of all verified passengers and crew, details of any disabled passengers and details of dangerous cargo 2. Notify the Civil Aviation Authority 3. Liaise directly with the ICP and Incident Controller 4. In the event of an accident, assist ICP with welfare and management of crew / passengers |

Annex K - Fire

FIRE - MILFORD SOUND AERODROME

Single Agency Response Procedure

This two-page response procedure is a quick reference document for lead and supporting agency staff. It is designed to provide an overview of lead agency intentions for a specific event.

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| Event Type: | FIRE - Milford Sound Aerodrome |
| Event Description: | Any fire that involves buildings, facilities or vegetation located within the boundaries of the aerodrome. |
| Link to Master Document: | Milford Sound Piopiotahi Aerodrome Emergency Plan |
| Lead Agency: | Original Lead: Airways New Zealand / Flight Service Specialist (located in Airport control tower) Subsequent Lead: Milford Emergency Response Team (MERT) |
| Key Locations: | Incident Control Point: Milford Sound Aerodrome Tower Emergency Operations Centre: Milford Sound Fire Station Safe Forward Point: Adjacent Vehicle Access Gates |
| Key Contact Information: | Airways / Flight Service Specialist Landline: 03 2498092 Satellite Phone: 03 9280439 Radio: 118.2MHZ FIORDLAND EMERGENCY PHONEBOOK MERT – Activated by 111 emergency call NZ Police – Activated by 111 emergency call Ministry of Transport - NUMBER Aircraft Operators – To be contacted by Flight Service Specialist / Refer Master Plan Note: Emergency 111 call made by Flight Service Specialist |
| Simplified Process Flow: |  <ul style="list-style-type: none"> • Establish evacuation zones • Contact FENZ <ul style="list-style-type: none"> • MERT deploy and respond to fire • Advise supporting agencies about fire |
| | Person Discovering the Fire <ol style="list-style-type: none"> 1. Raise the alarm upon discovering the fire – Shout FIRE FIRE FIRE! 2. Evacuated the area 3. Call 111. Ask for FENZ. Advise location and nature of the fire 4. Advise the Flight Service Specialist (Air Traffic Controller) |
| | Flight Service Specialist (Air Traffic Controller) / Airways <ol style="list-style-type: none"> 1. Confirm that FENZ have been called. If in doubt; recall 111 ask for FENZ and advise location and nature of the fire. 2. If any aircraft are impacted by the location of the fire due to smoke, fumes, fire-fighting appliances, direct them away from the area. If |

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|---|--|-------------|--|---------------------------|---|
| Detailed Response Tasks: | <p>necessary close the aerodrome</p> <ol style="list-style-type: none"> 3. Confirm that all personnel have evacuated to the Fire Assembly Area 4. Notify the Ministry of Transport 5. Upon arrival, advise MERT if it is safe to enter the aerodrome <p>Note: The aerodrome spill kit is located on the northwest side of the aerodrome tower</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; padding: 5px;">MERT</td></tr> <tr> <td style="padding: 5px;"> <ol style="list-style-type: none"> 1. Respond to the incident 2. Liaise with the Flight Service Specialist upon arrival at the Safe Forward Point 3. Assume responsibility as INCIDENT CONTROLLER 4. Establish ICP 5. Establish EOC </td></tr> <tr> <td style="text-align: center; padding: 5px;">Aircraft Operators</td></tr> <tr> <td style="padding: 5px;"> <ol style="list-style-type: none"> 1. Rapidly evacuate aircrew and passengers from the affected area to the Fire Assembly Area and await further instructions 2. The Aircraft Captain retains responsibility for the wellbeing and safety of aircrew and passengers. The Aircraft Captain must comply with directions from emergency services </td></tr> </table> | MERT | <ol style="list-style-type: none"> 1. Respond to the incident 2. Liaise with the Flight Service Specialist upon arrival at the Safe Forward Point 3. Assume responsibility as INCIDENT CONTROLLER 4. Establish ICP 5. Establish EOC | Aircraft Operators | <ol style="list-style-type: none"> 1. Rapidly evacuate aircrew and passengers from the affected area to the Fire Assembly Area and await further instructions 2. The Aircraft Captain retains responsibility for the wellbeing and safety of aircrew and passengers. The Aircraft Captain must comply with directions from emergency services |
| MERT | | | | | |
| <ol style="list-style-type: none"> 1. Respond to the incident 2. Liaise with the Flight Service Specialist upon arrival at the Safe Forward Point 3. Assume responsibility as INCIDENT CONTROLLER 4. Establish ICP 5. Establish EOC | | | | | |
| Aircraft Operators | | | | | |
| <ol style="list-style-type: none"> 1. Rapidly evacuate aircrew and passengers from the affected area to the Fire Assembly Area and await further instructions 2. The Aircraft Captain retains responsibility for the wellbeing and safety of aircrew and passengers. The Aircraft Captain must comply with directions from emergency services | | | | | |

Annex L – Fuel Spill

FUEL SPILL - MILFORD SOUND AERODROME

Single Agency Response Procedure

This two-page response procedure is a quick reference document for lead and supporting agency staff. It is designed to provide an overview of lead agency intentions for a specific event.

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| Event Type: | FUEL SPILL - Milford Sound Aerodrome |
| Event Description: | An event where a quantity of fuel has spilt from an aircraft, fuel tanker or fuel pump and may or may not be continuing to discharge its contents, and the safe containment and collection of fuels accidentally released onto the ground is required. |
| Link to Master Document: | Milford Sound Piopiotahi Aerodrome Emergency Plan |
| Lead Agency: | Original Lead: Airways New Zealand / Flight Service Specialist (located in Airport control tower) Subsequent Lead: Milford Emergency Response Team (MERT) |
| Key Locations: | Incident Control Point: Milford Sound Aerodrome Tower Emergency Operations Centre: Milford Sound Fire Station Safe Forward Point: Adjacent Vehicle Access Gates |
| Key Contact Information: | Airways / Flight Service Specialist Landline: 03 2498092 Satellite Phone: 03 9280439 Radio: 118.2MHZ FIORDLAND EMERGENCY PHONEBOOK MERT – Activated by 111 emergency call Environment Southland - 24/7 Pollution Response Hotline: 0800 768 845 NZ Police – Activated by 111 emergency call Aircraft Operators – To be contacted by Flight Service Specialist / Refer Master Plan Ministry of Transport - NUMBER Note: Emergency 111 call made by Flight Service Specialist |
| Simplified Process Flow: |  <ul style="list-style-type: none"> • Establish evacuation zones • Contact FENZ <ul style="list-style-type: none"> • MERT deploy spill and respond • Advise supporting agencies about spill |
| | Flight Service Specialist (Air Traffic Controller) / Airways <ol style="list-style-type: none"> Upon confirmation of a fuel spill: <ul style="list-style-type: none"> • Immediately evacuate within 30 metres of the spill • Immediately evacuate personnel that are 300m downwind of the spill • If a large-scale spill of AVGAS or Jet A1, or there is an ignition risk, evacuate at least 400m in all directions |

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| Detailed Response Tasks: | <ol style="list-style-type: none"> 2. Confirm that FENZ have been called. If in doubt; recall 111 ask for FENZ and advise location and nature of the spill. 3. If any aircraft is impacted by the location of the spill due to fumes, fire-fighting appliances, direct them away from the area. If necessary close the aerodrome. 4. If required, issue a NOTAM. 5. Notify Environment Southland if any fuel enters drains or waterways 6. Notify the Ministry of Transport 7. Notify the Department of Conservation 8. Upon arrival, advise MERT if it is safe to enter the aerodrome <p>Note: The aerodrome spill kit is located on the <u>northwest side of the aerodrome tower</u></p> |
| | MERT |
| | <ol style="list-style-type: none"> 1. Respond to the incident 2. Liaise with the Flight Service Specialist upon arrival at the Safe Forward Point 3. Assume responsibility as INCIDENT CONTROLLER 4. Establish ICP 5. Establish EOC |
| | Aircraft Operators |
| | <ol style="list-style-type: none"> 1. Rapidly evacuate aircrew and passengers from the affected area to a safe area and await further instructions 2. The Aircraft Captain retains responsibility for the wellbeing and safety of aircrew and passengers. The Aircraft Captain must comply with directions from emergency services |