

AIRPORT SERVICES MANUAL



PART 7

AIRPORT EMERGENCY PLANNING

SECOND EDITION — 1991

*Approved by the Secretary General
and published under his authority*

INTERNATIONAL CIVIL AVIATION ORGANIZATION

Foreword

In accordance with the provisions in Annex 14, Volume I, States are required to establish at every airport an emergency plan commensurate with the aircraft operations and other activities conducted at the airport. The purpose of the material in this manual is to assist States in the implementation of these specifications and thereby help to ensure their uniform application.

The material in the manual relates principally to matters concerning pre-planning for airport emergencies, as well as co-ordination between the different airport agencies (or services) and those agencies in the surrounding community that could be of assistance in responding to the emergency. It does not include material on how an agency is to carry out its particular functions such as those of the rescue and fire fighting services or air traffic control service. Such material remains in the regular documents concerning these specialties. Detailed complementary guidance material dealing with emergencies involving unlawful interference of aircraft is contained in the *Security Manual for Safeguarding Civil Aviation Against Acts of Unlawful Interference*.

This manual includes, *inter alia*, material concerning types of emergencies that should be planned for, description of agencies involved in the plan, as well as the responsibility and role of each agency, including the emergency operations centre and the command post, for each type of emergency. It also contains a sample outline of an airport emergency plan document with details of the aspects which should be covered in such documents. A glossary is presented in Appendix 1 for use by those who may not be familiar with a particular technical term used in this manual.

The first edition of this manual was produced in 1980. It has been updated in 1990 as a result of comments received from States and international organizations concerning problems encountered during actual emergencies and those experienced while conducting emergency exercises. Accidents in the water have necessitated the inclusion of a new Appendix concerning this subject.

It is intended that the manual be kept up to date. Future editions will most likely be improved on the basis of experience gained and of comments and suggestions received from users of this manual. Therefore, readers of this manual are invited to give their views, comments and suggestions on this edition. These should be directed to the Secretary General of ICAO.

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Chapter 1

General

1.1 NEED FOR EMERGENCY PLANNING PROCEDURES

1.1.1 Airport emergency planning is the process of preparing an airport to cope with an emergency occurring at the airport or in its vicinity. The object of airport emergency planning is to minimize the effects of an emergency, particularly in respect of saving lives and maintaining aircraft operations. The airport emergency plan sets forth the procedures for co-ordinating the response of different airport agencies (or services) and those agencies in the surrounding community that could be of assistance in responding to the emergency.

1.1.2 Each airport emergency plan should be a co-ordinated programme between the airport and the surrounding community. This is desirable as the planning and procedures needed to handle major emergency situations on the airport are similar to other types of major emergencies that can strike a community. Inasmuch as the airport may be the transportation hub for any community emergency situation (whether it be an aircraft accident, a natural disaster, an explosion, or even a severe storm), its role in any community emergency situation should be well established. Each airport/community has individual needs and peculiarities, but, in spite of the political, jurisdictional and agency differences, the basic needs and concepts of emergency planning and exercises will be much the same and involve the same major problem areas: COMMAND, COMMUNICATION and CO-ORDINATION.

1.1.3 The airport emergency plan will be implemented similarly whether it is an on-airport or an off-airport aircraft accident/incident. It is only in jurisdiction that changes will be noted. In an on-airport aircraft accident/incident, the airport authority will normally be in command. In an off-airport aircraft accident/incident, the agency in command will be the agency agreed upon in the mutual aid emergency agreement pre-arranged with the surrounding community. When an aircraft accident/incident occurs just outside the airport perimeter, the jurisdictional responsibility will be as agreed upon in the mutual aid emergency agreement pre-arranged with the surrounding community. This, however, should not affect the immediate response by airport personnel or by agencies having roles in the airport emergency plan.

1.1.4 The airport emergency plan should include a set of instructions to ensure prompt response of rescue and fire fighting, law enforcement, police/security, medical services, other agencies on and off the airport and other competent, trained, expert personnel, adequate to meet all unusual conditions.

1.1.5 To be operationally sound, a comprehensive airport emergency plan must give consideration to:

- a) preplanning BEFORE an emergency;
- b) operations DURING the emergency; and
- c) support and documentation AFTER the emergency.

1.1.6 "Before the emergency" considerations include planning for the handling of all factors that could bear upon effective emergency response. Preplanning should define the organizational authority and the responsibilities for developing, testing and implementing the emergency plan.

1.1.7 "During the emergency" considerations depend on the stage, nature and location of the emergency. The situation may change as the rescue work progresses. (For example, while the airport fire chief or designee would normally be the first person in command of the emergency forces, this officer may thereafter become one of several staff

officers as other responding officers from other agencies assume their specified roles at the command post under the jurisdiction of the designated "on-scene" commander.)

1.1.8 "After the emergency" considerations may not carry the urgency of preceding events, but transitions of authority and responsibility at the scene need to be thoroughly discussed and planned in advance. Some personnel, who in early stages have a direct operational assignment, subsequently may be required to remain on the scene and may assume a supportive role (i.e. police/security personnel, rescue and fire fighting personnel, airport authority and public works). Thus, it is also necessary to preplan for such supportive services, and to consider problems related to restoring or maintaining protective services to permit continuation of normal airport/aircraft operations which may have been disrupted by the emergency. The need to communicate the termination of the emergency to supporting agencies (hospitals, ambulances, etc.) so they can return to "normal" operation should also be considered. Documentation of the various operations in an emergency is an aid to the gathering and organizing of data for various post-accident/incident reports. It also can provide the structure for a critique of the emergency and can be used as a format for improving the procedures and arrangements in the emergency plan.

1.1.9 The recommendations set forth in this manual are based on the paramount need for survival of aircraft occupants and other casualties resulting from the aircraft accident/incident. The stabilization and emergency medical treatment of casualties is of equal importance. The speed and skill of such treatment is crucial in situations where life hazards exist. An effective rescue effort requires adequate preplanning for the emergency as well as execution of periodic practice exercises.

1.1.10 The recommendations should take into account operations in all weather conditions such as extreme heat and cold, snow, rain, wind or reduced visibility. They should also allow for potential accident locations in difficult terrain surrounding the airport environment, i.e. bodies of water, roads, depressions and other problem areas.

1.1.11 The material contained herein should not be in conflict with local or State regulations. A principal purpose of this document is to alert participating departments or agencies, which may be called to an aircraft emergency, that conflicts can exist because of overlapping or non-existent local regulations. It is hoped that this information may be useful in resolving problems that actual emergencies have brought to light.

1.1.12 An important consideration of the plan is the identification of all materiel resources that can be utilized to manage the emergencies identified within the airport emergency plan. It is incumbent to include in the planning process the most effective method of acquiring these resources and placing them where needed in a timely manner.

1.2 RESPONSIBILITY

1.2.1 Each airport authority should be responsible for establishing emergency plans and procedures to deal with all unusual conditions at the airport and for co-ordinating the plan with surrounding community authorities. The airport authority also should have the responsibility for assignment of emergency personnel and equipment provided by all concerned departments and agencies, and for providing maximum aircraft/airport emergency services and mutual aid.

1.2.2 The plan should spell out the co-ordinated response or participation of all existing agencies which, in the opinion of the authority, could be of assistance in responding to an emergency. Examples of such agencies are:

a) On the airport

- 1) rescue and fire fighting services;
- 2) medical services;
- 3) police and/or security services;
- 4) airport administration;

- 5) air traffic services; and
 - 6) aircraft operators.
- b) Off the airport
- 1) mutual aid police;
 - 2) mutual aid local fire departments;
 - 3) medical services;
 - 4) hospitals;
 - 5) government authorities;
 - 6) military;
 - 7) harbour patrol or coast guard; and
 - 8) all other participating agencies.

1.2.3 The airport authority should ensure that all participating agencies having duties and responsibilities under the emergency plan are familiar with their assignments. They should also be familiar with other agencies' duties in the emergency plan. The responsibility and role played by each agency for each type of emergency are described in Chapter 4.

1.3 ESTABLISHMENT OF AN AIRPORT EMERGENCY PLAN

1.3.1 The purpose of an airport emergency plan is to ensure that there is:

- a) orderly and efficient transition from normal to emergency operations;
- b) delegation of airport emergency authority;
- c) assignment of emergency responsibilities;
- d) authorization by key personnel for actions contained in the plan;
- e) co-ordination of efforts to cope with the emergency; and
- f) safe continuation of aircraft operations or return to normal operations as soon as possible.

1.3.2 It is imperative that the airport authority arrange emergency mutual aid agreements which define responsibilities and/or liabilities of each contributing party with surrounding communities. These agreements should include at least the following:

- a) clarification of the political and jurisdictional responsibilities of the several agencies that may be involved in order to avoid problems when an emergency occurs;
- b) establishment of the command authority; i.e. a single on-scene commander (with designated alternates if necessary);
- c) designation of communication priorities at the accident site;
- d) organization of emergency transportation facilities under a predesignated co-ordinator(s);
- e) predetermination of the legal authorities and liabilities of all co-operating emergency personnel; and

- f) prearrangements for use of portable and heavy rescue equipment from available sources.

1.3.3 Off-airport accidents in adjacent mountains, marshes, deserts, or water can present unique and difficult access and logistical problems. It is therefore important that communities so located have adequate plans for rescue in such areas. This could require an analysis of the availability of such special service vehicles as fire boats, rescue boats, helicopters, hovercraft, swamp buggies, snowmobiles, half-tracks, forest fire fighting equipment, etc., and arrangement for their utilization. Consideration also may need to be given to:

- a) the availability of specialized rescue teams such as scuba divers, mountain or desert squads, ski patrols, search dogs and bomb squads;
 - b) the handling of radiological incidents or chemical spills; and
 - c) equipment for the emergency transfer of fuel from the aircraft wreckage, from a water surface, or from pools formed in ground depressions, etc.
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Chapter 2

AIRPORT EMERGENCY PLAN DOCUMENT

2.1 PURPOSE AND SCOPE

2.1.1 The purpose of the emergency plan documents is to set out in manual form the responsibilities and required actions/roles of the various personnel/agencies involved in dealing with emergencies affecting the airport.

2.1.2 "During the emergency" considerations depend on the exact nature and/or location of the accident. The location will dictate the agency responsible for management of the emergency. As the nature of the accident changes from emergency operations to the investigation phase, the appropriate accident investigation authority will assume command and responsibility for the accident scene. All agencies responding to the accident must know, in advance, their respective roles, responsibilities, and to whom they report and who reports to them.

2.1.3 "After the emergency" considerations also must be given considerable attention. Transition of authority and other legal factors need to be discussed and preplanned. Consideration needs to be given to the restoration of protective services in order to permit continuation of normal airport/aircraft operations and to public protection that may have been disrupted by the emergency.

2.1.4 The recommendations contained in this document are based on the requirement that survival of aircraft occupants and other related accident victims is the primary operational objective. Effective operations require a great deal of preplanning and regular exercises that provide opportunity for realistic training of personnel from all agencies which will be involved in the emergency.

2.1.5 It is crucial that planning details by the response agencies consider local weather conditions and night operations. For example, low temperatures may freeze medical solutions or tubing during protracted extrication operations. Severe weather conditions may also negatively affect fire fighting foam solution.

2.1.6 Precautions must be taken, where necessary, to mitigate weather-induced physical problems such as hypothermia and dehydration. Such considerations apply to emergency personnel as well as to victims of the accident.

2.1.7 The scope of the emergency plan document should include command, communication and co-ordination functions for executing the plan.

2.1.8 An outline of an airport emergency plan is contained in Appendix 2.

2.2 TYPES OF EMERGENCIES

2.2.1 The airport emergency plan shall provide for the co-ordination of the actions to be taken in an emergency occurring at an airport or in its vicinity.

2.2.2 Different types of emergencies which can be anticipated are: emergencies involving aircraft, emergencies not involving aircraft, medical emergencies, or combinations of these emergencies.

a) *Emergencies involving aircraft.* These include:

- 1) accident — aircraft on-airport
- 2) accident — aircraft off-airport
 - i) land
 - ii) water
- 3) incident — aircraft in flight
 - i) severe air turbulence
 - ii) decompression
 - iii) structural failure
- 4) incident — aircraft on ground
- 5) incident — sabotage including bomb threat
- 6) incident — unlawful seizure

b) *Emergencies not involving aircraft.* These include:

- 1) fire — structural
- 2) sabotage including bomb threat
- 3) natural disaster
- 4) dangerous goods
- 5) medical emergencies

c) *Compound emergencies.*

- 1) aircraft/structures
- 2) aircraft/fuelling facilities
- 3) aircraft/aircraft

2.2.3 The aircraft emergencies for which services may be required are generally classified as:

- a) "aircraft accident": an aircraft accident which has occurred on or in the vicinity of the airport;
- b) "full emergency": an aircraft approaching the airport is, or is suspected to be, in such trouble that there is imminent danger of an accident; and
- c) "local standby": an aircraft approaching the airport is known or is suspected to have developed some defect, but the trouble is not such as would normally involve any serious difficulty in effecting a safe landing.

This classification has been used in Chapter 4.

2.2.4 In a medical emergency the degree or type of illness or injury and the number of persons involved will determine the extent to which the airport emergency plan is utilized. Everyday, minor first-aid requirements should be dealt with by airport first-aid or medical clinics. (See Appendix 3.) Where airport first-aid or medical clinics are not available, outside medical attention should be obtained. Important factors that determine the need to implement the emergency plan, and if so, the extent of its utilization, include communicable diseases, collective food poisoning, and sudden, serious illness or injury beyond the capability of the airport first-aid or medical clinic.

Chapter 3

AGENCIES INVOLVED

3.1 GENERAL

The first step in a viable emergency plan is to have the co-operation and participation of all the concerned airport/community authorities. Agencies to be considered are:

- a) air traffic services;
- b) rescue and fire fighting services (fire departments)*;
- c) police and/or security services;
- d) airport authority;
- e) medical services;
- f) hospitals;
- g) aircraft operators;
- h) government authorities;
- i) communication services;
- j) airport tenants;
- k) transportation authorities (land, sea and air);
- l) rescue co-ordination centre;
- m) civil defence;
- n) mutual aid agencies;
- o) military;
- p) harbour patrol or coast guard;
- q) clergy;

* Throughout this manual rescue and fire fighting service means the main agency designated to provide rescue and fire fighting services at an airport. Fire department means the rescue and fire fighting service available in the vicinity of an airport. The principal object of the latter is to deal with fires occurring in the community surrounding the airport.

- r) public information office;
- s) customs;
- t) mental health agencies;
- u) public utilities;
- v) postal authorities;
- w) veterinary services;
- x) coroner;
- y) volunteer organizations; and
- z) international relief agencies (Red Cross, etc.).

3.2 AIR TRAFFIC SERVICES

When the emergency involves an aircraft, the airport control tower (or airport flight information service) is required to contact the rescue and fire fighting service and to provide information on the type of emergency and other essential details, such as the type of aircraft, fuel on board and location of the accident, if known. Additionally, the airport emergency plan may specify that air traffic services should initiate the calling of the local fire departments and appropriate organizations in accordance with the procedures laid down in the plan. The initial call should provide the grid map reference, rendezvous point and, where necessary, the airport entrances to be used. Alternatively, this function may be assigned by the plan either in whole or in part to another organization or unit. Care must be taken, when preplanning initial notification of the accident, to specify clearly the responsibility assignments and to avoid duplication in the calling requirements. Subsequent calls may expand the information given to include the number of aircraft occupants, any dangerous goods on board, and the name of the aircraft operator, if appropriate. If the airport must be closed because of the emergency situation at hand, air traffic services are expected to take action as necessary with respect to aircraft desiring to land or depart.

3.3 RESCUE AND FIRE FIGHTING SERVICES (FIRE DEPARTMENTS)

3.3.1 The prime responsibility of airport rescue and fire fighting personnel is to save lives. Property endangered by aircraft incidents and accidents occurring on or near the airport should be preserved as far as practicable. To achieve this objective, fire should be suppressed and any reignition prevented. There are aircraft accidents, however, where fire may not occur, or where the fire may be rapidly extinguished. In every case, the procedures should provide for the most rapid evacuation possible of survivors of the accident.

3.3.2 Unless seriously injured casualties are stabilized rapidly, they may become fatalities. Airport rescue and fire fighting personnel should receive training to satisfy locally acceptable, emergency medical standards. They may be the only rescue personnel on the scene during the critical period immediately following an accident and possibly for an extended period of time. On-airport availability of other responding personnel with qualified medical expertise may reduce this need.

3.3.3 Only fire fighting and rescue personnel wearing approved protective fire fighting clothing and equipment

should be allowed in close proximity to an aircraft accident site. Such clothing should be worn within a distance of approximately 100 m from any point on the aircraft or any fuel spillage.

3.3.4 As a means to easily identify and distinguish the fire officer in command, a suitable red hard hat and highly visible red apparel such as a vest or coat should be worn, with "CHIEF FIRE OFFICER" in reflective lettering displayed front and back.

3.4 POLICE AND/OR SECURITY SERVICES

3.4.1 In an airport emergency, it is expected that the police or security officer first to arrive at the scene will secure the site and request reinforcement, if needed. The officer's responsibilities should continue until relieved by the designated law enforcement agency that has jurisdictional authority over the area. The plan should include arrangements for the rapid and effective reinforcement of the security cordon by local police, military or other units under governmental control, wherever required.

3.4.2 Congestion-free ingress and egress roads need to be established immediately for emergency vehicles. The security services, police force, or other appropriate local authorities are expected to ensure that only persons with specific tasks be allowed at the scene of the accident. They should route the normal traffic away from or around the accident site.

3.4.3 The plan should provide for the control of crowds that always collect at an accident site and also for the preservation of the entire area, undisturbed whenever practical, for investigation purposes. (See Appendix 4.)

3.4.4 A mutual aid programme should be instituted between all potentially involved security agencies; e.g. airport, city, local and government security forces, mail inspectors, and, where appropriate, military police and customs officials.

3.4.5 A method to easily identify responding emergency personnel should be implemented at security check points to ensure that they have immediate access to the accident site. "Emergency Access" identification can be pre-issued by the airport authority to emergency personnel for use during an emergency.

3.4.6 In many cases it may not be possible or practicable for vehicles of mutual aid fire departments, ambulances, etc., to proceed directly to the accident/incident site. It is essential that the emergency plan include procedures for meeting at a designated rendezvous point or points. A rendezvous point can also be used as a staging area where responding units can be held until needed at the accident site. This can help to eliminate traffic jams and confusion. Personnel controlling the rendezvous point also should consider the suitability of vehicles for adverse terrain conditions at the accident site and to prevent obstruction of the access route by disabled vehicles. Staging these vehicles can prevent traffic jams and confusion at the accident scene.

3.4.7 As a means to easily identify and distinguish the security/police officer in command, a blue, industrial hard hat and highly visible blue apparel such as a vest or coat should be worn, with "POLICE CHIEF" in reflective lettering displayed front and back.

3.5 AIRPORT AUTHORITY

3.5.1 The airport authority should be responsible for establishing, promulgating and implementing the plan and designating the person in command of the over-all operation at the command post. The plan may require the airport authority to ensure that the information, such as names and telephone numbers of offices or people involved in an airport emergency, is kept up to date and distributed to all concerned. Co-ordination of all agencies responding to an

emergency is expected to be carried out by the airport authority. The airport authority will also arrange necessary meetings of the airport emergency plan co-ordinating committee, composed of key personnel from participating agencies, to critique the plan after it has been tested or implemented. The airport authority should be responsible for closing the airport, or part of it, if circumstances so require. Aircraft operations should be resumed only when circumstances permit aircraft to operate safely without interfering with rescue activities and the airport movement area has been secured.

3.5.2 As a means to easily identify and distinguish the airport operations officer in charge, an international-orange hard hat and highly visible orange apparel such as a vest or coat should be worn, with "AIRPORT ADMINISTRATION" in reflective lettering displayed back and front.

3.6 MEDICAL SERVICES

3.6.1 The purpose of medical services is to provide triage, first aid and medical care in order to:

- a) save as many lives as possible by locating and stabilizing the most seriously injured, whose lives may be in danger without immediate treatment;
- b) provide comfort to the less seriously injured and to administer first aid; and
- c) transport casualties to the proper medical facility.

3.6.2 It is essential that provision of medical services such as triage, stabilization, first aid, medical care, and the transporting of the injured to hospital(s) be carried out in the most expeditious manner possible. To this end, well organized medical resources (personnel, equipment and medical supplies) should be available at the accident site in the shortest time possible. The medical aspects of the emergency plan should be integrated with local community emergency plans as agreed upon in the mutual aid emergency agreement. (See Appendix 5.)

3.6.3 A medical co-ordinator should be assigned to assume control of the emergency medical operations at the accident site. If airport medical services exist, the medical co-ordinator may be designated from the airport medical staff. In some cases, it may be necessary to appoint an interim medical co-ordinator, to be relieved when the designated medical co-ordinator arrives on site. The interim medical co-ordinator can be designated from the airport rescue and fire fighting personnel.

3.6.4 Medical and ambulance services may be an integral part of the airport services, particularly whenever an ambulance service is a part of the airport rescue and fire fighting service. Whenever medical and ambulance services are not available at the airport, prearrangements with local, private, public or military medical and ambulance services should be made. The plan has to ensure the dispatch of a satisfactory assignment of personnel, equipment and medical supplies. To ensure a rapid response, the plan can include arrangements for land, sea and airborne transportation of medical services to the scene, and subsequent transportation of persons requiring immediate medical care. Prearrangements are necessary for the availability of doctors and other medical personnel for all airport emergencies. The plan should list a sufficient number of doctors to offset any absences at the time an emergency occurs.

3.6.5 The plan should designate a medical transportation officer whose responsibilities would include:

- a) alerting hospitals and medical personnel of the emergency;
- b) directing transportation of casualties to appropriate hospitals suitable for treatment of the particular injury;
- c) accounting for casualties by recording the route of transportation, destination hospital, and casualty's name and extent of injuries;

- d) advising hospitals when casualties are en route; and
- e) maintaining contact with hospitals, medical transportation, the senior medical officer, on-scene command post, and the command post.

3.6.6 Information on medical services at airport is contained in Appendix 3.

3.7 HOSPITALS

3.7.1 Participating hospitals should have contingency emergency plans to provide for mobilization if necessary of medical teams to the accident site in the shortest possible time. Availability of qualified personnel and adequate facilities at the hospitals to deal with airport emergency situations is vital. In this respect, it is mandatory to establish in advance an accurate list of surrounding hospitals. They should be classified according to their effective receiving capacity and specialized features, such as neurosurgical ability or burn treatment. In most circumstances it is unwise to deplete the most proximate hospital to the accident site of essential medical and nursing personnel.

3.7.2 The distance from the airport and the ability to receive helicopters should be considered. Reliable two-way communication shall be provided between the hospitals, ambulances and helicopters. The alert of an aircraft accident should be made to a single medical facility which then alert all other facilities according to a local medical communications network.

3.8 AIRCRAFT OPERATIONS

3.8.1 It is important that arrangements be made in the plan to disseminate full details of aircraft related information, such as number of persons aboard, fuel quantity and existence of any dangerous goods, if available. Aircraft operators are expected to be responsible for providing this information. This information is vital to the on-scene commander and will influence the tactics and strategies used to deal with the emergency. Operators also are responsible for making arrangements for any uninjured persons who may require to continue their journey, or need accommodations or other assistance. Additionally, aircraft operators may be responsible for contacting deceased passengers' next of kin. The police and/or international relief agencies (Red Cross, etc.) will normally assist in the accomplishment of this task. Information concerning services provided by aircraft operators following an aircraft accident is contained in Appendix 7.

3.8.2 The airport emergency plan should designate an aircraft operator to respond to an emergency involving a chartered, private, military or other non-tenant aircraft operator.

3.8.3 The proper disposition of all cargo, mail and baggage aboard an aircraft involved in an accident is the responsibility of the aircraft operator. Permission to remove these items from the aircraft may be granted by the on-scene commander only after the emergency has been abated and the requirements of the accident investigators have been met.

3.9 GOVERNMENT AUTHORITIES

In order to avoid conflict and confusion between participants, the airport emergency plan should clearly define the obligations, controls and limitations placed on the airport authority by government agencies. Post-accident investigation, unlawful seizure of aircraft, bomb threats and bombings, customs and postal matters, may all fall into jurisdictions other

than that of the airport authority.

3.10 AIRPORT TENANTS

Airport tenants and their employees should be considered a prime source of readily available equipment and human resources. With their intimate knowledge of the airport, airport tenants and their employees can have a vital role in the emergency plan especially if their background includes medical training, transportation or food preparation. It is important that these persons be deployed under supervision and assigned specific functions to void duplication of efforts and disruption of other emergency operations. For their own personal safety, the use of these people should be restricted until the emergency is under control. Employees with first aid knowledge should be known and identified by means of a suitable vest during an emergency.

3.11 TRANSPORTATION AUTHORITIES (LAND, SEA, AIR)

3.11.1 In an emergency, vehicles are needed to carry out rescue operations, to transport personnel and to haul supplies and debris. Responsibility for the control of vehicles to be used during an emergency should be assigned to a designated transportation officer. All of the transportation equipment available at the airport, such as buses, trucks, maintenance vehicles and automobiles, should be inventoried and assignments should be included in the emergency plan. Arrangements in advance also might be made to obtain additional vehicles from bus companies, leasing companies or garages. Also, by prior agreement, the use of vehicles owned by airport employees might be included in the emergency plan.

3.11.2 In airport emergencies, provision shall be made for an easily identifiable guide vehicle, equipped with two-way radio communication, to lead groups of vehicles from the rendezvous point(s) or staging area to the accident site. This should be accomplished without interference with aircraft operations.

3.11.3 Suitable rescue equipment and services shall be available for use whenever the accident site and/or access routes require transportation through water or swampy areas that cannot be fully served by conventional, wheeled vehicles. This is particularly important where a significant portion of approach/departure operations takes place over these areas.

3.11.4 As a means to easily identify and distinguish the transportation officer in charge, a lime-green hard hat and lime-green vest or other apparel should be worn, with "TRANSPORTATION OFFICER" in reflective lettering displayed back and front.

3.12 RESCUE CO-ORDINATION CENTRE

Rescue co-ordination centres may play a significant role when aircraft accidents occur in the vicinity of an airport but the accident site is not known, or rescue facilities additional to those available at or near the airport are required to be brought into action. Rescue co-ordination centres shall have means of immediate communication with all rescue units within their areas of responsibility, including units providing aircraft, helicopters and special rescue teams. Where appropriate, coastal radio stations capable of alerting and communicating with surface vessels must be used. Assistance from some of these units can be essential in responding to an accident in the vicinity of the airport. It is therefore suggested that the potential role of the rescue co-ordination centre be specifically highlighted in a separate paragraph in the airport emergency plan document.

3.13 CIVIL DEFENCE

The airport emergency plan should be integrated with the local community civil defence emergency plan and with local search and rescue teams. Consideration should be given to the role the airport may have as a result of co-ordination with civil defence officials and in support of any civil defence emergency plan requirements.

3.14 MUTUAL AID AGREEMENTS

3.14.1 Airport emergencies may be of such magnitude that local rescue and fire fighting, security, law enforcement and medical services are inadequate to handle the situation. It is therefore strongly recommended that written mutual aid programmes be initiated to ensure the prompt response of adequate rescue and fire fighting, security, law enforcement and medical services elsewhere. Such mutual aid agreements are normally co-ordinated by the airport authority as well as the agencies involved, and implemented by the airport authority. For further information, see Appendix 5.

3.14.2 All mutual aid agreements shall be reviewed or revised annually. Telephone and personnel contacts shall be reviewed and updated monthly.

3.15 MILITARY

Where a military installation is located on or in the vicinity of an airport, a mutual aid agreement shall be initiated to integrate these personnel within the command, communication and co-ordination functions of the emergency plan.

3.16 HARBOUR PATROL AND COAST GUARD

Harbour patrol and coast guard are services which are vital to airports in proximity to large water environments. Co-ordination of such services should be included in the airport emergency plan where applicable. These services usually interface with rescue co-ordination centres and mutual aid police units. To obtain the immediate response of such services, maintenance of an adequate communication network is an essential ingredient of the plan.

3.17 CLERGY

Arrangements should be made to contact the clergy to provide comfort to casualties and relatives and to perform religious services where and when appropriate.

3.18 PUBLIC INFORMATION OFFICER

3.18.1 A public information officer should be designated. This officer should co-ordinate and release factual information to the news media and also should co-ordinate public information statements between all parties involved.

3.18.2 It is recommended that the television and radio news media be requested to withhold the release of accident information for at least fifteen minutes (or longer, if possible). This delay will allow sufficient time to establish adequate security around the accident site and to establish road blocks on routes providing ingress and egress to the accident site by participating emergency medical agencies and other services.

3.18.3 The public information officer is responsible for escorting the news media to the accident/incident location.

3.19 MENTAL HEALTH AGENCIES

The emergency plan should include local mental health agencies. Therapeutic treatment, as well as follow-up procedures for dealing with the possible long-term effects of the emergency, should be available for survivors, relatives, eyewitnesses, and emergency scene personnel.



Chapter 4

RESPONSIBILITY AND ROLE OF EACH AGENCY FOR EACH TYPE OF EMERGENCY

4.1 AIRCRAFT ACCIDENT ON THE AIRPORT

4.1.1 General

The airport emergency plan shall be implemented immediately upon an aircraft accident occurring on the airport. For this type of emergency, responding agencies are expected to take action as described in 4.1.2 to 4.1.10 below.

4.1.2 Action by air traffic services

4.1.2.1 Initiate emergency response by using the crash alarm communication system (See Figure 8-1).

4.1.2.2 Notify the rescue and fire fighting service and provide information on the location of the accident, grid map reference and all other essential details, including time of the accident and type of aircraft. Subsequent notification may expand this information by providing details on the number of occupants, fuel on board, aircraft operator, and any dangerous goods on board, including quantity and location, if known.

4.1.2.3 Close the affected runway and minimize vehicle traffic on that runway to prevent disturbance of accident investigation evidence (See 4.1.5 2) f)).

4.1.2.4 If required, initiate communications to the police and security services, airport authority, and medical services in accordance with the procedure in the airport emergency plan. Provide the contacts with grid map reference, rendezvous point and/or staging area and airport entrance to be used.

4.1.2.5 Issue the following Notice to Airmen (NOTAM) immediately:

“Airport rescue and fire fighting service protection unavailable until (time) or until further notice. All equipment committed to aircraft accident.”

4.1.2.6 Verify by written checklist that the actions above were completed, indicating notification time(s) and name of person completing action.

4.1.3 Action by rescue and fire fighting services (fire departments)

4.1.3.1 A request to respond to an aircraft accident on the airport will normally be issued by the air traffic services. When, however, a call is received from any other person, an accident is observed, or there is reason to consider that an accident is imminent, the airport rescue and fire fighting service will take action in the same manner as if the air traffic services had originated the request. The air traffic services will then be informed of the nature of the request/call and of the response initiated.

4.1.3.2 Airport rescue and fire fighting services shall:

- a) proceed via fastest access routes to the site indicated by air traffic services;
- b) advise mutual aid fire department(s) while en route of the following:
 - 1) rendezvous point;
 - 2) staging area;
 - 3) human resources and equipment required for support, if known; and
 - 4) any other pertinent information; and
- c) immediately establish a well identified command post. This is a temporary post until the airport authority mobile command post is available and operative.

4.1.3.3 The senior airport fire officer is the responsible officer in charge until the emergency has been stabilized.

4.1.3.4 An aircraft/structural fire is unique because of the fire control problems with the presence of highly flammable fuel and the high structures normally found on an airport. Control of the combined aircraft/structural fire will be predicated on mutual aid emergency agreements.

4.1.3.5 Prior agreement should be reached between the on-airport rescue and fire fighting service and the off-airport mutual aid fire departments as to which is best equipped to fight fires in aircraft hangars or other airport structures. Additionally, there should be prior agreement as to which agency will be in command when an accident involves an aircraft and an airport structure.

4.1.4 Action by police and security services

4.1.4.1 The first security/police officer to arrive, in co-ordination with the on-scene commander, will assume security responsibility, immediately establish free traffic lanes on ingress and egress roads for emergency vehicles, and request reinforcements as needed. This officer shall remain in command of security until relieved by the law enforcement authority who has jurisdiction over the area.

4.1.4.2 Security personnel should establish an ambulance route to the triage area to enable those vehicles to proceed to the area, load and depart in an orderly line. The route should provide for the continuous, unobstructed flow of emergency vehicles without blockage or reversal into the casualty pick up area.

4.1.4.3 Security personnel and police will be needed to handle traffic in the vicinity of the accident site, to admit authorized emergency personnel, to keep unauthorized persons from the accident site, and to assume custody of personal effects removed from the aircraft.

4.1.4.4 Normal traffic should be routed away from or around the accident site.

4.1.4.5 The emergency site shall be cordoned off as soon as possible to exclude intruders, press, sightseers, onlookers and souvenir hunters. Appropriate markings shall be prominently displayed to advise all persons of possible hazards which may cause them serious injury should they encroach on the area.

4.1.4.6 Communications between all security check points and the command post and/or emergency operations centre should be implemented as soon as possible.

4.1.4.7 Notification of other agencies as shown in Figure 8-1 should be carried out as soon as possible.

4.1.4.8 Identifying arm bands, site passes, or I.D. tags should be issued by the controlling authority and monitored by the security police officer and the security police team.

4.1.4.9 Special security provisions are necessary to protect the flight data and cockpit voice recorders. Additional security should be effected to protect any mail involved, secure any dangerous goods which may be present, or to protect personnel from exposure to radioactive materials.

4.1.5 Action by airport authority

4.1.5.1 The airport authority will go to the accident site and, when required, set up an easily identifiable mobile command post. The mobile command post should be adequately staffed by senior representatives capable of making decisions involving:

- a) airport operations;
- b) security operations;
- c) medical operations;
- d) aircraft operations; and
- e) aircraft recovery operations.

4.1.5.2 The airport authority will review the action checklist to verify that:

- a) the airport emergency operations centre has been activated;
- b) mutual aid police procedures have been initiated and secondary notification calls have been made;
- c) mutual aid fire departments have been notified and escort has been provided for their access to the accident site and staging areas designated;
- d) medical and ambulance services have been alerted and their arrivals at the designated rendezvous point or staging area have been verified;
- e) the affected aircraft operator has been notified and information obtained concerning any dangerous goods on board the aircraft (e.g. explosives, compressed or liquified gases, flammable liquids or solids, oxidizers, poisonous substances, infectious substances, radioactive materials or corrosives), and this information has been passed on to appropriate participants;
- f) liaison has been established with air traffic services concerning the closure of airport areas, designation of emergency response corridors, issuing of voice advisories and NOTAM advising of reduced airport rescue and fire fighting protection;
- g) government aircraft accident investigation authorities have been notified;
- h) the meteorological department has been notified to make a special weather observation;
- i) arrangements have been made for the immediate survey and photography of the affected runway to identify the location of crash debris;

- j) arrangements have been made to secure the crash debris pending release by the investigating agencies;
- k) airspace reservation co-ordination offices (air traffic flow control office), if any, have been advised of reduced airport capabilities; and
- l) if fatalities are involved, the Medical Examiner has been notified and temporary morgue facilities designated.

4.1.5.3 In conjunction with mutual aid police, the airport authority should:

- a) designate rendezvous points and staging areas for the inner and outer perimeters;
- b) assign security personnel at the staging area and/or rendezvous point to escort vehicles so as to ensure the orderly flow of emergency vehicles, particularly ambulances, to and from the accident site; and
- c) assign staging areas for escort vehicles and ambulances to ensure rapid dispatch.

4.1.5.4 After consulting with the chief fire officer in charge, the airport authority shall co-ordinate the activities of mutual aid rescue personnel and direct their activities to maximize their efforts.

4.1.5.5 The airport authority should also arrange the availability of the following services as required:

- a) portable emergency shelter for use by other than medical services;
- b) lavatories;
- c) drinking water;
- d) ropes, barriers, etc.;
- e) food service;
- f) mobile or portable lighting;
- g) portable heating system;
- h) cones, stakes, and signs;
- i) machinery, heavy equipment, extraction tools;
- j) hydraulic extraction tools and shoring materials; and
- k) communications equipment, such as megaphones, portable telephones, etc.

4.1.5.6 The airport authority will provide the initial briefing for the airport public information officer and will then co-ordinate with the public information officer of the aircraft operator involved, when appropriate, any press releases and statements to the press.

4.1.5.7 Upon concurrence of the chief fire officer, police/security chief and the medical co-ordinator, the airport authority's on-scene commander will notify all participating mutual aid organizations upon termination of the airport emergency.

4.1.6 Action by medical services

It shall be the responsibility of the medical co-ordinator to supervise the medical services and to:

- a) verify the notification of mutual aid medical and ambulance services and their subsequent arrival at the rendezvous point or staging area;
- b) organize the necessary actions for triage, treatment of the casualties, and their eventual evacuation by appropriate means of transportation;
- c) control the flow of casualties and ensure, together with the transportation officer, the dispatch of the casualties to the appropriate hospitals by all available means of transportation;
- d) maintain an accurate list of the casualties including their names and their final disposition;
- e) co-ordinate the transportation of the uninjured to the designated holding area with the aircraft operator concerned;
- f) provide medical evaluation of ambulatory and uninjured survivors;
- g) arrange for the replenishment of medical supplies, if necessary; and
- h) organize, with the police, reception facilities for the dead.

4.1.7 Action by hospitals

Appoint a hospital co-ordinator responsible for the following:

- a) immediately provide and transport doctors and medical teams skilled in trauma care to the accident site upon notification of the emergency;
- b) provide medical care to the casualties when they arrive at the treatment area; and
- c) ensure that adequate doctors and nurses, operating rooms, intensive care units, surgical teams, blood and blood volume expanders are available for emergency situations, including aircraft accidents.

4.1.8 Action by aircraft operators

4.1.8.1 The senior aircraft operator representative will report to the mobile command post to co-ordinate the aircraft operator activities with the person in charge. In the event the aircraft operator is not an airport tenant, the airport authority should designate the most capable operator on the airport to handle emergencies involving transient aircraft until such time as the aircraft operator involved can arrive at the scene.

4.1.8.2 The senior representative of the aircraft operator will provide information regarding passenger load, flight crew complement and the existence of any dangerous goods together with their loading position. Dangerous goods include explosives, compressed or liquified gases (which may be flammable or toxic), flammable liquids or solids, oxidizers, poisonous substances, infectious substances, radioactive materials and corrosives. Information concerning dangerous goods should be relayed, as soon as possible, to the chief fire officer and the medical co-ordinator.

4.1.8.3 The senior aircraft operator representative shall make arrangements for transportation of uninjured persons from the accident site to the designated uninjured holding area. Transportation of the “walking injured” from the scene should be permitted only after consultation with the medical co-ordinator.

4.1.8.4 The aircraft operator staff shall proceed to the designated uninjured holding area. The senior aircraft operator representative at the uninjured holding area will appoint qualified receptionists, registrars, and welfare co-ordinators from the staff.

4.1.8.5 The aircraft operator representative who is in command of the uninjured holding area will oversee those operations by making arrangements for additional medical services (if required), commissary items, clothing, telephone facilities, etc.

4.1.8.6 The receptionists should meet the transporting vehicles as they arrive from the scene of the accident and direct the passengers to the registrars' tables where they will be processed. The receptionists should know where toilet facilities are located. Migration from the holding area should be prevented until each person transported to the holding area is identified and processed according to the airport emergency plan.

4.1.8.7 The registrars will record the passenger's name on the manifest and determine desired reservation requirements, i.e. hotel accommodations, air transportation or other modes of transportation, etc. Registrars should list any persons to be notified of the passenger's physical and/or mental condition and potential plans. The registrar will then place an identification tag or sticker (available from the emergency kit, see Appendix 7, paragraph 10) on the passenger. The registrars will direct the passengers to the welfare co-ordinators when registration has been completed.

4.1.8.8 Welfare co-ordinators and mental health specialists trained in stress management should:

- a) give support and comfort to relatives and friends of passengers and crew members on board the aircraft;
- b) register relatives and friends waiting at the airport for information about persons on board; and
- c) provide care, comfort, and assistance to the “walking injured”, uninjured survivors and responding personnel (if required).

4.1.8.9 The aircraft operator or its representative will provide notification of the aircraft accident to:

- a) health and welfare agencies;
- b) customs, where applicable;
- c) immigration, where applicable;
- d) post office; and
- e) environmental agencies, where applicable.

4.1.8.10 A senior aircraft operator official will be responsible for the initial notification of relatives and friends.

4.1.8.11 News releases by aircraft operators will be prepared in co-ordination with the airport public information officer and liaison officers from other agencies involved in the accident.

4.1.8.12 The aircraft operator is responsible for the removal of the wrecked or disabled aircraft, but only after receiving authorization from the aircraft accident investigation authority. For further information, see the *Airport Services Manual* (Doc 9137), Part 5 — *Removal of Disabled Aircraft*.

4.1.9 Action by government authorities

The following government authorities may be required to take appropriate action as indicated in their emergency plan:

- a) government accident investigation personnel;
- b) health and welfare;
- c) post office;
- d) customs;
- e) immigration;
- f) agriculture;
- g) public works; and
- h) environmental agencies.

4.1.10 Action by the public information officer

4.1.10.1 All press personnel will be directed to a designated press staging area for press personnel authorized to cover an airport emergency. At this area the following will be provided:

- a) briefing;
- b) communications; and
- c) transportation service to and from the accident site, when permissible.

4.1.10.2 Only members of the press, free-lance reporters and photographers wearing a valid press card will be admitted to the briefing area, to the designated press staging area, or transported to the scene of the accident.

4.1.10.3 In general, responsibility for news releases concerning an aircraft emergency should be that of:

- a) a public information officer designated by the airport authority; and
- b) the representative of the aircraft operator involved.

4.1.10.4 Under no circumstances will the press or any other personnel not involved in life saving or fire fighting operations be permitted inside security lines until all rescue operations have been completed. Establishment of security lines should consider the interests of media coverage as much as rescue operations permit.

4.2 AIRCRAFT ACCIDENT OFF THE AIRPORT

4.2.1 General

The airport emergency plan, as well as the mutual aid emergency agreement, shall be implemented immediately upon an aircraft accident occurring off the airport. For this type of emergency, responding agencies are expected to take action as described in 4.2.2 to 4.2.11 below.

4.2.2 Initial notification

Initial notification of an off-airport accident normally will be made by a witness to the local police, fire department, or Alarm and Dispatch Centre, if available. The Alarm and Dispatch Centre is the centralized notification system for any emergency situation that alerts appropriate responding agencies, depending on the nature of the emergency.

4.2.3 Action by air traffic services

4.2.3.1 Initiate emergency response by using the alarm communications system. (See Figure 8-2.)

4.2.3.2 Notify the emergency services having jurisdiction over the area, providing information on the location of the accident, giving grid map reference and all other essential details. These details should include the time of accident and the type of aircraft involved. Subsequent notification may expand this information by giving details on the number of occupants, fuel on board, aircraft operator, if appropriate, and any dangerous goods on board, including quantity and location, if known.

4.2.3.3 Initiate notification of the airport rescue and fire fighting service, police and security services, airport authority, and medical services in accordance with the procedure in the airport emergency plan, giving grid map reference.

4.2.3.4 If required, issue the following NOTAM as soon as possible:

“Airport rescue and fire fighting service reduced to category (indicate category number) until further notice.”

4.2.3.5 Confirm that the actions above were completed, by written checklist, indicating notification time(s) and name of person completing action.

4.2.4 Action by airport rescue and fire fighting services

4.2.4.1 Notification of an aircraft accident off the airport will normally be received from the air traffic services, local police or local fire departments. Designated vehicles will be sent in accordance with the existing mutual aid fire department agreement. (See Appendix 5.)

4.2.4.2 Airport rescue and fire fighting services shall:

- a) proceed via the most suitable access routes to the off-airport accident site in co-ordination with the local police responsible for ingress and egress roads;
- b) co-ordinate with mutual aid fire department(s); and
- c) while en route, exchange information with the fire department having jurisdiction over the area concerning:
 - 1) rendezvous point and/or staging area;

- 2) human resources and equipment responding; and
- 3) any other pertinent information.

4.2.4.3 The senior airport fire officer will report to the senior fire officer of the fire department having jurisdiction over the area and will request instructions.

4.2.4.4 Prior agreement should be reached between the airport rescue and fire fighting service, the local fire department in command, and mutual aid fire departments as to which is best equipped to fight fires involving aircraft and/or structures. Additionally, there should be agreement as to which agency will act in command when an accident involves both an aircraft and an airport structure.

4.2.5 Action by police and security services

4.2.5.1 The first security/police officer to arrive will immediately assume security responsibility, establish free traffic lanes on ingress and egress roads for emergency vehicles, and request reinforcements as needed. He shall remain in command of security until relieved by the appropriate law enforcement authority who has jurisdiction over the area.

4.2.5.2 Traffic flow and site security are the primary responsibility of police and security personnel. They should notify the appropriate communications centre of the location of the accident and available means of access and egress. After consultation with the on-scene commander, they should initiate traffic control measures in order to aid responding emergency vehicles.

4.2.5.3 Security personnel and police will be needed to handle traffic in the vicinity of the accident site and to prevent disturbance of material scattered over the accident site.

4.2.5.4 The emergency site shall be cordoned off as soon as possible to exclude intruders, press, sightseers, onlookers and souvenir hunters. Appropriate markings should be displayed prominently, advising all persons of possible hazards that may cause serious injury should they encroach on the area. In order to prevent ignition of fuel vapours, flares should not be used within a distance of approximately 100 m of the accident site.

4.2.5.5 Communications between all security check points and the command post and/or emergency operations centre should be implemented as soon as possible.

4.2.5.6 Notification of other agencies as shown in Figure 8-2 should be carried out as soon as possible.

4.2.5.7 Identifying arm bands, site passes, or I.D. tags should be issued by the controlling authority and monitored by security and police officers.

4.2.5.8 Special security provisions are necessary to protect the flight data and cockpit voice recorders, to protect mail, to secure any dangerous goods which may be present, and to protect personnel from exposure to radioactive materials, if necessary.

4.2.6 Action by airport authority

Agreements for emergency mutual aid with the surrounding community enable the airport authority to take the following actions:

- a) respond to the accident site;

- b) activate the airport emergency operations centre and the mobile command post (if required);
- c) extend as much emergency aid as requested by the jurisdiction agency in command of the off-airport accident/incident;
- d) notify the aircraft operator involved;
- e) notify other agencies as shown in Figure 8-2; and
- f) provide medical equipment and personnel.

4.2.7 Action by medical services

4.2.7.1 Civil defence and local authorities normally will be responsible for organizing the medical response. However, the medical response from the on-airport medical service should also be applicable to mass casualty accidents occurring off the airport.

4.2.7.2 According to the mutual aid emergency agreement with the surrounding community, the airport authority may provide, if requested and if available, a part of its medical equipment, supplies (i.e. first aid equipment, stretchers, body bags, mobile shelters, etc.) and assistance of first-aid personnel at the accident site.

4.2.8 Action by hospitals

4.2.8.1 Ensure that adequate doctors, nurses, and operating room, intensive care, and surgical teams are available for emergency situations, including aircraft accidents.

4.2.8.2 Provide medical care to the injured when they arrive.

4.2.9 Action by aircraft operators

4.2.9.1 The senior representative of the aircraft operator or a designee will report to the command post to co-ordinate the aircraft operator activities with the person in charge.

4.2.9.2 The senior representative of the aircraft operator will provide information regarding passenger load, flight crew complement and the existence of any dangerous goods together with their loading position. Dangerous goods include explosives, compressed or liquified gases (which may be flammable or toxic), flammable liquids or solids, oxidizers, poisonous substances, infectious substances, radioactive material or corrosives. Information concerning dangerous goods should be relayed, as soon as possible, to the chief fire officer and the medical co-ordinator.

4.2.9.3 The senior aircraft operator representative shall make arrangements for transportation of uninjured persons from the accident site to the designated uninjured holding area. Transportation of the "walking injured" from the scene should be permitted only after consulting with the medical co-ordinator.

4.2.9.4 The aircraft operator staff shall proceed to the designated uninjured holding area. The senior aircraft operator representative at the uninjured holding area will appoint qualified receptionists, registrars and welfare co-ordinators from staff.

4.2.9.5 The aircraft operator representative who is in command of the uninjured holding area will oversee those operations by making arrangements for additional medical services (if required), commissary items, clothing, telephone

facilities, etc.

4.2.9.6 The receptionists should meet the transportation vehicles as they arrive from the scene of the accident and direct the passengers to the registrars' tables where they will be processed. The receptionists should know where support facilities are located, i.e. toilet facilities, telephones, clothing, drinking water, etc.

4.2.9.7 The registrars will record the passenger's name on the manifest and determine desired reservation requirements, i.e. hotel accommodations, air transportation or other modes of transportation, etc., and any persons to be notified of the passenger's physical and/or mental condition and potential plans. The registrar will use an identification tag or sticker (available from the emergency kit, see Appendix 7, paragraph 10), to place on the passenger. The registrars will direct the passengers to the welfare co-ordinators when registration has been completed.

4.2.9.8 The aircraft operator will provide notification of the aircraft accident to:

- a) state licensing and accident investigation authorities, as required;
- b) health and welfare agencies;
- c) customs, where applicable;
- d) immigration, where applicable;
- e) post office; and
- f) environmental agencies.

4.2.9.9 A senior aircraft operator representative will be responsible for the initial notification of relatives and friends.

4.2.9.10 News releases by aircraft operators will be prepared in co-ordination with the airport public information officer and liaison officers from other agencies involved in the accident.

4.2.9.11 The aircraft operator is responsible for the removal of the wrecked or disabled aircraft, but only after receiving authorization from the aircraft accident investigation authority. For further information, see the *Airport Services Manual* (Doc 9137), Part 5 — *Removal of Disabled Aircraft*.

4.2.10 Action by government authorities

The following government authorities, after being notified, may be required to take appropriate action as indicated in their emergency plan:

- a) government accident investigation personnel;
- b) health and welfare;
- c) post office;
- d) customs, immigration and agriculture; and
- e) environmental agencies.