

# Westport Airport

## Emergency Response Plan

### Aerodrome Certification Exposition (ACE) Part 3



The Emergency Response Plan is promulgated to ensure that a well-co-ordinated response plan is documented and available to all applicable airport, emergency and community personnel to respond in such a way as to ensure the preservation of life and property.

It sets out the responsibilities, command structure, communications and co-ordination functions required of various personnel and agencies involved in dealing with emergencies affecting the airport.

Any errors, omissions or suggested amendments and/or additions should be notified to:

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## Distribution List

This Manual is available to the selected organisations/persons listed below via secure access to the Westport Airport website. The Airport Manager is to ensure those listed, are advised of amendments, and is to ensure acknowledgement of any such advisory from each. A hard copy is maintained in the Airport Offices.

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## Record of Amendment

Date	Amendment No.	Amendment Subject	Name	Initials
14/03/19	1	Initial Issue	Sonia Cresswell	SC
8/08/19	2	Update Manual	Kim Campbell	KC
10/06/20	3	Updated Manual	Kim Campbell	KC
29/01/21	4	Updated Manual	Kim Campbell	KC
17/11/21	5	Update Manual	Kim Campbell	KC
8/11/22	6	Update Manual Airport CE, Manager/Safety Officer, Operations Officer (name change)	Christian McLay	CM

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# 1. Introduction

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## 1.1 Aim

The Emergency Response Plan (ERP) has been developed by the Airport Authority to ensure that the necessary and appropriate airport and local community resources are deployed promptly to emergency situations on or in the immediate vicinity of the Westport Airport. The key goal of this plan is to ensure actions are taken in properly coordinated and timely manner to preserve life and property.

## 1.2 Legislation

As a requirement of the Airport's operating certificate an emergency plan must be prepared, regularly tested and reviewed to ensure it is valid and appropriate. Ensuring the validity of the plan and its regular testing and review is the responsibility of the Airport Manager.

## 1.3 Purpose

The plan is designed to ensure there is:

- An orderly and efficient transition from normal to emergency operations
- Procedures are in place for a prompt response to emergencies
- A clear assignment of emergency responsibilities and a command structure that all participants are familiar with prior to having to enact the plan
- Authorisation for key personnel to take action contained in the plan
- A safe continuation of aircraft operations or a return to operations as soon as practicable following an emergency.

## 1.4 Review

This document will remain in operation and be reviewed annually or after an actual emergency to correct any deficiencies found.

Reviews will take place following the testing of the plan by staging a practical exercise at least every two years and by holding a tabletop exercise at least once in the alternate years.

## 1.5 Associated Organisations

This plan has been prepared with input from local emergency services, Buller hospital emergency response personnel, West Coast Civil Defence Emergency management, our commercial operator and airport staff

## 1.6 Airport Information

Westport Airport is located at S 41 44 17 E 171 34 51 approximately 8km south-west of the Westport. The airport is a Joint Venture, CAA Rule Part 139 certificated uncontrolled airport.

The Airport provides facilities for commercial airline and charter operations, aero-medical evacuation and transfer and general aviation embracing both training and recreational activities. Additionally, Westport Airport has been used as an airfield for military operations and training and is an essential point of entry for regional Civil Defence emergencies.

The movements of aircraft and aircraft type in use are such that the threshold for the provision of dedicated Rescue and Fire Fighting Services are not met and are therefore not provided. Coverage is provided through voluntary emergency services of fire and ambulance at Westport and the locally stationed NZ police.



**1.7 Airport Layout and Resources**

The airfield has a sealed main runway (1280m) orientated 22/04 with a sealed taxiway leading from the runway to the airport terminal. One grass taxiway is located off the threshold of runway 22 on the eastern side of the airfield. Airfield operational data, including runway information is shown at **Appendix 3, Pg 29 - 32** of this document.

An aerial photograph of the airport layout and environs is located in **Appendix 3, Pg 32** of this plan.

Resources on site include two hand-held spotlights, two head torches and one Hella Nova 5k C+R LED light mounted on a tripod which are located at the Airport Terminal Building.

Fire extinguishers and a first aid kits are located in the airport terminal building, generator shed and storage container.

In the event of requiring additional water supply there is a 20,000-litre water tank located on the main airport entrance road into the terminal opposite the generator shed. Access is unrestricted to emergency services.

**1.8 Airport Access**

The primary security gate is Security gate “A” located adjacent the airport terminal building. Access is via the main entrance road to the airport off Schadick Avenue.

Alternative entry points are positioned around the airport boundary and identified on the Airport access map in **Appendix 3, Pg 29**

Road access to the airport is off Schadick Avenue to security gate A. Also, at Tip head Road at the Hanger access, the Search and Rescue Tower at Tip head Rd and at Marine Parade Golf Club/04 end of the runway.

All security gates are padlocked. Fire and Emergency services have been given the gate codes for gates A and other access points. Airport staff have access codes to all security gates.

**1.9 Definitions and Abbreviations**

*The following provides definitions of abbreviations referred to within the AEMP:*

AA .....	Assembly Area
BDC .....	Buller District Council
CAA .....	Civil Aviation Authority of New Zealand
CAR .....	Civil Aviation Rule
CDEM .....	Civil Defence Emergency Management
CIMS .....	Coordinated Incident Management System
DHB .....	District Health Board
EM .....	Emergency Management
EOC .....	Emergency Operations Centre
ERP .....	Emergency Response Plan
FENZ .....	Fire and Emergency New Zealand
ICP .....	Incident Control Point
NOTAM .....	Notice to Airmen
NZWS .....	Westport Airport (ICAO designator)

NZP .....	New Zealand Police
POB .....	Persons on Board
SA .....	Sounds Air
SFP .....	Safe Forward Point
SOP .....	Safe Operating Procedure
STJ .....	St John Ambulance
WAA .....	Westport Airport Authority

*The following provides definitions of terms referred to within the ERP:*

**Incident Control Point:**

This is where the Incident Controller and members of the Incident Management Team direct response activities in an emergency situation (often located in a vehicle).

**Emergency Operations Centre:**

Activated for a major event.

**Incident Controller:**

The incident controller is in charge of, and responsible for, the overall direction of the response activities at an incident.

**Notice to Airmen (NOTAM):**

This is issued by the airport authority to advise all pilots across the country of specific runway closures or hazards present to operations.

**Safe Point Forward:**

A safe location near the incident from which the forward operations can be supported.

## 2. Responsibilities

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### 2.1 Overview

The airport Emergency Response Plan is promulgated to ensure that the deployment of airport-based resources is well co-ordinated with the response of other available emergency services and community resources and that appropriate priority is accorded to ensure the preservation of life and property.

This plan is primarily devised to provide a framework that can be used to deal with an on-airport emergency involving an aircraft that has reported a mechanical, structural or control problem affecting the safety of the aircraft or in the event of a crash.

In the event of an off-airport emergency or incident the plan can be adapted in part or in full depending on the nature of the emergency or incident.

A response to an aircraft emergency will involve a number of agencies and organisations. Co-ordination between these agencies is of paramount importance and it is for this reason this plan is based on the principles, terminology and structure of the New Zealand Co-Ordinated Incident Management system (CIMS)

The plan also incorporates elements of the International Civil Aviation (ICAO) standards and recommended practises relating airport emergency planning.

*The plan also includes other emergency response procedures including the response plan for:*

- a) Structural Fires
- b) Sabotage and bomb threats
- c) Unlawful seizure of aircraft
- d) Hazardous Substances/Fuel Spill
- e) Natural Disaster Response
- f) Armed hold up/ Robbery
- g) Aggression (Physical/Verbal)
- i) Medical Emergency

*The following agencies contribute resources and have responsibilities in support of the AEMP:*

- a) Westport Airport Authority
- b) Fire and Emergency New Zealand
- c) NZ Police
- d) St John Ambulance
- e) East West Coaches
- f) Allied Security Ltd
- g) Buller Victim Support Group
- h) Buller Hospital
- i) Civil Defence Emergency Management
- j) Westport Harbour Ltd (if required)
- k) Surf Rescue (if required)
- l) Westport Golf Club (if required)
- m) NBS Theatre (if required)

Representatives from each participating emergency service responder (Fire, Police and Ambulance) is invited to contribute to ERP and asked to participate in the annual review to ensure the plan is both accurate and appropriate.

## 2.2 Co-Ordinated Incident Management System

The co-ordinated incident management system (CIMS) provides the model for command, control and co-ordination of an emergency response. It provides a means of co-ordinating the efforts of the agencies as they work towards the common goal of stabilising an incident and protecting life, property and the environment.

CIMS principles will be used at all Westport airport incidents to ensure the emergency response structure and terminology is familiar to responding agencies. All airport staff will be trained in the CIMS system so as to function appropriately in the event of an incident.

A CIMS structure contains the following elements:

- Common Terminology
- A modular organisation - a top-down organisational structure
- Integrated communications - a common communication plan and frequencies and standard operating procedures.
- Designated incident facilities with clearly defined functions. Every incident requires an incident control point (ICP) and may also require an assembly area (AA) for larger amounts of staff.

The main feature of the system is the appointment of an incident controller. The role of the incident controller is detailed below.

### ***Responsibilities of the Incident Controller***

Prior to the arrival of emergency services the Incident Controller will be the most experienced/competent person available. This person is most likely to be the attending airport worker present at the time of the incident.

The lead agency concept is an important consideration. In simple terms the lead agency is responsible for dealing with the incident and the incident controller will be appointed from this agency on arrival. In most cases this will be the police however, where fire or hazardous substances are involved the senior fire service officer present will undertake this role until police arrive.

Support agencies appoint a liaison officer who stays with the incident controller and this group will form the incident management team (IMT). The incident controller commands their own agency personnel and controls other agency personnel through this line of command.

The IMT is the recognisable inter-agency team who stand together and manage the incident from an incident control point (ICP). They must be far enough away from the incident site to be safe but close enough to manage the incident effectively. They must be prepared to move if necessary - this is why it is often appropriate that the ICP is a vehicle.

As the incident develops or winds down the incident controller can change. There must be a formal handover of the incident so it is clear to everyone who is in charge.

The incident controller is in charge of and responsible for the overall direction of the response activities of an incident. The incident controller fulfils all the management functions and responsibilities until the incident requires additional appointments. Police are trained to assume the role of Incident Controller where no other agency is clearly

identified as the lead agency. This ensures there is an appropriately trained incident controller at every incident.

The incident controller's major responsibilities are:

- Establish Command and Control
- Establish and Incident Control Point (ICP)
- Establish and Maintain liaison with other organisations including the Emergency Operations Centre when/if it is activated.

As an incident grows the incident controller may delegate authority for certain functions and may establish the roles of planning and intelligence, operations, logistics or welfare. Representatives from these function groups join the incident management team.

***Responsibilities of the New Zealand Police***

- a) The New Zealand Police are responsible for the overall command and control of any emergency specified in this plan; including aircraft emergency, suspect objects, bomb threat (aircraft or building) or sabotage where the safety of persons or property is involved. The only exception is in the case of the initial scene of fire or hazardous substances where the Senior Fire Officer will be in charge, until they have declared to the Police that the scene is safe.
- b) The police will be responsible for the direction of rescue services, use of available resources and liaison with the public and media.

***Responsibilities of the Fire and Emergency New Zealand***

- a) On receipt of notification of an emergency the Fire and Emergency will dispatch appliance/s and personnel to the airport.
- b) On arrival at the scene the Chief Fire Officer will liaise with the existing incident controller (who is most likely to be the airport staff member who alerted emergency services). Complete a handover and assume the position of Incident Controller.
- c) The service will then act to suppress fire, rescue and if possible, remove persons to safe distance clear of smoke and equipment making the scene safe for other responding agencies to assume their roles. When the scene is declared safe the Incident Controller will hand-over to the police who will assume the IC.
- d) The Fire and Emergency New Zealand will also be responsible for the management of traffic on and off the airport and for the provision of dedicated access/egress routes for emergency service vehicles.

***Responsibilities of the New Zealand St John Ambulance***

- a) Dispatch ambulance/s to the incident scene and report to the safe forward post (SFP) and await instruction from the IC that the scene is safe to enter.
- b) Once on scene be responsible for the co-ordination of all responding medical emergency personnel and manage any casualties resulting from any accident.
- c) Set up a casualty clearing area or station if not already established and notify Buller Hospital of the Emergency and what assistance will be required.

Note: The Ambulance Communications Centre will co-ordinate related resources at Buller Hospital of the Emergency and dispatch and co-ordinate all medical resources including:

- Medical staff
- Air Ambulance
- Additional Road Ambulance

**ALL MEDICAL PERSONNEL SHOULD CARRY IDENTIFICATION AT ALL TIMES**

***Responsibilities of the Buller District Council***

- a) As owners of the airport BDC is responsible for the provision of facilities and logistical support to emergency services and in this role may render assistance through Civil Defence Emergency Management.

***Airport Manager***

The Airport Manager is responsible for establishing, promulgating, co-ordinating, maintaining and implementing the ERP

- a) The AM will co-ordinate the closing of the aerodrome when necessary and initiate the dissemination of relevant safety related information to aviation users including NOTAMS and keep the regulator informed of how the incident is unfolding.
- b) Will assist in the response effort by assisting support operations as directed by the incident controller and notated in this plan.

For detailed response action lists including phone numbers refer to emergency response cards and response map displayed in the airport office.

***Responsibilities of the Airport Staff***

- a) Airport staff are most likely to be the first to become aware of an incident and therefore the first to respond. The staff member will assume responsibility for the initial control of the situation until such time as the response agencies and the Senior Fire Officer or Senior Police Officer can assume the Incident Controller position.
- b) In the event of being first responder the staff member will ring 111. If the incident involves fire or hazardous substances, will request the FIRE service. In the event of all other serious incidents involving sabotage, bomb threats, armed hold up or aggression, will request the POLICE. The staff member will provide as much information as is currently known about the incident including the last known position of any aircraft involved.
- c) When emergency services are activated the staff member will then contact the Airport Manager or if she/he is not available use the contact list to notify the next senior BDC personnel for response.

For detailed response action lists including phone numbers refer to emergency response cards and response map displayed in the airport office.

***Responsibilities of the Aircraft Operator***

- a) The aircraft operator involved with any incident is responsible for responding in accordance with this ERP or their company emergency response plan providing it works in conjunction with the Westport Airport ERP
- b) The aircraft operator will be responsible for providing full details of aircraft related information as appropriate including providing details of the number of persons, fuel and dangerous goods on board (this may be accessed by the agent staff member on the ground and provided to the senior police officer in the interest of timeliness)
- c) The aircraft operator will be responsible for the aircraft and its personnel immediately involved in the incident.
- d) It will also be responsible to tend to the disrupted travel plans of their clients.

***Responsibilities of Buller Hospital***

- a) Hospital Staff will prepare an Acute Admissions Room.
- b) Recall Doctors, Nurses and Staff as considered necessary
- c) Notify Grey Base Hospital and update regularly

***Responsibilities of Westport Harbour Ltd.***

- a) On notification from the Police that an aircraft has crashed into the sea, the Harbourmaster, or the Officer in Charge at the time, will arrange for as many rescue craft as possible and dispatch them to the crash scene.
- b) Liaise with the Police and provide a vessel for police and medical personnel for transport to the crash area.
- c) Maintain radio communication with rescue craft and keep Police coordinator advised.

***Role of the Civil Defence Emergency Management***

Note: If a Local declaration is made the CDEM Local Controller is the person who coordinates the response.

Note: Any request for activation of Civil Defence support will be made by the Incident Controller at the scene. Possible initial actions of the Emergency Operations Centre may relate to the following:

***Welfare:***

Organise for affected passengers/ meeters and greeters to be taken and cared for at the nominated Civil Defence Centre.

***PIMS:***

Will, if requested, manage public information communications. Note: Initially all referrals for information are via the police and should be directed through them.

***Logistics:***

Arrange East West Coaches (or other) to remove people from the terminal to the appointed Civil Defence centre.

Security will be required to a) keep the terminal building secure for emergency responders only and b) keep the crash site secured overnight until the arrival of CAA. Allied security can be used for this purpose if the Police delegate the responsibility.

***Ops:***

The terminal building will become the staging area for emergency personnel and may also double as a casualty clearing area depending on the position of the crash.

***Planning:***

Work with those established by the Police in planning the response effort

***Intelligence:***

Render assistance with record keeping and contacts – witness statements will be needed for the CAA investigation so can assist by getting contact details of persons who saw or were involved with the incident which will be passed to the CAA investigator on arrival.

Amongst other actions.



## 3. Emergency Response Organisation

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### 3.1 Safe Forward Point

The Westport Airport Terminal building is located on the Southern side of the aerodrome. It is accessed off Schadick Avenue. To reduce the response times of emergency services the aerodrome will be accessed in most emergency situations via 'security gate A' located at the terminal giving directly access to the apron. Service personnel will congregate at this gate in the first instance before proceeding.

### 3.2 Staging Area

The staging area for personnel to move out from will be the terminal building (once the passengers/ meeters and greeters have been evacuated.)

### 3.3 Casualty Clearance and Reconciliation

The evacuation of casualties from the scene of an accident and subsequent reconciliation of persons again manifests or other known information is the primary responsibility of the New Zealand Police who are assisted by the Ambulance Service and West Coast DHB and the Aircraft Operator.

For clarity triage and casualty clearance occur at the scene. Casualty treatment (or secondary triage) will occur within the terminal building in the baggage bay. Secondary treatment may result in hospitalisation and patients can be uplifted from this area.

### 3.4 Emergency Operations Centre

The location of the emergency operations centre will depend on the nature of the incident. If the EOC is activated the operations centre will be based out of the EOC in Westport and the terminal building will be the staging area only.

Although each emergency situation is likely to be unique and require specialised resources to be initiated it is valuable to have a planned response available to form the basic starting point. To this end the diagram in **appendix 8, pg 40** lays out a recommended plan for location of initial response set up. This is only a guide and can be amended during the incident if deemed necessary.

As a guideline the following will apply:

- Casualty treatment will be performed in the baggage area at the terminal building unless the number of persons on board the aircraft is such that treatment and reconciliation can occur at the scene.
- The waiting area in the main terminal building can act as the staging area for emergency personnel to move out from. The area can be split into separate spaces utilising screens if required for separate purposes.
- Meeters/Greeters and passengers will be removed to the nominated Civil Defence Centre, this may include the golf club or NBS theatre.
- The Civil Defence Centre will become the principle area of the assembly of family and friends of affected persons.
- Registration of persons will be undertaken at the Civil Defence Centre to ensure immediately affected persons can be kept updated and can be reunited with loved ones at the earliest appropriate time.

- Police or the Airport Manager will arrange a guard at the Airport Entrance and at the terminal building to control entry/exit.

### 3.5 Media

Subject to the nature of the incident media will be permitted to gather on the grass lawn to the right of the airport entrance. The area has sufficient room for vehicle parking of media vehicles.

Access to the terminal will be restricted and no media will be permitted in the terminal building or onto operational areas of the airport.

When required, depending on the nature of the incident, a media centre will be set up outside any other site designated appropriate by the Incident Controller or Local Controller if an emergency has been declared.

There is to be no communication relating to any type of emergency between any Airport Service staff and media. All releases will come from the Police Media Officer or the Incident Controller.

## 4. OPERATIONAL RESPONSES

### 4.1 Activation

Activation of any emergency response will depend on who discovers or is alerted to the incident. In the event that Airport staff or the Airport Manager are not the instigators of the emergency response it is vital they are informed so they can carry out their responsibilities to advise relevant aviation organisations and personnel.

### Telephone call-out Procedures Chart

*“Observer - Phone Call Made to 111”*

---

#### Agency Communications

---

##### **Fire Communications Centre alerts**

- Westport Fire and Emergency Service (others as required)

##### **Ambulance Central Communications Centre alerts**

- Westport Ambulance Service (others as required)
- West Coast DHB

##### **Police Communications Centre alerts**

- Westport Police (others as required)
- 

#### Airport Manager

---

- Alerts the Aircraft Operator concerned
  - Alerts CAA through the Aircraft Accident phone line
  - Advises the Airport CE/BDC Senior Management
  - Contacts Airways to issue NOTAM and inform ATC
-

## 4.2 Emergency Notification:

The following observers or agencies will advise their appropriate channels:

- a) **Observer** (usually airport-based staff member will be first aware).
  - i) On becoming aware notify appropriate emergency services (i.e. FIRE service for fire or hazardous substances incidents and POLICE for all other incidents).
  - ii) Provide information as per the Emergency Message form.
  - iii) Notify the Airport Manager on (021)1095 331
- b) **Fire Service Communication Centre advises:**
  - i) Police Communication Centre.
  - ii) Ambulance Central Communications Centre.
  - iii) Any brigades or services required.
- c) **Police Communication Centre advises:**
  - i) Westport Police
  - ii) Duty Senior Sergeant
- d) **Ambulance Central Communications Centre advises:**
  - i) Westport Ambulance Service
  - ii) Other Ambulance Services as required
  - iii) West coast DHB
- e) **Airport Manager**  
 When contacted with regard to an emergency situation at the airport the airport manager will:
  - i) Ensure appropriate emergency services have been called (FIRE service for fire or hazardous substance incidents and POLICE for all other incidents).
  - ii) If not at the airport, report immediately to the airport to assist the Airport staff and render assistance at the terminal. If needed contact other ground crew staff to come and assist with support operations.
  - iii) Obtain information as per the Emergency Message Form
  - iv) Contact Senior SA personnel if appropriate
  - v) Contact CAA on the accident phone line if the incident has involved injury to persons or damage to aircraft.
  - vi) Advise and keep updated Airport CE and BDC senior management.
  - vii) Contact the NOTAM office and ATC to close the aerodrome except to emergency services if necessary
  - viii) Check-in with the Incident controller and provide a passenger load sheet to the IC.
  - ix) Keep any details confidential and make no comments. Refer all media or tailgaters to the police.

For detailed response action lists including phone numbers refer to emergency response cards and response map displayed in the airport office.

- f) **Airport Staff**
  - i) Airport staff are most likely to be the first to become aware of an incident and respond. In the event of being first responder to an emergency ring 111. If the incident involves fire or hazardous substances request the FIRE service. In the event of all other serious incidents involving sabotage, bomb threats, armed hold up or aggression request the POLICE.

- ii) Contact the Airport Manager or if she/he is not available use the contact list to notify the Airport CE for response.
- iii) Advise persons in the terminal to remain calm and stay in the terminal building unless advised to evacuate (do not go to the crash site - this needs to be secured by the response personnel and made safe)
- iv) Use the emergency response form to write down the particulars of the flight and incident to be used for handover and investigations later. Print off a load sheet and hand to the manager on arrival.
- v) Listen to the radio 119.1 and if you hear any traffic intent to land advise them there has been an emergency and the runway is closed (the only exception is for the emergency service response helicopter.
- vi) Keep any details confidential and make no comments. Refer all media or tailgaters to the police

#### 4.3 Access

Access to the scene will be limited to Authorised Emergency Services. All emergency Services have access codes for the airport Security gates. Westport Fire and Emergency Service and Westport Police also have access keys to the terminal. Forced entry by Emergency Services may be utilised if required.

#### 4.4 Telephone Listings

The emergency telephone listing shown at **Appendix 4, Pg 33** is held by all participating agencies and is prominently displayed for immediate attention in the office in the Westport Airport terminal building for reference.

#### 4.5 Emergency Response Forms

In the event of an emergency, the aircraft operator's duty person or the Airport Safety Officer shall originate an emergency message using the Emergency Message Form shown at **Appendix 1, Pg 27**. As much detail as known shall be reported to assist an appropriate response.

When notifying the position of a crash off the airport the message originator shall refer to its locality (geographic) together with a grid reference taken from the Crash Map depicted at **Appendix 3, Pg 31**.

Copies of the Emergency Response Form which shall be used are available at the airport terminal building office (by the telephone for ease of access in the event of an emergency).

## Types of Operational Response:

#### 4.6 Terminal Evacuation

This emergency response element relates to instances when there is imminent danger to the occupants inside the Airport Terminal building. A terminal evacuation plan is often implemented as a result of specific declared emergencies near or in the immediate vicinity of the terminal e.g. security incidents, structural fires, hazardous substances spillages or natural disasters etc.

The Airport Manager or Airport Ground Support staff will co-ordinate or assist emergency services with the evacuation of the terminal if required. The assembly point is located at the far point of the car park at the entrance gate to the hangars (indicated by signage) identified as Assembly Point 1.

In the event that this considered to be too close to the Airport terminal building all persons will be moved to an appropriate safe distance at the airport entrance gates off Schadick Avenue at the discretion of the emergency services identified as Assembly Point 2

A private hangar or the Westport Golf Club rooms may also be used as an evacuation point and/or if the Emergency Operations Centre has been activated persons will be evacuated to the nominated Civil Defence Centre.

In the event of poor weather a dry assembly point alternative is preferred (Airport hangar or Golf Club), a hangar owner or a representative from the Golf club will be available open hangar or the club rooms - a full list of contact numbers for hangar owners and golf club personal is displayed in the airport terminal office.

The IC (generally a senior officer of the NZ Police) is responsible for the on-going direction and co-ordination of all ground action in relation to an emergency situation that has given rise to the evacuation and will advise actions to be taken following evacuation.

#### **4.7 Fuel Spill**

This emergency response element relates to the safe containment and collection of fuels accidentally released onto the ground and the evacuation of the spill location if required.

A Fuel Spill is an event where a significant quantity of fuel has spilt from an aircraft, fuel tanker or fuel pump and may or may not be continuing to spill its contents, and the safe containment and collection of fuels accidentally released to the ground is required.

An emergency and evacuation of the area will be declared when there is an imminent danger to personnel within a 400m radius of the spill location. The actual response to the evacuation from the spill location will differ depending on the incident.

A fuel spill or leak area should be isolated immediately for at least 30 metres in all directions. Consider initial downwind evacuation of areas within 300 metres.

A large-scale spill of AVGas or JETA1 fuel or the presence, or risk of fire, requires an immediate evacuation zone of at least 400 metres from the spill location in all directions.

#### **4.8 Structural Fire**

This emergency response element relates to fires involving buildings or navigational facilities within the airport boundaries

Structural Fires are 'normal' fire incidents under the full jurisdiction the Fire and Emergency service. They will respond in accordance with their SOPs. They will liaise with the Airport manager on Arrival.

#### **4.9 Bomb Threat (Building or Aircraft)**

This emergency response element applies when a threat has been made, whether specific or non-specific, verbal or written, to the effect that a device has been placed in or near a building or aircraft, which through its action may pose imminent danger to the occupants or indirectly to other persons

**There are two types of Bomb Threats:**

1. Specific Information/location will be given about the device, or a suspicious item and/or location.
2. Non-Specific No information given other than (e.g.) “There is a Bomb in the Building”.

The New Zealand Police have the responsibility for the protections of persons and property in New Zealand and accordingly will be responsible for instituting appropriate procedures to meet any bomb threat, whether specific or non-specific, relating to the Airport or Aircraft entering the immediate airspace.

**4.10 Unlawful Seizure (Hijack)**

This emergency response element relates to instances where there is the physical taking over of an aircraft by person or persons by actual force or implied threat for the furtherance of their own aims.

The New Zealand Police have the responsibility for the protections of persons and property in New Zealand and accordingly will be responsible for instituting appropriate procedures to meet any sabotage or hijack action relating to aircraft entering the immediate airspace.

An aircraft which is subjected to a threat of sabotage or unlawful seizure which is on the ground should be parked at an isolated aircraft parking position until the act of unlawful interference is terminated. Such areas should be located at least 100 metres away from other aircraft parking positions, buildings, or public areas.

**4.11 Airport Incident**

This emergency response element generally covers events that occur at the airport which do not require off airport assistance. Incidents such as motor vehicle accidents, minor fuel spills and some singular medical emergencies are examples of incidents which can be notified via the internal reporting system and escalated as the need arises.

**4.12 Medical Emergency**

Medical emergencies in the form of people suffering heart attacks, people collapsing, trips and falls, severe air sickness can sometimes occur at airports. These incidents may be responded to by trained first aid responders at the airport pending the arrival of ambulance paramedics, if required. The response plan is not normally activated for these sorts of occurrences. Consideration however needs to be given to medical emergencies where there are multiple persons involved which are unable to be attended to by airport staff.

#### 4.13 Public Health Risk

A public health risk is a likelihood that an event may adversely affect the health of human populations with an emphasis on one which may spread or present a serious or direct danger.

**The response will be determined by one of five types of event or incident:**

1. **Communicable Disease** - Ministry of Health will be the lead agency.  
Non Quarantinable but suspected to be communicable
2. **Communicable Disease** - Ministry of Health will be the lead agency.  
Quarantinable examples include, COVID19, Avian influenza, Plague, Cholera, Non-seasonal influenza
3. **Chemical** - Fire and Emergency New Zealand will be the lead agency
4. **Radiological** - The National Centre for Radiation Science will be the lead agency.
5. **Biological** - non-communicable disease (e.g. pests) - Ministry for Primary Industries will be the lead agency

With scheduled passenger flights bringing passengers to Westport Airport that may have originated from connecting international flights there is a potential for a pandemic type event or incident that may require passengers to be placed in quarantine for treatment.

#### 4.14 Natural Disaster - CDEM are the lead agency

This emergency response element identifies natural disasters such as earthquake, storms, flooding or tsunami warning as the most likely natural disasters to affect Westport. This emergency response element should be activated only where there is a resulting threat to human life or safety of aircraft

Earthquakes can bring damage to infrastructure including the airport terminal, fuel storage tanks, visual and navigation aids and paved manoeuvring areas. An inspection of these facilities by suitably qualified engineers should be instigated following any known occurrences to assess if any damage has occurred and to ensure safe functionality - only when it is safe to do so. This must occur prior to the resumption of flight services to ensure that aircraft and passenger safety will not be compromised.

Storms and can bring high winds, rain and flooding which can jeopardise the safety of workers and passengers in open areas as well as aircraft and other equipment on the ground. Normally such circumstances require an escalation of mitigating risk responses as the storm approaches. The emergency phase should be activated when wind speeds present a risk to safe operations. Normally only internal notification of this type of emergency is required unless injury to persons or significant damage to property is predicted or occurs.

#### 4.15 Aircraft Accident

An aircraft accident emergency response is declared when an aircraft accident or crash has occurred on or in the vicinity of the aerodrome. Declaration of AIRCRAFT ACCIDENT or CRASH can occur at any location. The actual response to the accident from the aerodrome will defer depending on the location.

ICAO specifies two general locations to be considered in respect to emergency planning. They are *On Airport* and *Off Airport* accidents. Given its location within a built-up urban area Westport Airport defines an *On Airport* accident as any accident that occurs within the aerodrome boundary fence. All other accidents will meet the *Off Airport* criteria.



#### 4.16 Local Stand-by

A **LOCAL STANDBY** response is declared when an aircraft approaching the aerodrome is known or suspected to have developed some defect but the trouble is not such as would normally prevent the aircraft from carrying out a safe landing. Declaration of a **LOCAL STANDBY** response will bring all emergency services to a state of readiness. Fire and Emergency New Zealand will proceed to the airport under normal traffic configuration unless otherwise required and other emergency services will be notified and may remain at their posts until either an escalation call or a stand-down call is made.

#### 4.17 Full Emergency

A **FULL EMERGENCY** response is declared when an aircraft approaching the aerodrome is known or suspected to be in such trouble that there is danger of an accident. Declaration of a **FULL EMERGENCY** response will activate all emergency services including Fire, Police and Ambulance services to respond to the Safe Forward Point or other designated staging point within the aerodrome. A **FULL EMERGENCY** declaration will also alert the West Coast DHB to prepare for the possible reception of injured people and for traffic control (organised through the fire response team) to be activated in preparation for control duties.

#### Post Emergency Response

##### ACCIDENT INVESTIGATION

- ✓ All accidents involving damage to aircraft and/or people are required to be immediately reported to CAA via their dedicated accident reporting phone line manned 24/7.
- ✓ On notification of an accident the Airport Manager will call 0508 CRASH to advise of the nature of the accident. CAA will instigate an investigation. A follow up CA005 Occurrence Report will be required to be submitted by the Airport Manager within 48 hours.
- ✓ Internal investigations will also be carried out and learnings will be shared with responding agencies and the emergency response plan updated if required.

## 5. Supporting Plans

### **Welfare Plan**

The limited number of airport employees will necessitate the use of people from other agencies to be utilised in the management of survivors, family and friends of travellers affected in the event of an aircraft accident or incident.

West Coast Emergency Management has trained staff available should the Emergency Operations Centre be activated during the course of the emergency response.

An element of the welfare role includes assisting the New Zealand Police with obtaining personal information concerning passengers involved with the aircraft accident from family members and friends (for identification and reconciliation purposes). This will be done by trained staff at the Civil Defence Centre.

Survivors with non-urgent injuries will also require assistance which can be offered by victim support or other support agencies. Registration and Needs assessment will be carried out.

It is expected that the Aircraft Operator will implement their own welfare plans to look after disrupted passengers with alternative travel arrangements, accommodation etc.

### **Aircraft Recovery Plan**

Unless an over-riding safety hazard exists, no crashed aircraft or associated wreckage shall be removed or interfered with until clearance is received from the Director of Civil Aviation. In the interim NZ Police shall be responsible for securing the site.

A crashed aircraft is the property of its operator and the insurers. Unless circumstances require immediate action, only the aircraft owner or appointed representative should control the removal operation. Circumstances requiring immediate on-site action could include all or some of the following:

- a) Extraction of persons
- b) Prevention of destruction of wreckage by fire or other causes.
- c) Elimination of further danger to navigation.
- d) Elimination of danger to the public.

All efforts should be made to preserve evidence at the site, such as impact marks, skid marks, broken trees or fences etc. Photographs may be useful.

Prior to any aircraft or debris being moved or removed from the crash site permission shall be sought from the CAA (phone: 0508 222 433)

### **Media and Public Information Response Plan**

Aerodrome emergencies, particularly aircraft accidents, draw a great deal of public attention - especially from the media. In addition, family and friends will also require information concerning the emergency. These information requirements must be carefully managed and factual information provided in a controlled manner.

Accepted practise in New Zealand is for the lead agency (normally the New Zealand Police) and the agency directly affected (e.g. the airline or aerodrome operator) to hold media briefings throughout the period of the emergency. The police media officer, airport CE or aircraft operator will deal with any initial media information requests. This could also be the Public Information Manager or Local Controller if there has been a declaration made.

It is important to provide brief, factual information to satisfy the immediate requirements of media

### **Media Communications in the Event of an Emergency**

In the event of a significant airport related emergency or crisis the New Zealand police will take control of the situation. The New Zealand Police will be responsible for the release of all information and media releases relating to the emergency from police or the agency affected.

The Westport Airport Authority's (WAA) role is to provide assistance to the New Zealand Police and distribute information as directed by the Police

As soon as possible, ideally within 45 minutes of the event, WAA will complete and release a short statement relating to the operational status of the airport for front line staff, including airport terminal building tenants and BDC front line staff. *(The purpose of this statement is to ensure front line staff repeat a consistent and factual message to all media and public enquires.)*

It is important to note that this statement will NOT make any specific comment relating to the details of the event. If an aircraft is involved in the emergency, in agreement with the Police, and after Police consultation with the airline, the name of the aircraft carrier, type, flight number and where it has come from will be released (This is to allay concern from family, friends and interested parties travelling on another flight and will reduce overloading of Police and airport phone lines).

The statement will be updated at regular intervals as further information comes to hand by the Police Media officer.

#### **Reminders for all airport staff:**

- ✓ Refer repeatedly to the official statement if questioned by any public or media
- ✓ Repeatedly state that our thoughts and care are with the relatives and friends involved.
- ✓ Affirm that we will be releasing information as it is provided by the Police and authorities
- ✓ Do not speculate on any possible cause or reasons for the event and instead emphasise our commitment in helping authorities with their investigations.
- ✓ Do not reveal the name of any persons involved

---

## Media Statement Template

The following template is provided as a basis for an initial media statement following consultation with the Police.

---



## Media Statement

---

Date

Heading2

Body text

**-ENDS-**

For more information please contact:

Christian McLay – [christian.mclay@bdc.govt.nz](mailto:christian.mclay@bdc.govt.nz)

## Aircraft Incident / Accident *(delete as applicable)*

Date: \_\_\_\_\_ Time: \_\_\_\_\_

On \_\_\_\_\_ at Westport Airport, an incident/accident *(delete as applicable)* occurred which is being handled by the \_\_\_\_\_ and \_\_\_\_\_

The incident involves a \_\_\_\_\_ operated by \_\_\_\_\_ *(name of carrier)*

Aircraft size/type: \_\_\_\_\_

Flight number: \_\_\_\_\_

The aircraft originated from: \_\_\_\_\_

At present the airport is: \_\_\_\_\_ *(open/closed)*

Schedules for \_\_\_\_\_ flights are *(cancelled / delayed / diverted / unaffected)*

For any public or media enquiries call \_\_\_\_\_ *(NZ Police Media Liaison)*

**Westport Airport Authority are providing their full support and assistance to the Police and the Aircraft Operator involved in this incident and will update this statement as further information or media releases are provided by the relevant authorities.**

## 6 Emergency Kits and Equipment

### **Westport Airport Authority**

*Located in the Airport Office*

- ✓ 1 x First Aid Kit (see Appendix 2 for contents)
- ✓ 5 x Dry Powder Fire Extinguishers

*Located in the Baggage Bay*

- ✓ 1 x Emergency Battery Operated Light with Stand

*Located in the generator shed*

- 1 x Dry Powder Fire Extinguisher

Located in the terminal carport

- 1 x Emergency Stretcher
- 1 x AED station

### **Westport Fire Station**

- ✓ Two mobile firefighting appliances, One back-up fire van,
- ✓ 25 on-call personnel,
- ✓ Rescue/Fire unit equipped with spotlight, CO<sup>2</sup>, Perren 60" foam unit, hacksaw, crowbars, seat belt knives, bolt cutters (large), bolt cutters (small), jemmy and protective suits and helmets.
- ✓ Portable generators, three portable pumps.

### **St John Ambulance**

- ✓ One emergency ambulance available 24/7, double crewed with a Paramedic/Emergency Medic Technician.
- ✓ There are two other appliances, crewed by volunteers when required.
- ✓ The next available ambulance resources would be Reefton (1hr), Murchison (1hr 10), Greymouth (1hr 15) and Karamea (1hr 20).
- ✓ Mass Casualty Incident supplies for 12 casualties. Currently forming MIST - Major Incident Support Teams (1 in Greymouth now, working on building one in Westport) these would also be deployed immediately if required, they come with crew tents, welfare support and supplies for major casualty incidents.

### **NZ Police**

- ✓ 2 x Radio equipped patrol vehicle with police radio link

### **Westport Harbour Ltd**

- ✓ Marine radio, tugboat, service boat, mobile radio vehicle, fishing boats, Robertson stretcher, flares, portable generator, life rafts, oil spill equipment.

### **Surf Rescue**

- ✓ Divers

### **Buller District Council, WestReef, Westport Harbour Ltd**

- ✓ 4WD vehicles

### **Rescue Helicopter**

- ✓ via Police

### **Red Cross**

- ✓ Equipment via Police

## Appendix 1: Emergency Response Form

### Notify Emergency Services by dialling 111

Location of Emergency: **WESTPORT AIRPORT (off Schadick Avenue)**  
*(Refer grid map for specific reference point)*

- a) **Emergency type:**
- |                |                          |                                |
|----------------|--------------------------|--------------------------------|
| Crash          | <input type="checkbox"/> | } Spoken<br>} three<br>} times |
| Full Emergency | <input type="checkbox"/> |                                |
| Local Stand-by | <input type="checkbox"/> |                                |
- b) **Position:**
- |                               |                          |         |
|-------------------------------|--------------------------|---------|
| Aircraft crash on airport     | <input type="checkbox"/> | } times |
| Aircraft accident off airport | <input type="checkbox"/> |         |
|                               | <input type="checkbox"/> |         |
- c) **Exercise only, no emergency**

**DO NOT DELAY - the initial notification is looking for the information below:**

- d) Location or RWY to be used:
- e) Type of Aircraft:
- f) Estimated Time of Arrival (ETA):
- g) Nature of Trouble:
- h) Persons on Board:
- i) Fuel on Board (if known):
- j) Dangerous Goods on Board (if known):

Read back

Time of receipt: \_\_\_\_\_ hours

**DISPATCHED TO:**

Agency	Time

## Appendix 2: First Aid Kit Contents

Number	Item	Description
2	Splinter Probes	
1	CPR Shield	
1	Gauze Elastic Bandage	7.5cm
1	Gauze Elastic Bandage	5 cm
1	Crepe Bandage	10cm
1	Crepe Bandage	7.5cm
1	Crepe Bandage	5cm
1	Paracetamol Caps	
1	Roll of Transparent Tape	
1	Roll of Medical Tape	
1	Fabric Dressing Strip	
1	Fabric Plasters	Packet of 100
1	First Aid Manual	
1	Dermoplast Adhesive	
2	Triangular Bandage	
2	Compress Dressings	20 x 30
2	Compress Dressings	20 x 9
2	Compress Dressings	10 x 10
6	Gauze Swabs	Packets of two
2	Ice Packs	
2	Wound Dressings	Size 14
3	Saline Solution	
1	Optrex Eye Wash	
2	Eye Pads	
2	Head torches	
	Pins	
	Paper and Pen	



# Appendix 3: Emergency Response Maps

**Westport Airport Access**



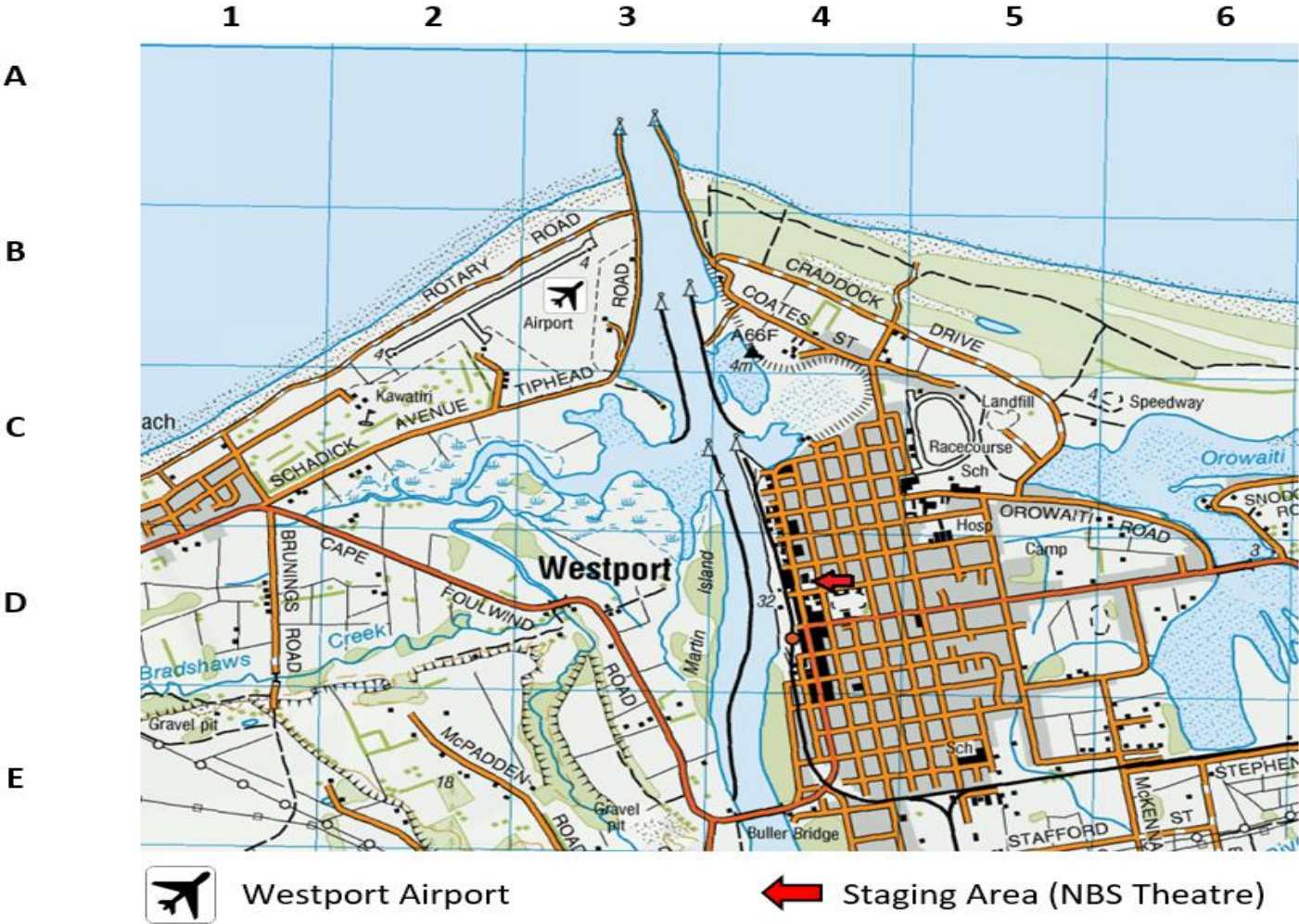
**A Primary Security Gate**

**● Alternative entry points**

### Emergency Assembly Points



### Grid Map





## Appendix 4: Emergency Telephone Numbers

### IN AN EMERGENCY - POLICE / FIRE SERVICE / AMBULANCE: DIAL 111

Location	Contact	Phone
Westport Airport	Terminal	03 280 8636
Airport CE	Krissy Trigg	027 213 3022
Airport Manager	Christian McLay	03 2808636 - Work 021 1095 331 - Mobile
Police - Westport	For Emergencies Police Station: (Non-Urgent) Senior Sergeant Georgie Were	111 03 788 8310 0211915815
Chief Fire Officer	Alan Kennedy Trevor O'Dea	03 788 8027 - Work 027 535 0860 - Mobile 027 658 0804 - Mobile
St John Ambulance	For Emergencies Clinical Control Centre Direct Station Line (Non-Urgent) Joelle Fox	111 0800 244 111 03 789 7974 027 449 2114
Buller Hospital	Deborah Wright	0273371458
Sounds Air	Andrew Crawford (Director) Craig Anderson (Safety Manager) Olivia Jacobs (operations Manager)	021 311 994 029 890 4910 021 087 93549
Westport Harbour Ltd	Harbour Office: Trevor James	03 788 8086 - 24 hours 021 959 279
Civil Defence Emergency Management Officer	Claire Brown	027 8363 975
Surf Rescue	Jan Coll	027 4311354
Westport Golf Club	Brian Hateley	027 431 6318
Westport Cabs Ltd East West Coaches	Maurice and Vic Bradley	03 789 6260 027 214 5012 027 522 0294
Buller Taxi Ltd	Kathy Officer	03 789 6900
Allied Security	Shane Pycroft	021 501032 - Work 022 367871 - Home
Divers	Chris Coll	03 789 8425 - Work 03 789 8786 - Home
Helicopters	Coastwide Helicopters	03 762 6117
	Chris Cowan: Greymouth Wayne Pratt: Karamea	027 433 6792 027 410 6093
District Health Board	Jason McAskill	0278362181 03 769 7690
Victim Support	Sonia	0800842846





**Operational Details**

Flight No./Call sign  Altitude   AGL  ASL  FL Runway used

Departure point  Intended Destination point  Nearest reporting point (NRP)

Distance and bearing from NRP  NM  Deg True  VFR  IFR  VMC  IMC

Scheduled OR  Non-Scheduled  Domestic OR  International ETOPS

**Nature of flight**

<input type="checkbox"/> Passenger A to A	<input type="checkbox"/> Passenger A to B	<input type="checkbox"/> Freight only
<input type="checkbox"/> Agricultural	<input type="checkbox"/> Business/executive	<input type="checkbox"/> Other Hire/forward
<input type="checkbox"/> Air Ambulance	<input type="checkbox"/> Test or ferry/position	<input type="checkbox"/> Training Dual
<input type="checkbox"/> Training Solo	<input type="checkbox"/> Parachuting	<input type="checkbox"/> Other Private
<input type="checkbox"/> Other (specify) <input type="text"/>		

**Flight phase**

<input type="checkbox"/> parked	<input type="checkbox"/> taxiing	<input type="checkbox"/> takeoff
<input type="checkbox"/> climb	<input type="checkbox"/> hover	<input type="checkbox"/> cruise
<input type="checkbox"/> circuit	<input type="checkbox"/> aerobatics	<input type="checkbox"/> holding
<input type="checkbox"/> descent	<input type="checkbox"/> approach	<input type="checkbox"/> landing
<input type="checkbox"/> agricultural		

**Effect on flight**

<input type="checkbox"/> Nil	<input type="checkbox"/> Flight delayed/cancelled	<input type="checkbox"/> Aborted takeoff
<input type="checkbox"/> Failure to get airborne	<input type="checkbox"/> Emergency/precautionary descent	<input type="checkbox"/> Emergency/precautionary landing
<input type="checkbox"/> Go-around/missed approach	<input type="checkbox"/> Abnormal approach	<input type="checkbox"/> Diversion
<input type="checkbox"/> Turnback	<input type="checkbox"/> Engine(s) shutdown	<input type="checkbox"/> Significant loss of control/performance
<input type="checkbox"/> Avoiding action	<input type="checkbox"/> Overweight landing	<input type="checkbox"/> Abnormal landing
<input type="checkbox"/> Runway excursion	<input type="checkbox"/> Other (specify) <input type="text"/>	

*If weather is a significant factor include in description of occurrence*

Pilot in command's name  Licence No.

Pilot in command's name  Licence No.

Pilot flight hours in last 90 days  Flight hours on type  Total flight hours

Last checked  IFR  BFR  6 month flight competency By - name

Date checked  Check pilot's ID

**Type of Occurrence (refer AC12-1)**

**Accident/incident**

<input type="checkbox"/> Collision/strike object	<input type="checkbox"/> Component/system failure malfunction	<input type="checkbox"/> Loss of control
<input type="checkbox"/> Engine power loss	<input type="checkbox"/> Damage to aircraft	<input type="checkbox"/> Airframe failure
<input type="checkbox"/> Fire/explosion/fumes	<input type="checkbox"/> Fuel/fluids occurrence	<input type="checkbox"/> Flight crew illness/incapacitation
<input type="checkbox"/> Injuries to persons	<input type="checkbox"/> Failure of emergency equip/procedures	<input type="checkbox"/> Evacuation
<input type="checkbox"/> Pax/cargo related occurrence	<input type="checkbox"/> Valid warning/alert system	<input type="checkbox"/> Invalid warning/alert system
<input type="checkbox"/> Emergency declaration	<input type="checkbox"/> Other (specify) <input type="text"/>	

**Airspace incident** Airspace ID - e.g AA / TMA/C

<input type="checkbox"/> Near collision	<input type="checkbox"/> Loss of separation	<input type="checkbox"/> Unauthorised altitude penetration
<input type="checkbox"/> Unauthorised airspace incursion	<input type="checkbox"/> Breach of other clearance	<input type="checkbox"/> Pilot flight planning deficiency
<input type="checkbox"/> Clearance/instruction deficiency	<input type="checkbox"/> Flight information deficiency	<input type="checkbox"/> Other (specify) <input type="text"/>

TCAS alert  RA  TA Intruder relative alt in feet  Relative position  o'clock

**Navigation Installation Malfunction**

Facility ID <input type="text"/>	Name <input type="text"/>	Facility Type <input type="text"/>
<input type="checkbox"/> Failure/non availability	<input type="checkbox"/> Coverage/intensity deficiency	<input type="checkbox"/> Alignment/course deficiency
<input type="checkbox"/> Excessive bends/roughness	<input type="checkbox"/> False overhead/distance indication	<input type="checkbox"/> Identification deficiency
<input type="checkbox"/> Readability deficiency	<input type="checkbox"/> Interference	<input type="checkbox"/> Other (specify) <input type="text"/>

**Aerodrome Occurrence**

<input type="checkbox"/> Physical surface deficiency	<input type="checkbox"/> Surface marking deficiency	<input type="checkbox"/> Wildlife incursion
<input type="checkbox"/> Physical obstruction	<input type="checkbox"/> Equipment/installation deficiency	<input type="checkbox"/> Apron management deficiency
<input type="checkbox"/> Public protection deficiency	<input type="checkbox"/> Other (specify) <input type="text"/>	
<input type="checkbox"/> Injuries to persons		



<b>Dangerous Goods</b>	<input type="checkbox"/> Spillage/leakage	<input type="checkbox"/> Fumes/gas/smoke/fire	<input type="checkbox"/> Mis/non-declaration
	<input type="checkbox"/> Other (specify) _____		

<b>Bird Hazard</b>	<input type="checkbox"/> Strike	<input type="checkbox"/> Near Strike	Species _____	<input type="checkbox"/> Small	<input type="checkbox"/> Medium	<input type="checkbox"/> Large
	Number seen	<input type="checkbox"/> 1	<input type="checkbox"/> 2-10	<input type="checkbox"/> 11-100	<input type="checkbox"/> 100+	
	Number hit	<input type="checkbox"/> 1	<input type="checkbox"/> 2-10	<input type="checkbox"/> 11-100	<input type="checkbox"/> 100+	

**Aircraft Defect/Engineering Details**

Major component/system affected \_\_\_\_\_

ATA Code \_\_\_\_\_ Part Defective \_\_\_\_\_

Manufacturer \_\_\_\_\_ Model \_\_\_\_\_

Part number \_\_\_\_\_ Serial number \_\_\_\_\_

TTIS \_\_\_\_\_ Hours \_\_\_\_\_ Cycles \_\_\_\_\_ TSO \_\_\_\_\_ Hours \_\_\_\_\_ Cycles \_\_\_\_\_ TSI \_\_\_\_\_ Hours \_\_\_\_\_ Cycles \_\_\_\_\_

Detection phase  Unscheduled OR  Scheduled maintenance      Manufacturer advised    Yes  No

Compliance with  AD     SB    Specify reference \_\_\_\_\_

Maintenance organisation \_\_\_\_\_ Client ID \_\_\_\_\_ Telephone \_\_\_\_\_

Aircraft damage level  Destroyed     Substantial     Minor     Other (specify) \_\_\_\_\_

Aircraft disposal  Write-off     Repair     Unknown     Other (specify) \_\_\_\_\_

**Engineering Description of Incident**

**Occurrence Reports**



*The Civil Aviation Authority maintains a computer database which records all aviation-related occurrences.*

*The objective of reporting occurrences is to provide information for the CAA to improve flight safety.*

*This is achieved by analysis of safety-related trends so that preventative actions may be taken.*

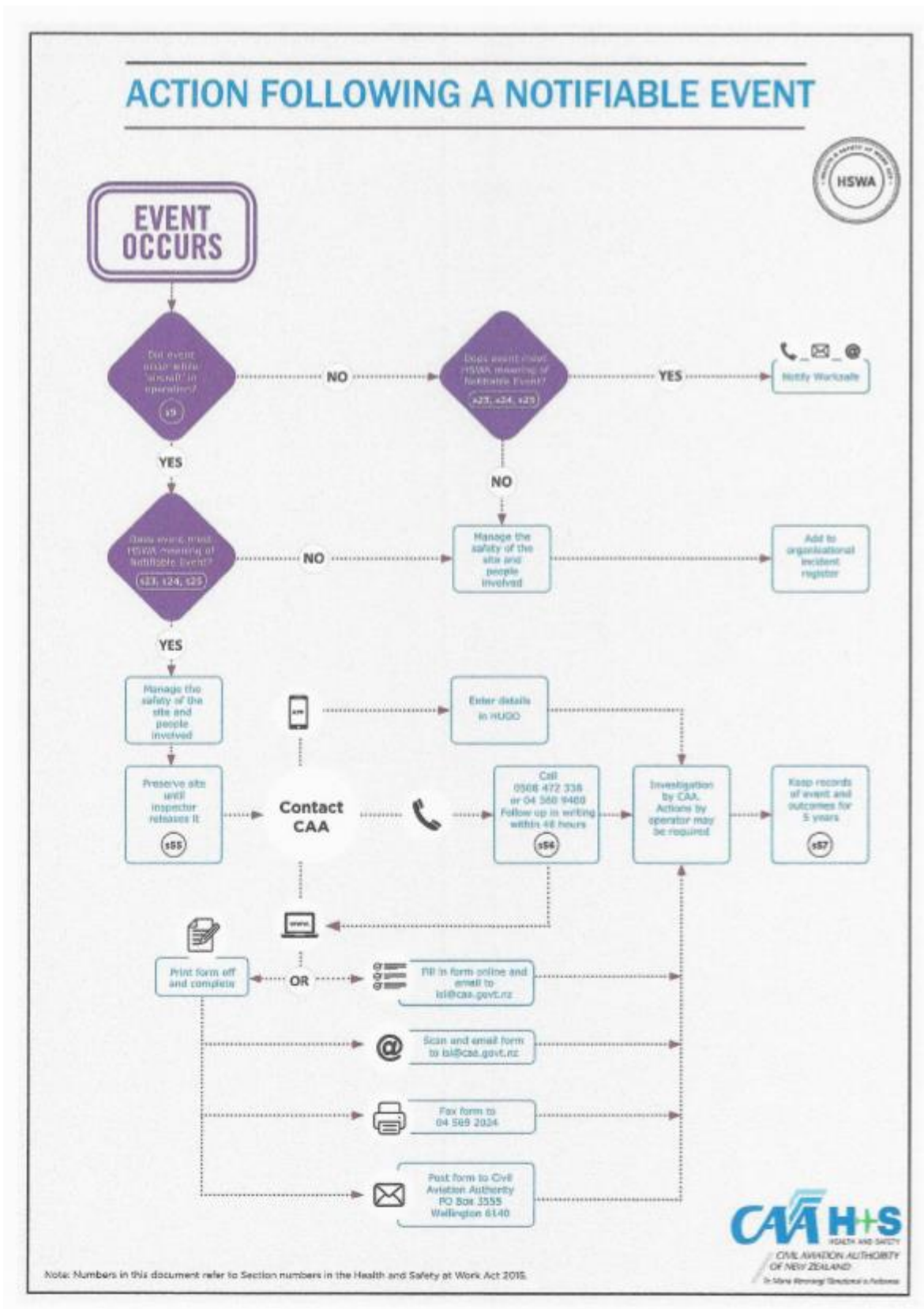
*Your cooperation in notifying, reporting and investigating safety-related occurrences is requested so that together we can achieve a safer aviation environment.*

FREPOST NO. 146123



Safety Analysis  
Civil Aviation Authority  
PO Box 3555  
Wellington 6140

## Appendix 7: Action Following a Notifiable Event



## Appendix 8: Emergency Response Chart

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## Appendix 9: Action Lists for Airport Staff

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### Airport Manager or Senior Airport Personnel

If contacted regarding an emergency situation at the airport:

1. **Ensure emergency services have been called** if not, phone 111 and request services. If the incident is a near miss and/or no injury no damage situation, emergency services may not be required.
2. **Go immediately to the airport to assist:** upon arrival, check in with the ground crew person and render assistance.
  - i. If needed, contact other ground crew staff to come and assist:  
Christian McLay - 0211095331  
Reddy Gurrula - 0204773339  
Ralph Rataul - 02109049481
  - ii. Assist in **keeping people calm** and contained within the Terminal building (we don't want family members going to the crash site and persons may be needed for witness statements)
3. **Contact Air Traffic Control and/or the NOTAM office** and close the aerodrome except to emergency services if necessary  
Phone Air Traffic Control - 03 358 1509  
NOTAM Office - 03 358 1688  
Or Radio Christchurch information on frequency 118.7
4. If the emergency services have responded **check in with Incident Controller** (initially the fire chief and thereafter the senior police officer)
  - i. Provide a list of passengers (load sheet) to the senior police officer only)
5. **Contact Sounds Air Personnel if appropriate**
  - a. Taylor Rhind - Safety Manager 021 030 6726
  - b. Andrew Crawford - Managing Director 021 311 994
  - c. Renee Kiri - General Manager 0277102927
  - d. Jason Eteveneaux - Chief Pilot 027 4075 563
  - e. Olivia Jacobs - Operations Manager 021 087 93549
6. **Contact CAA** on the accident phone line (manned 24/7) if the incident has involved injury to persons or damage to aircraft.
  - a. **Phone 0508 ACCIDENT (0508 222 433)**
  - b. If the incident is a near miss or no injury no damage incident then phone the incident line in normal working hours. Phone Safety Office 0508 472 338
7. **If the emergency involves the airport land lessee**  
Call Nevin Marsh - 0274455774
8. **Advise BDC Senior Management** of incident, keep them updated
  - a. Rachel Townrow - 027 298 7594
  - b. Christian McLay - 021 109 5331
  - c. Krissy Trigg - 027 213 3022

9. **Start a record of all details surrounding the accident** - include actions taken and timing. Take photographs to assist in the CAA Investigations if possible.
10. **Keep all details confidential.**  
Do not engage with media or Tailgaters and refer them to Police.
11. **Make no comment** to anyone regarding any known or suspected details of the crash: use discretion when making radio calls.
12. **Carry out any instructions given by the incident controller** to assist in the response effort.

# Appendix 10: Pilatus PC12 Emergency Rescue Chart

## PILATUS PC-12 SERIES EMERGENCY AND RESCUE CHART

### UNDOING MECHANISM OF PASSENGER/PILOT DOOR ENTRY

(PIST 301 - 0170)

- PULL OUTWARDS TO DISENGAGE PIN
- TURN HANDLE CLOCKWISE
- ENSURE DOOR IS FULLY PULLED OUT

(PIST 1070 - 0100)

- PUSH BUTTON
- PULL OUT HANDLE
- ENSURE DOOR IS FULLY PULLED OUT

### UNDOING MECHANISM OF CARGO DOOR

- PUSH BUTTON
- PUSH BACK PLATE, LIFT HANDLE
- PULL CARGO DOOR OUTWARDS

PULL TO OPEN

### DOWN-WIND EMERGENCY EXIT OPENING PROCEDURE

- PUSH BUTTON IN
- PUSH EMERGENCY EXIT IN
- REMOVE EMERGENCY EXIT AND DISCARD OUTSIDE

ADA PROBE  
 PILOT PROBE  
 RIGHT FUEL TANK 200 US GAL  
 REFRIGERANT COOLING UNIT (R134)  
 ELT TRANSMITTER  
 EMERGENCY EXIT (TOPSIDE DOWNWARD)  
 OPTIONAL LARGER OXYGEN CYLINDER: 1 or 2 1800 PSI / 77 FT<sup>3</sup> 1800 PSI / 77 FT<sup>3</sup> 1800 PSI / 77 FT<sup>3</sup> (NICKEL OR LEAD ACID BATTERIES)  
 DOOR ACTUATOR GAS STRUT  
 CARGO DOOR (OPENS FORWARD)  
 LEFT FUEL TANK 200 US GAL  
 PILOT PROBE  
 PASSENGER/CREW DOOR (OPENS DOWNWARD)  
 ADA PROBE  
 FUEL MAINTENANCE SHUT-OFF LEVER & FUEL/AIR SEP TANK FUEL FILTER  
 HYDRO PNEUMATIC SHOCK ABSORBER PRESSURE 324 PSI  
 4 BLADE OR 6 BLADE PROPELLER (DANGER AREA)  
 HAND FIRE EXTINGUISHER (BEHIND SEAT)  
 OXYGEN CYLINDER 1200 PSI (DOWNWIND SYSTEM)

### COMPONENTS

- ADA PROBES x2
- ENGINE EXHAUST x2
- ENGINE INTAKE DECK UP
- SERVIC PORT x2
- PILOT PROBE x2

### MATERIALS

- CARBON FIBER EPOXY
- GLASS FIBER EPOXY

### SYSTEMS AND PARTS

- ENGINE OIL TANK 14.5 QUARTS (13.7 US GAL)
- FUEL (JET A1 AEROSOLINE): PER WING: 75 LITERS (200 US GAL)
- REFUELLING POINTS
- OXYGEN BOTTLES: MAIN OXYGEN BOTTLE 1200 PSI / 22 FT<sup>3</sup> LARGE OXYGEN BOTTLES (OPTION) 1800 PSI / 77 FT<sup>3</sup> NICKEL OR LEAD ACID BATTERIES 50 PSI NITROGEN HYDRAULIC TANK OIL AND GAS STRUTS FOR THE DOORS HYDRO PNEUMATIC SHOCK ABSORBER PRESSURE 1400 PSI HYDRAULIC PUMP/ ACCUMULATOR 3000 PSI

### FUELS

- FUEL (JET A1 AEROSOLINE)
- HYDRAULIC FLUID (MERCOPPELL FLUID 41)

### OCCUPANTS

- 2 COCKPIT SEATS AND UP TO 9 CABIN SEATS

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### FLIGHT DECK EMERGENCY PROCEDURES

1. PRESS LATCH DOWN, PULL EMERGENCY SHUT-OFF LEVER UP
2. CUT THE ELECTRICAL POWER
  - a. TURN RED BAR TO SET 4 SWITCHES OFF (MSB 101 - 100)
  - b. MASTER POWER (MSB 401 - 001)
  - c. MASTER POWER (MSB 1001 - 000)
3. TURN RED BAR TO SET 4 SWITCHES OFF
4. OPEN SAFETY COVER, SET SWITCH TO "EMERGENCY OFF"
5. PULL OUT EMERGENCY A/C SHUT-OFF HANDLE

### ACCESS TO THE FUEL MAINTENANCE SHUT-OFF LEVER

1. LOCATE ACCESS PANEL FOR FUEL MAINTENANCE SHUT-OFF LEVER
2. PRESS 3 LATCHES DOWN TO OPEN QUICK RELEASE FASTENER
3. OPEN THE SERVICE DOOR
4. PULL RED ROD TO CLOSE FUEL MAINTENANCE SHUT-OFF VALVE

### ACCESS TO THE BATTERY COMPARTMENT

1. LOCATE BATTERY COMPARTMENT
2. PRESS 4 LATCHES TO RELEASE
3. ALL 4 LATCHES MUST BE OPEN
4. OPEN SERVICE DOOR

### DISCLAIMER

THIS AIRCRAFT RESCUE AND FIRE FIGHTING INFORMATION SUBMITTALS SELECTED DATA AND INFORMATION RELATING TO PC-12 AIRCRAFT OPERATED IN THE FCCA APPROVED AIRPLANE FLIGHT MANUAL (AFM). IT HAS BEEN PREPARED TO THE ATTENTION OF RESCUE AND FIRE FIGHTING PERSONNEL WHO MIGHT BE INVOLVED IN A RESCUE OPERATION OF A PC-12. NO UPDATE SERVICE OF THIS DOCUMENT WILL BE PROVIDED.

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## AIRPORT TERMINAL EVACUATION: *actions to take*

### DIAL 111 - FIRE SERVICE

**Provide details:**

- Incident Description
- Location

**Equipment:**

- Landline
- Cell Phone

### FIRST RESPONSE

- Respond to the incident or emergency if required
- Assist with regard to personal safety and prevention of further incidents.
- If required, evacuate the airport terminal building to the appropriate assembly point

**Equipment:**

- Fire extinguisher
- Medical kit
- Evacuation Assembly Points:
  - Airport Carpark
  - Airport Entrance Gate
  - Golf Club Rooms
  - NBS Theatre

### REPORT TO THE DESIGNATED SAFE FORWARD POINT

- Rendezvous with Emergency Services at the designated SFP or by cell phone
- Clear the access area for emergency services
- Ensure access within the required boundary is prohibited to all those other than those responders.

**Equipment:**

- Cell Phone
- VHF Radio

### AFTER ARRIVAL OF EMERGENCY SERVICES

**Phone Airport Manager**

***Airport Manager to:***

- Liaise with IC and follow direction
- Phone Aircraft Operator if involved
- Issue a NOTAM if required
- Notify BDC senior management
- Co-ordinate aerodrome interests
- Advise CAA if airport operations are impacted

- Media queries are to be referred to the IC.

- Public enquires are to be referred to the IC or aircraft operator

### CANCELLATION OF EMERGENCY

- The IC will advise of the cancellation of the incident and when it is safe to re-enter buildings.
- Airport manager will ensure the cancellation of any NOTAMS and reopen the airspace and/or aerodrome if applicable.

## AIRPORT TERMINAL EVACUATION: *staff and agency actions*

### FIRST RESPONDER

- Call emergency services and advise of the location and nature of incident
- Advise any air traffic in the immediate vicinity that may be impacted due to cause of the evacuation (i.e. smoke, fire etc) and direct away from the airfield
- Notify the Airport Manager
- On arrival of the emergency services advise the status of the situation

### AIRCRAFT OPERATOR

- Initiate response actions in accordance with SOPs
- Liaise with the Airport Manager
- Permit any service agent to provide the Airport Manager or Incident Controller with information related to expected persons in the building (based on flight manifests)
- If required, notify CAA (0508 ACCIDENT) / (0508 222 433)
- The aircraft operator's obligation in the case of an airport terminal evacuation will mainly be required for 'onward' arrangements for disrupted passengers

### AIRPORT MANAGER

- Confirm emergency services have been contacted - if not, call 111 and ask for FIRE service and alert them of the incident.
- The Airport Manager or Airport Ground Support staff will co-ordinate or assist emergency services with the evacuation of the terminal if required.
- Liaise with IC and follow direction
- Phone Aircraft Operator if involved
- Issue a NOTAM if required (discuss the possible closing of the aerodrome and airspace with the IC and the restriction of access to the airport property)
- Notify BDC senior management
- Recall staff to assist if required
- Liaise with Airport CE and Police regarding an initial short media statement (use template under section 5 for this purpose).
- If required, notify CAA (0508 ACCIDENT) / (0508 222 433)

### AIRPORT STAFF

- The Airport Manager or Airport Ground Support staff will co-ordinate or assist emergency services with the evacuation of the terminal if required.
- Be prepared in advance -
- Understand this evacuation procedure
- Know at least two ways out of the building
- Know the location of the fire alarms and exits
- When evacuation is required -
- Use the vest provided so you can be easily identified
- Immediately direct and co-ordinate the evacuation of the building to the assembly point and remain in charge until the arrival of the NZ Police or Chief Fire Officer.
- Assist anyone who may be in need of calm direction, or physical assistance
- Ensure the area is clear
- As rooms are cleared shut all doors behind you if time permits (Closed doors slow the spread of fire, smoke and water)
- Once clear of the building report to the Chief Fire Officer or Police

## AIRPORT TERMINAL EVACUATION: *staff and agency actions*

### AMBULANCE

- Proceed to the safe forward point
- Report to the Incident Controller
- When the area has been made safe proceed to the scene and assess and treat the emergency
- The first ambulance crew to arrive will assess the medical requirements and advice the Ambulance Central Communications Centre. They will notify the West Coast DHB of incident details.
- Co-ordinate efforts of any additional medical staff if required

**DO NOT enter the inner cordon/fire area until cleared by the IC**

### POLICE

- Dispatch all available staff and proceed to the incident scene
- On arrival assume duties as the incident controller from the Senior Fire Officer (if present)
- Provide safe access routes for services at the airport, accident scene and if possible key intersections for other emergency services vehicles
- Establish an Incident Control point
- Establish a secure cordon in order to prevent onlookers and unauthorised persons from entering the area

### FIRE

- On notification of an incident proceed to the incident scene
- The Senior Fire Officer will be the Incident Controller until the Police have arrived and the immediate fire risk is under control
- If there is a delay in the Police arriving the Senior Fire Officer should continue with those duties until they arrive.
- Establish a secure cordon in order to prevent onlookers and unauthorised persons from entering the area
- Assess and treat the emergency
- Ensure all persons are evacuated from the buildings

### CIVIL DEFENCE (if required)

- Under request of the IC activate the EOC
- Establish communications with the IC or Airport Manager
- Assist with welfare, logistics and intelligence, PIM, Planning, Operations

## FIRE: actions to take

DIAL 111 - FIRE SERVICE	
<b>Provide details:</b> <ul style="list-style-type: none"> <li>- Incident Description</li> <li>- Location and nature of the fire</li> </ul>	<b>Equipment:</b> <ul style="list-style-type: none"> <li>- Landline</li> <li>- Cell Phone</li> </ul>

FIRST RESPONSE	
<ul style="list-style-type: none"> <li>- Assist with regard to personal safety and prevention of further incidents.</li> <li>- Attempt to extinguish the fire ONLY if trained to do so.</li> <li>- Immediately evacuate the area to the assembly point.</li> </ul>	<b>Equipment:</b> <ul style="list-style-type: none"> <li>- Fire extinguisher</li> <li>- Medical kit</li> </ul>

REPORT TO THE DESIGNATED SAFE FORWARD POINT	
<ul style="list-style-type: none"> <li>- Rendezvous with Emergency Services at the designated SFP or by cell phone</li> <li>- Clear the access area for emergency services</li> <li>- Ensure access within the required boundary is prohibited to all those other than those responders.</li> </ul>	<b>Equipment:</b> <ul style="list-style-type: none"> <li>- Cell Phone</li> <li>- VHF Radio</li> </ul>

AFTER ARRIVAL OF EMERGENCY SERVICES	
<b>Phone Airport Manager</b>  <i>Airport Manager to:</i> <ul style="list-style-type: none"> <li>- Liaise with IC and follow direction</li> <li>- Phone Aircraft Operator if involved</li> <li>- Issue a NOTAM if required</li> <li>- Notify BDC senior management</li> <li>- Co-ordinate aerodrome interests</li> <li>- Advise CAA if airport operations are impacted</li> </ul>	<ul style="list-style-type: none"> <li>- Media queries are to be referred to the IC.</li> <li>- Public enquires are to be referred to the IC or aircraft operator</li> </ul>

CANCELLATION OF EMERGENCY	
<ul style="list-style-type: none"> <li>- The IC will advise of the cancellation of the incident and when it is safe to re-enter buildings.</li> <li>- Airport manager will ensure the cancellation of any NOTAMS and reopen the airspace and/or aerodrome if applicable.</li> </ul>	

## **FIRE: *staff and agency actions***

### **FIRST RESPONDER**

- If You See or Suspect a Fire
- Remain calm
- Warn and alert occupants of a nearby fire
- Remove anyone in immediate danger and evacuate to the assembly point
- Activate the nearest fire alarm
- Follow the general emergency procedures -
- DIAL 111 and request the Fire Service
- GIVE exact location and type of fire and if lives are threatened (Speak Clearly, Stay Calm)
- Notify the airport manager

### **AIRCRAFT OPERATOR**

- Initiate response actions in accordance with SOPs.
- Liaise with the Airport Manager
- Permit any service agent to provide the Airport Manager or Incident Controller with information related to expected persons in the building (based on flight manifests)
- The aircraft operator's obligation in the case of an airport terminal evacuation will mainly be required for 'onward' arrangements for disrupted passengers

### **AIRPORT MANAGER**

- Confirm emergency services have been contacted - if not, call 111 and ask for FIRE service and alert them of the incident.
- Assist with the evacuation of the terminal if required.
- Liaise with IC and follow direction
- Phone Aircraft Operator if involved
- Issue a NOTAM if required (discuss the possible closing of the aerodrome and airspace with the IC and the restriction of access to the airport property)
- Notify BDC senior management
- Recall staff to assist if required
- Liaise with Airport CE and Police regarding an initial short media statement (use template under section 5 for this purpose).
- If required airport operations are impacted notify CAA

### **AIRPORT STAFF**

- Confirm emergency services have been contacted - if not, call 111 and ask for FIRE service and alert them of the incident.
- Assist with the evacuation of the terminal if required.
- Ensure the Airport Manager has been informed
- Monitor the air traffic and advise an aircraft that may be impacted due to the location of the fire (i.e. smoke, firefighting appliances etc)As rooms are cleared shut all doors behind you if time permits (Closed doors slow the spread of fire, smoke and water)
- Once clear of the building report to the Chief Fire Officer or Police

## **FIRE: *staff and agency actions***

### **AMBULANCE**

- Proceed to the safe forward point
- Report to the Incident Controller
- When the area has been made safe proceed to the scene and assess and treat the emergency

### **POLICE**

- Assist FENZ as necessary

---

### **FIRE**

- On notification of a Fire proceed to the incident scene
- **The Senior Fire Officer will assume the Incident Controller position**
- Establish a secure cordon in order to prevent onlookers and unauthorised persons from entering the area
- Assess and treat the emergency in accordance with SOPs

## MEDICAL EMERGENCY: *actions to take*

### IF NECESSARY DIAL 111 - AMBULANCE

<p><b>Provide details:</b></p> <ul style="list-style-type: none"> <li>- Incident Description</li> <li>- Location</li> </ul>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>- Landline</li> <li>- Cell Phone</li> </ul>
---	---

### FIRST RESPONSE

<ul style="list-style-type: none"> <li>- Assist with regard to personal safety and prevention of further incidents.</li> <li>- Respond to the medical emergency as a first responder.</li> </ul>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>- Medical kit</li> <li>- AED</li> </ul>
--	---

### REPORT TO THE DESIGNATED SAFE FORWARD POINT

<ul style="list-style-type: none"> <li>- Rendezvous with Emergency Services at the designated SFP or by cell phone</li> <li>- Clear the access area for emergency services</li> <li>- Ensure access within the required boundary is prohibited to all those other than those responders.</li> </ul>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>- Cell Phone</li> <li>- VHF Radio</li> </ul>
---	--

### AFTER ARRIVAL OF EMERGENCY SERVICES

<p>Phone Airport Manager</p> <p><i>Airport Manager to:</i></p> <ul style="list-style-type: none"> <li>- Phone Aircraft Operator if involved</li> <li>- Notify BDC senior management</li> <li>- Complete an incident report</li> </ul>	
---	--

## MEDICAL EMERGENCY: *staff and agency actions*

### FIRST RESPONDER

If a person is experiencing a life threatening medical emergency:

- Take action as a trained first aider
- If assistance is required DIAL 111 and request an Ambulance
- Give exact location and type of injury and if lives are threatened (speak clearly, stay calm)
- Continue to provide emergency assistance until the arrival of an ambulance or qualified medical expert

### AIRPORT MANAGER

- Confirm emergency services have been contacted - if not, DIAL 111 and ask for AMBULANCE service and alert them of the incident.
- Recall staff to assist if required
- Advise Airport CE and/or BDC senior management
- If airport operations are impacted notify CAA

### AIRPORT STAFF

If you are giving first aid:

- Stay calm, stop and think: remember the DRS ABC
- Danger: check for the safety of yourself, the casualty and bystanders
- Response: Check for response, tap the casualty, gently shake and shout
- Send for help: Ensure the ambulance is on the way
- Airway: Open airway, tilt head back and raise the chin
- Breathing: Look, listen and feel for breath. If not breathing normally start CRP
- CRP: Start CPR, 30 chest compressions, two breaths.
- Defibrillate: If there is a defibrillator available and you have been trained in its use, attached an AED and follow the machine prompts (a defibrillator is located at the Golf Clubrooms).
- Notify the Airport Manager.

### AMBULANCE

- **St John will be the lead agency**
- Respond in accordance with their SOPS and access and treat the emergency.
- Medical emergencies are 'normal' emergencies under the full jurisdiction of the regional Ambulance Service or Fire and Emergency New Zealand.
- The first ambulance crew to arrive will assess the medical requirements and advise the Ambulance Central Communications Centre. They will notify the West Coast DHB of incident details.
- Coordinate efforts of any additional medical staff if required.

### POLICE

- If required, Police will respond in accordance with their SOPS

### FIRE

- If required Fire and Emergency service will respond in accordance with their SOPS.



## HAZARDOUS SUBSTANCE/FUEL SPILL: *actions to take*

### DIAL 111 - FIRE SERVICE

<p><b>Provide details:</b></p> <ul style="list-style-type: none"> <li>- Incident Description</li> <li>- Location</li> </ul>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>- Landline</li> <li>- Cell Phone</li> </ul>
---	---

### FIRST RESPONSE

<ul style="list-style-type: none"> <li>- Respond to incident or emergency if required</li> <li>- Assist with regard to personal safety and prevention of further incidents</li> <li>- Immediately isolate the area for at least 30 metres in all directions</li> <li>- If required, evacuate the area to an appropriate safe zone boundary</li> </ul>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>- Fire extinguisher</li> <li>- Medical kit</li> <li>- Cones and barrier arms</li> </ul>
---	---

### REPORT TO THE DESIGNATED SAFE FORWARD POINT

<ul style="list-style-type: none"> <li>- Rendezvous with Emergency Services at the designated SFP or by cell phone</li> <li>- Clear the access area for emergency services</li> <li>- Ensure access within the required boundary is prohibited to all those other than those responders.</li> </ul>	<p><b>Equipment:</b></p> <ul style="list-style-type: none"> <li>- Cell Phone</li> <li>- VHF Radio</li> </ul>
---	--

### AFTER ARRIVAL OF EMERGENCY SERVICES

<p>Phone Airport Manager</p> <p><i>Airport Manager to:</i></p> <ul style="list-style-type: none"> <li>- Liaise with IC and follow direction</li> <li>- Phone Aircraft Operator, if involved</li> <li>- Issue a NOTAM, if required</li> <li>- Notify BDC senior management</li> <li>- Notify fuel company involved</li> <li>- Advise CAA if airport operations are impacted</li> </ul>	<p><b>Media queries:</b></p> <ul style="list-style-type: none"> <li>- are to be referred to the Police</li> </ul> <p><b>Public enquiries:</b></p> <ul style="list-style-type: none"> <li>- are to be referred to the Police/Aircraft Operator</li> </ul>
---	--

## HAZARDOUS SUBSTANCE/FUEL SPILL: *actions to take*

### CANCELLATION OF FUEL SPILL EMERGENCY

<ul style="list-style-type: none"><li>- The IC will advise of the cancellation of the incident and when it is safe to re-enter buildings</li><li>- Airport Manager will ensure the cancellation of any NOTAMS and reopen the airspace and/or aerodrome if applicable</li><li>- Replenish the Airport spill kit if used</li><li>- Complete an incident report</li><li>- Review the effectiveness of the emergency plan and update risk register if required</li></ul>	<p>Media queries:</p> <ul style="list-style-type: none"><li>- are to be referred to the Fire Media liaison</li></ul> <p>Public enquiries:</p> <ul style="list-style-type: none"><li>- are to be referred to the Fire Media liaison /Aircraft Operator</li></ul>
--	---

## HAZARDOUS SUBSTANCE/FIRE SPILL: *staff and agency actions*

### FIRST RESPONDER

- DIAL 111 and request **FIRE**
- Give location and type of spill, substance trade name, Hazchem number and quantity of spill
- Isolate the spill area for at least 30 metres in all directions so only authorised people have access
- Close-off the source of the spill if it is safe to do so
- For flammable substances and gases, extinguish flames and other sources of ignition if possible
- Evacuate any area(s) which are at risk of being contaminated

### AIRCRAFT OPERATOR

- Liaise with Airport Manager
- Permit any service agent to provide the Airport Manager or Incident Controller with information related to expected persons in the building (based on flight manifests).
- The aircraft operator's obligation in the case of an airport terminal evacuation will mainly be required for 'onward' arrangements for disrupted passengers.

### AIRPORT MANAGER

- Airport staff/management are responsible for the immediate directing and coordinating of ground action until the arrival of Fire and Emergency NZ (FENZ).
- Determine the type(s) of substance involved and consult the relevant MSD sheet to determine the potential hazards and protocols for dealing with spills.
- Hand this information to the Chief Fire Officer on arrival.
- Liaise with IC and follow direction.
- Phone Aircraft Operator if involved.
- Issue a NOTAM if required and direct traffic away from the area impacted by the spill.
- Notify BDC senior management.
- Notify Fuel Company involved.
- Advise CAA if airport operations are impacted.

### AIRPORT STAFF

- Airport staff/management are responsible for the immediate directing and coordinating of ground action until the arrival of Fire and Emergency NZ (FENZ), this may include the utilisation of the spill kit if the spill is sufficiently small to be able to be contained with supplies available.
- If an evacuation is instigated airport staff are to assist with the evacuation of persons to a safe boundary (ie, assembly points 1, 2, 3 or 4)..

### AMBULANCE

- If an ambulance is required, they will report to the IC and assess and treat any injuries after they are cleared to enter the cordon by the IC.
- The first ambulance crew to arrive will assess the medical requirements and advise the Ambulance Central Communications Centre. They will notify the West Coast DHB of incident details.
- Coordinate efforts of any additional medical staff if required.

## HAZARDOUS SUBSTANCE/FIRE SPILL: *staff and agency actions*

### POLICE

- If the Police are required (in the case of a large spill) they become responsible for the ongoing direction and coordination of all actions in relation to the danger present as the IC.
- On arrival, assume duties as the Incident Controller from the Senior Fire Officer.
- Provide safe access routes for services at the airport incident.
- Establish an Incident Control point.
- Establish a secure cordon in order to prevent onlookers and unauthorised persons from entering the area.

### FIRE

- Fire and Emergency NZ (FENZ) is responsible for making the area safe by containing the spill and assisting with the safe evacuation of people from the area.
- The Fire Chief will assume the role of IC if, or until, the police arrive.
- Establish a secure cordon in order to prevent onlookers and unauthorised persons from entering the area.
- Assess and treat the emergency.
- Ensure all persons are evacuated from the buildings.

### FUEL COMPANY/TANKER OPERATOR (involved in Fuel Spill)

- Assist in the setup of containment measures to isolate the fuel spill and prevent it from entering drains and waterways. These may include, but are not limited to, fuel spill kits, absorbent matting, fire hoses and fire foam.
- After the fuel is contained the fuel company to remove the contained fuel and mitigate any environmental impact.

## AGGRESSION (PHYSICAL/VERBAL): *actions to take*

### IF NECESSARY DIAL 111 - POLICE

<p>Provide details:</p> <ul style="list-style-type: none"> <li>- Incident Description</li> <li>- Location</li> </ul>	<p><u>Equipment:</u></p> <ul style="list-style-type: none"> <li>- Landline</li> <li>- Cell Phone</li> </ul>
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### FIRST RESPONSE

<ul style="list-style-type: none"> <li>- Utilise techniques to deescalate the situation.</li> <li>- Act with regard to personal safety and prevention of further incidents.</li> <li>- If required, evacuate the airport terminal building to the appropriate assembly point.</li> </ul>	<p><u>Equipment:</u></p> <ul style="list-style-type: none"> <li>- Medical kit</li> </ul> <p><u>Evacuation Assembly Points:</u></p> <ul style="list-style-type: none"> <li>- Airport carpark</li> <li>- Airport entrance gate</li> </ul>
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### REPORT TO THE DESIGNATED SAFE FORWARD POINT

<ul style="list-style-type: none"> <li>- Rendezvous with Emergency Services at the designated SFP or by cell phone</li> <li>- Follow directions of IC.</li> </ul>	<p><u>Equipment:</u></p> <ul style="list-style-type: none"> <li>- Cell Phone</li> <li>- VHF Radio</li> </ul>
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### AFTER ARRIVAL OF EMERGENCY SERVICES

<p>Phone Airport Manager</p> <p><i>Airport Manager to:</i></p> <ul style="list-style-type: none"> <li>- Notify BDC senior management</li> <li>- Advise CAA if airport operations are impacted</li> </ul>	
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## AGGRESSION (VERBAL/PHYSICAL): *staff and agency actions*

### FIRST RESPONDER

- DIAL 111 and request **POLICE**.
- Utilise techniques to deescalate the situation.
- Act with regard to personal safety and prevention of further incidents.
- If required, remove yourself from the person and lock yourself behind the office door.

### AIRPORT MANAGER

- Ensure the **POLICE** have been notified.
- Liaise with IC and follow direction.
- Notify BDC senior management.

#### After an event:

- Complete an incident report.
- Review the effectiveness of the response and update the risk register if required.

### AIRPORT STAFF

- Remain calm
- Speak quietly and calmly and advise if the abusive or aggressive behaviour continues you will end the conversation.
- Ensure the safety of workers and customers, if necessary, remove yourself and others from the immediate danger
- Keep a safe distance from the person and note escape routes.

#### Observe the aggressor for:

- Physical features
- Clothing worn
- Distinguishing features including voice, hair, tattoos, scars.
- Any weapons.
- Anything touched or taken.
- Escape route, vehicle.

### AMBULANCE

- If an ambulance is required, they will report to the IC and assess and treat any injuries after they are cleared to enter by the IC.

### POLICE

- The Police are responsible for directing and co-ordinating all ground action in relation to the threat following assessment.

## ARMED HOLD-UP/ROBBERY: *actions to take*

### DIAL 111 - POLICE

**Provide details:**

- Incident Description
- Location

**Equipment:**

- Landline
- Cell Phone

### FIRST RESPONSE

- Remain calm.
- Follow instructions.
- Act with regard to person safety and prevention of further incidents.
- If able, evacuate the airport terminal building to the appropriate assembly point.

**Equipment:**

- Medical kit

**Evacuation Assembly Points:**

- Airport carpark
- Airport entrance gate

### REPORT TO THE DESIGNATED SAFE FORWARD POINT

- Rendezvous with Emergency Services at the designated SFP or by cell phone
- Clear the access area for emergency services.
- Ensure access within the required boundary is prohibited to all those other than those responders..

**Equipment:**

- Cell Phone
- VHF Radio

### AFTER ARRIVAL OF EMERGENCY SERVICES

**Phone Airport Manager**

***Airport Manager to:***

- Liaise with IC and follow direction.
- Phone Aircraft Operation, if involved.
- Notify BDC senior management.
- Advise CAA if airport operations are impacted.

## ARMED HOLD-UP/ROBBERY: *staff and agency actions*

### FIRST RESPONDER

- When it is safe to do so, DIAL 111 and request **POLICE**.
- Obey instructions - keep calm - no heroics.
- Remain calm.
- Do exactly as asked without making any sudden movements.
- Avoid eye contact.

### AIRPORT MANAGER

- Ensure the **POLICE** have been notified.
- Liaise with IC and follow direction.
- Notify BDC senior management.

#### After an event:

- Complete an incident report.
- Review the effectiveness of the response and update the risk register if required.

### AIRPORT STAFF

- Advise the Airport Manager
- Recommend all witnesses leave the airport as soon as practical, advise police and support services may be in contact with them. Advise them to seek support, they can call victim support and the airport anytime.
- Restrict entry to the area until the police arrive.
- Do not touch anything within the scene.

#### Observe the following:

- Physical features
- Clothing worn
- Distinguishing features including voice, hair, tattoos, scars.
- Any weapons.
- Anything touched or taken.
- Escape route, vehicle.

### AMBULANCE

- If an ambulance is required, they will report to the IC and assess and treat any injuries after they are cleared to enter by the IC.

### POLICE

- The Police are responsible for directing and co-ordinating all ground action in relation to the threat following assessment.



## UNLAWFUL SEIZURE (HIJACK): *actions to take*

### DIAL 111 - POLICE

**Provide details:**

- Hijack of an aircraft
- Location

**Equipment:**

- Landline
- Cell Phone
- **DO NOT USE** VHF RADIO

### FIRST RESPONSE

- Follow instructions from Police.
- Advise Airport Manager of the situation.

**Equipment:**

- **DO NOT USE** VHF RADIO

### PREPARE FOR FULL EMERGENCY IF NEEDED

- Be ready for the initiation of FULL EMERGENCY procedures.
- Assist with regard to personal safety and prevention of further incidents..

**Equipment:**

- Fire Extinguisher
- Medical Kit

### REPORT TO SAFE FORWARD POINT

- Rendezvous with Emergency Services at the designated SFP or by cell phone.
- Clear the access area for emergency services.
- Ensure access within the required boundary is prohibited to all those other than those responders.

**Equipment:**

- Cell Phone
- **DO NOT USE** VHF RADIO unless cleared to do so by POLICE

### AFTER ARRIVAL OF EMERGENCY SERVICES

*Airport Manager to:*

- Liaise with IC and follow direction.
- Be ready to take action as per a FULL EMERGENCY response.
- Phone Aircraft Operation, if involved.
- Notify BDC senior management.
- Advise CAA if airport operations are impacted

**Media queries:**

- Are to be referred to the IC.

**Public enquiries:**

- Are to be referred to the IC / Aircraft Operator.

### CANCELLATION OF EMERGENCY

- The IC will advise of the cancellation of the incident and when it is safe to re-enter buildings.
- Airport Manager will ensure the cancellation of any NOTAMS and re-open the airspace and/or aerodrome if applicable.

## UNLAWFUL SEIZURE/HIJACK: *staff and agency actions*

### FIRST RESPONDER

- Remain calm.
- Follow instructions.
- DIAL 111 and request **POLICE**.
- If able, write down all information relayed by the hijacker.

### AIRCRAFT OPERATOR

- Initiate response actions in accordance with their SOPS.
- Liaise with the Airport Manager and/or IC.
- Permit any service agent to provide the Airport Manager or Incident Controller with information related to expected persons in the building (based on flight manifests).
- The aircraft operator's obligation in the case of an airport terminal evacuation will mainly be required for 'onward' arrangements for disrupted passengers.

### AIRPORT MANAGER

- Liaise with IC and follow direction.
- Be ready to take action as per a FULL EMERGENCY response.
- Phone Aircraft Operator if involved.
- Notify BDC senior management.
- Notify CAA (0508 ACCIDENT) / 0508 222 433)
- Issue NOTAM if required

### AIRPORT STAFF

- Advise Airport Manager of the situation.
- If able, evacuate the airport terminal building to the appropriate assembly point.
- Commence keeping a narrative of events/subsequent actions as soon as possible.
- Carry out further instructions as directed by Police.

### AMBULANCE

- If an ambulance is required, they will proceed to the SFP and report to the IC and assess and treat any injuries after they are cleared to enter by the IC.

### POLICE

- The Police are responsible for directing and co-ordinating all ground action in relation to the threat following assessment, including an armed forced entry and/or search of any aircraft. Where an aircraft search is necessary the Police will organise and co-ordinate the search normally with advice or assistance from an airline engineer or aircraft operator.
- The Police will assume the Incident Control position and direct agency assistance at its discretion.
- Police are responsible for declaring the aircraft/building safe and declaring the stand down of emergency services when appropriate.

### FIRE

- If Fire and Emergency NZ (FENZ) are required they will proceed to the SFP and report to the IC and assess and respond to the emergency as per their SOPs and as directed by the IC. - May assist with establishing a secure cordon in order to prevent on-lookers and unauthorised persons from entering the airport.

## BOMB THREAT: *actions to take*

### DIAL 111 - POLICE

**Provide details:**

- Bomb threat in building or aircraft.
- Location.

**Equipment:**

- Landline
- **DO NOT USE** Cell Phone
- **DO NOT USE** VHF RADIO

### FIRST RESPONSE

- Follow instructions from Police.

**Equipment:**

- **DO NOT USE** CELL PHONE

### PREPARE FOR FULL EMERGENCY IF NEEDED

- Be ready for the initiation of FULL EMERGENCY procedures.

**Equipment:**

- Fire Extinguisher
- Medical Kit

### REPORT TO SAFE FORWARD POINT

- Rendezvous with Emergency Services at the designated SFP.
- Clear the access area for emergency services.
- Ensure access within the required boundary is prohibited to all those other than those responders.

**Equipment:**

- **DO NOT USE** Cell Phone
- **DO NOT USE** VHF RADIO

### AFTER ARRIVAL OF EMERGENCY SERVICES

**Airport Manager to:**

- Liaise with IC and follow direction.
- Be ready to take action as per a FULL EMERGENCY response.
- Phone Aircraft Operation, if involved.
- Notify BDC senior management.
- Advise CAA if airport operations are impacted

**Media queries:**

- Are to be referred to the IC.

**Public enquiries:**

- Are to be referred to the IC / Aircraft Operator.

### CANCELLATION OF EMERGENCY

- The IC will advise of the cancellation of the incident and when it is safe to re-enter buildings.
- Airport Manager will ensure the cancellation of any NOTAMS and re-open the airspace and/or aerodrome if applicable.

## BOMB THREAT: *staff and agency actions*

### FIRST RESPONDER

- Remain calm. Treat all threats as genuine.
- If there is a telephone threat note the exact time of the call and, if possible, whether from a public or private telephone.
- Listen carefully.
- Remain calm, be polite and show interest.
- Try to keep the caller talking - do not hang up!
- *If possible*, write a note to a colleague asking them to pass you a pen and paper to write down all the information being given.
- *If possible*, ask your colleague to go to another room and DIAL 111 and request **POLICE**.
- Write down the threat. Note EXACT wording.
- Gather information - refer to the bomb threat checklist (BLUE Bomb Threat Form, next to the telephone).
- When caller hangs up DIAL 111 and request **POLICE**.

### AIRCRAFT OPERATOR

- Initiate response actions in accordance with SOPS.
- Liaise with the Airport Manager and/or IC.
- Permit any service agent to provide the Airport Manager or Incident Controller with information related to SOP, DG and fuel on board the aircraft (based on flight manifests).
- The aircraft operator's obligation in the case of an airport terminal evacuation will mainly be required for 'onward' arrangements for disrupted passengers.

### AIRPORT MANAGER

- Confirm emergency services have been called - if not DIAL 111 and request POLICE.
- Liaise with IC and follow direction
- Be ready to take action as per a FULL EMERGENCY response.
- Phone Aircraft Operator if involved.
- Notify BDC senior management.
- Notify CAA (0508 ACCIDENT / 0508 222 433)
- Issue NOTAM if required.

### AIRPORT STAFF

- Inform Airport Manager/Senior Management.
- Do not discuss the threat with other staff/customers.
- Follow the advice of Airport Manager/Senior Manager and the Police.
- Evacuate the building if instructed - via word of mouth rather than using the fire alarm.
- Keep a timed narrative of events and subsequent actions as soon as possible.
- Advise air traffic intent on landing of the existing threat and direct them away from the vicinity.

### AMBULANCE

- On request Ambulance services will proceed to the safe forward point and await further instruction from Police.

## BOMB THREAT: *staff and agency actions*

### POLICE

- The Police are responsible for direction and coordination of all action in relation to the threat, following assessment, including the search of any building or aircraft if applicable.
- On notification of a bomb threat NZ Police dispatch personnel to airport
- NZ Police on arrival at the airport safe forward point will liaise with the Airport Staff and assume Incident Control.
- Cordon off suspect aircraft or area where the threat has been identified and keep all unauthorised persons at a safe distance.
- In the event of a suspect device being found evacuate all persons being in the immediate surrounding area and secure the site
- Alert other emergency services if required
- Alert the NZ Army and request explosive experts to attend the scene.
- Where an aircraft or building search is necessary the police will organise and co-ordinate the search, normally with advice and/or assistance from the Airport Manager/ Aircraft Operator.
- The police are responsible for declaring the building or aircraft clean and safe and declaring the stand-down of emergency services when appropriate.

### FIRE

- On request Fire and Emergency will proceed to the safe forward point and await further instruction from police.
- May be required to assist with setting up a cordon to prevent the entry of on-lookers or unauthorised persons..

**DO NOT use a Mobile Phone or set off the Fire Alarm  
they may trigger an EXPLOSION**

### NOTES:

- A BOMB THREAT CHECKLIST is at Appendix 5 and the CAA 005 form is at Appendix 6.
- All 'BOMB ON BOARD' warnings shall be treated as emergency situations and given the classification 'FULL EMERGENCY'

## SUSPECT PARCEL/DEVICE: *actions to take*

### AIRPORT STAFF

- Respond as per bomb threat procedure
- Do not smell, touch, taste, shake or empty contents of article or substance.
- Do not move the object
- Turn off any equipment that could disturb air flow e.g. Fans or Air Conditioning.
- Immediately DIAL 111 and request POLICE and state "SUSPECT PARCEL". Provide as much detail of the item as you can. Do not use a mobile phone in close proximity.
- If anyone is contaminated, isolate the person and call for medical assistance.
- If possible, ask a place a temporary cordon around the area of the parcel /device
- Do not allow co-workers into the isolation area unless it is an emergency situation.
- Follow the instructions from emergency services.

## ABANDONED BAG: *actions to take*

### AIRPORT STAFF

- Be cautious of the left bag - it is possible it could be dangerous.
- Do not move the object - try to observe if there is any distinguishing tags or indications of ownership
- Check in the terminal building if anyone is missing a bag
- If still unclaimed consider if there is anything suspicious about the bag - i.e. is it ticking, are there wires attached or any other indicator that the item is sinister?
- If there are any concerns respond as per bomb threat procedure
- Immediately Dial 111 REQUEST POLICE and state "SUSPECT PARCEL". Provide as much detail of the item as you can. Do not use a mobile phone in close proximity.
- If possible, place a temporary cordon around the area of the parcel /device
- Do not allow co-workers into the isolation area unless it is an emergency situation.

## SUSPICIOUS ACTIVITY: *actions to take*

### AIRPORT STAFF

- Follow the instructions from emergency services
- If the person is able to be engaged safely, ascertain who they are visiting and/or the purpose of their visit/ presence
- Alert other workers to the person's presence / behaviour
- If you have any reservations about approaching the person - observe situation and report to the pilot or other co-workers/Airport Manager
- The manager/team leader will ask the person to leave and/or alert Police if necessary.
- IF PERSON BECOMES AGGRESSIVE OR A THREAT IMMEDIATELY CALL POLICE and respond as per Aggressive Incident procedure



## SECURITY BREACH: *actions to take*

### AIRPORT STAFF

- Advise the person that they are in a restricted area and request identification
- If unauthorised request they leave the area immediately
- If they do not leave immediately politely inform them that it is an offence to enter a restricted area and they are required to leave without delay.
- IF PERSON BECOMES AGGRESSIVE OR A THREAT IMMEDIATELY CALL POLICE and respond as per Aggressive Incident procedure
- Record the breach and identify the offender with co-workers to ensure that person is does not return to unauthorised areas
- If repeated breaches occur refer to the Airport Manager for formal trespass procedures to occur.

## HOSTAGE SITUATION: *actions to take*

### AIRPORT STAFF

- Respond as per hijack procedure
- Ensure personal safety. Do not become a hostage yourself.
- If possible, immediately DIAL 111 REQUEST POLICE and state “HOSTAGE”, giving exact location and details of events.
- Secure immediate area. Close doors. Restrict entry to area until police arrive
- Observe and/or take note of the following:
  - Number of persons taken
  - Number and description of captors
  - Any weapons
  - Document any threats or demands if possible.
- Request all witnesses to remain until police arrive and speak to them.
- Do not speak to media.

### BECOMING A HOSTAGE

- Follow the captors’ instructions
- Speak only when spoken to.
- Be as calm as possible, as the captor may use your emotions to his/her advantage.
- Sit down if possible, to avoid appearing aggressive.
- Do not make any suggestions to the hostage-taker

## FLOODING / STORM / GALE FORCE WINDS: *actions to take*

Civil Defence Emergency Management will keep workers briefed on any developing issues along with appropriate advice as required. Response will include prior warning preparations. If an emergency is declared action will require a preparation for a FULL EMERGENCY response.

### FIRST RESPONSE

- Assist with regard to personal safety and prevention of further incidents.
- If aircraft in the airspace recommend to either land or divert to Nelson or Wellington.

Evacuation to safe distance:

### REPORT TO DESIGNATED SAFE FORWARD POINT

- Rendezvous with Emergency Services at the designated SFP or by cell phone.
- Clear the access area for emergency services.

Equipment:

- Cell Phone
- VHF RADIO

### AFTER ARRIVAL OF EMERGENCY SERVICES

Phone Airport Manager.

*Airport Manager to:*

- Liaise with IC and follow direction.
- Phone Aircraft Operator if involved.
- Issue a NOTAM if required.
- Notify BDC senior management.
- Notify Fuel Company if required.
- Advise CAA if airport operations are impacted.

Media queries:

- Are to be referred to the CDEM.

Public enquiries:

- Are to be referred to the CDEM/Aircraft Operator.

### CANCELLATION OF EMERGENCY

- The IC will advise of the cancellation of the incident and when it is safe to re-enter the buildings.
- Airport manager will ensure the cancellation of any NOTAMS and reopen the airspace and/or aerodrome if applicable.
- Review the effectiveness of the emergency plan and update risk register if required.

## FLOODING / STORM / GALE FORCE WINDS: *staff and agency actions*

### FIRST RESPONDER

Prior to the closure of the worksite, it must be prepared:

- Secure large heavy objects.
- Remove any item which could become a deadly or damaging missile.
- Store valuable items above ready of flood waters (this includes records and equipment). Also store hazardous substances above this level.
- Turn off electricity.
- Secure windows - tape up if necessary to contain possible broken glass.
- Secure any items outside that could get blown about or cause harm in high winds.
- Close external and internal doors.
- Water supplies may become contaminated so store some water in preparation.

Post event:

- **If assistance is required and is of an urgent nature (people or property are threatened (DIAL 111 and request FIRE).**

### AIRCRAFT OPERATOR

- Liaise with the Airport Manager and/or IC.
- The aircraft operator's obligation in the case of an airport evacuation or closure will mainly be required for 'onward' arrangements for disrupted passengers.

### AIRPORT MANAGER

- Phone Aircraft Operator if involved
- Issue a NOTAM if required, Close the Airport
- Notify BDC senior management
- Co-ordinate aerodrome interests
- Advise CAA if airport operations are impacted.

### AIRPORT STAFF

- If the worksite hasn't been closed and/or you are unable to return home
- Shelter in strongest part of building
- Stay inside and away from windows
- Keep together and remain calm
- Monitor the local radio station for information - Coast FM 96.5
- Notify the Airport Manager
- Be prepared to evacuate and/or a FULL EMERGENCY response.

### AMBULANCE

- If an ambulance is required, they will proceed to the SFP and report to the IC and assess and treat any injuries after they are cleared to enter by the IC.

### POLICE

- If police are required, they will proceed to the SFP and report to the IC and assume the IC position.

## FIRE

- If notified fire and emergency service will proceed to the SFP and assume IC
- Assess and respond to the emergency as per SOPs
- May request additional resources from Ambulance and/or Police
- May establish a secure cordon in order to prevent onlookers and unauthorised persons from entering the airport.
- Natural disasters are 'normal' incidents under the full jurisdiction of CDEM.

## PUBLIC HEALTH RISK / PANDEMIC: *actions to take*

### DIAL 111 - AMBULANCE

**Provide details:**

- Symptom of concern.
- Location.
- Number of affected people.

**Equipment:**

- Landline
- Cell Phone

### FIRST RESPONSE

- In flight discovery: Captain to notify ground staff of unwell travellers in first instance

- **Aircraft doors to remain closed and passengers and crew remain on board until ambulance paramedics or Regional Public Health permit disembarkation**

- Discovery post disembarkation: Ground staff to alert relevant agencies and receive instruction

**Equipment:**

- Medical Kit

**Agencies to notify if required:**

- Regional Public Health.
- Health Protection Officer.
- West Coast DHB.

### WHEN TO NOTIFY REGIONAL PUBLIC HEALTH

Public Health is to be notified if a passenger or crew has a suspected quarantinable disease or has:

- A fever
- Appearing obviously unwell
- Persistent coughing
- Impaired breathing
- Vomiting and/or diarrhoea
- Skin rash

### CANCELLATION OF THE PUBLIC HEALTH RISK

- DHB will advise the Airport Manager and Aircraft Operator of the cancellation of the public health risk.
- Airport Manager will ensure the cancellation of any NOTAMS and reopen the airspace and/or aerodrome if applicable.

## PUBLIC HEALTH RISK / PANDEMIC: *staff and agency actions*

### FIRST RESPONDER

- Dial 111 and request AMBULANCE
- Liaise with Regional Public Health and the Health Protection officer on the health status of any ill traveller (s)
- Advise Airport Manager.

### AIRPORT OPERATOR

- Initiate response actions in accordance with their SOPs.
- Liaise with the Airport Manager and/or IC
- Permit any service agent to provide the Airport Manager or Incident Controller with information related to aircraft (based on flight manifests)
- The aircraft operator's obligation will mainly be required for 'onward' arrangements for disrupted passengers.

### AIRPORT MANAGER

- Confirm emergency services have been called - if not dial 111 and request AMBULANCE
- Liaise with IC and follow direction
- Phone Aircraft Operator if involved
- Notify BDC senior management
- Notify CAA
- Issue NOTAM if required.

### AIRPORT STAFF

- Follow directions of ambulance paramedics and/or the regional health officer.
- If you are sick then stay home, keep away from others and avoid visitors.
- If you are well and still working take extra precautions around personal hygiene to ensure you don't get sick.

### AMBULANCE

- Ambulance Service to respond in accordance with their SOPS and assess the threat level and treat where possible.
- Liaise with ground staff or Airport Manager to triage and treat patients as required.

### POLICE

- If required Police Service will respond in accordance with their SOPS.
- On arrival assume duties of IC until the arrival of Regional Public Health's Health Protection officer.
- Provide safe access routes for emergency services
- Secure the site
- Liaise with the Airport Manager.

### FIRE

- If required Fire and Emergency Service will respond in accordance with their SOPS.

## EARTHQUAKE: *staff and agency actions*

Whether inside or outside during a quake - take action at the first sign of shaking and DROP COVER HOLD.

**Note:** CDEM will be the lead agency

When the shaking stops:

- Turn off power if safe to do so
- Get grab bag and take all staff and customers to safety
- Move immediately as far inland or to higher ground - **Brunnings Road**

Post event:

- For all injuries phone St Johns Ambulance Service
- When the all clear is given, assess your situation and plan your next actions



## AIRCRAFT ACCIDENT or CRASH on AIRPORT: *actions to take*

### DIAL 111 - FIRE SERVICE

**Provide details:**

- Incident description.
- Location.

**Equipment:**

- Landline
- Cell Phone

### FIRST RESPONSE

- Recommend diversion of aircraft in the airspace to alternative aerodromes
- Advise any persons in the terminal building to remain in the building until the scene can be made safe by emergency services
- Assist with regard to personal safety and prevention of further incidents.
- Phone Airport Manager

**Equipment:**

- Cell Phone
- VHF Radio

### REPORT TO THE DESIGNATED SAFE FORWARD POINT

- Rendezvous with Emergency Services at the designated SFP or by cell phone
- Clear the access area for emergency services
- Ensure access within the required boundary is prohibited to all those other than those responders.

**Equipment:**

- Medical kit
- Fire extinguisher

### AFTER ARRIVAL OF EMERGENCY SERVICES

- Airport Manager to -
- Phone Aircraft Operator if involved
- Notify BDC senior management
- Issue a NOTAM
- Notify CAA.

Incident Control to be established initially Chief Fire Officer until scene is made safe and thereafter Senior Police Officer.

### CANCELLATION OF EMERGENCY

- The IC will advise of the cancellation of the emergency and when it is safe to re-enter buildings.
- Before the reopening of the airspace and/or aerodrome CAA will need to release the site
- Checks will be made to infrastructure to ensure status is safe

## AIRCRAFT ACCIDENT or CRASH on AIRPORT: *staff and agency actions*

### FIRST RESPONDER

- Call 111 and request FIRE service
- Use the EMERGENCY form to ensure known details are passed on and recorded
- Commence keeping a timed narrative of events/actions as soon as possible
- Recommend diversion of aircraft in the airspace to alternative aerodromes
- Advise any persons in the terminal building to remain in the building until the scene can be made safe by emergency services.
- Phone the Airport Manager.

### AIRCRAFT OPERATOR

- Initiate response actions in accordance with SOPs.
- Liaise with the Airport Manager and/or IC
- Permit any service agent to provide the Airport Manager or Incident Controller with information related to aircraft (based on flight manifests)
- The aircraft operator's obligation will mainly be required for 'onward' arrangements for disrupted passengers
- Removal of wreckage at an appropriate time.

### AIRPORT MANAGER

- Ensure emergency services have been called
- Contact ATC and/or NOTAM office and close airspace except to emergency traffic
- Contact Aircraft Operator
- Contact CAA via Crash Phone line
- Contact senior BDC management
- Recall staff for additional assistance
- Follow instruction from IC.

### AIRPORT STAFF

- Notify the Airport Manager
- Print off flight manifest and give to Airport Manager or IC (i.e. Senior Police Officer)
- Follow instruction from IC
- Commence keeping a timed narrative of events/actions as soon as possible.

### AMBULANCE

- Proceed to the safe forward point
- Report to the Incident Controller
- When the area has been made safe proceed to the scene and assess and treat the emergency
- The first ambulance crew to arrive will assess the medical requirements and advice the Ambulance Central Communications Centre. They will notify the West Coast DHB of incident details.
- Co-ordinate efforts of any additional medical staff if required
- **DO NOT enter the inner cordon/fire area until cleared by the IC.**

## POLICE

- On notification of an incident despatch officers to secure the scene; and
- Establish an ICP and assume Incident Controller.
- Ensure rescue and fire service personnel and vehicles access to site.
- Set up cordons to exclude intruders and sightseers.
- Co-ordinate rescue operations with fire and emergency, ambulance and other volunteer groups.
- Prevent non-essential disturbance of the wreckage
- Ensure all persons on board are accounted for.
- Maintain guard over crashed aircraft until released by CAA
- Coordinate with medical staff and aircraft agent, the preparation of casualty lists and notification of next of kin.
- Maintain log.
- Originate requests for additional assistance.

## FIRE

- The Fire and Emergency Service is responsible for making the area safe and assisting with the safe evacuation of people from the area.
- The Fire Chief will assume the role of IC until the Police arrive.
- Establish a secure cordon in order and set up ICP.
- Assess and treat the emergency.

## CIVIL DEFENCE (if required)

- At the request of the IC activate the EOC
- Establish communications with the IC or Airport Manager
- Assist with welfare, logistics, intelligence, planning, PIM and Operations.

## AIRCRAFT ACCIDENT or CRASH off AIRPORT:

### *actions to take*

An aircraft accident or crash off the Airport is declared when an accident or crash has occurred outside the airport boundary. Declaration of this type of crash can occur at any location. The actual response to the accident from the aerodrome will differ depending on the location.

#### DIAL 111 - FIRE SERVICE

##### Provide details:

- Incident description.
- Location.

##### Equipment:

- Landline
- Cell Phone

#### FIRST RESPONSE

- Respond to emergency if required
- Assist with regard to personal safety and prevention of further incidents.
- Phone the Airport Manager.

##### Equipment:

- Medical kit
- Fire extinguisher

#### REPORT TO THE DESIGNATED SAFE FORWARD POINT

- If required, rendezvous with Emergency Services and/or search and rescue at designated location or by cell phone
- Clear the access area for emergency services, if applicable

##### Equipment:

- Cell phone
- VHF radio

#### AFTER ARRIVAL OF EMERGENCY SERVICES

- Airport Manager to -
- Phone Aircraft Operator if involved
- Notify BDC senior management
- Issue a NOTAM if required
- Co-ordinate aerodrome interests

-

#### CANCELLATION OF EMERGENCY

- The IC will advise of the cancellation of the emergency
- If applicable, Airport Manager will cancel any issued NOTAMS and re-opening of airspace
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## AIRCRAFT ACCIDENT or CRASH off AIRPORT: *staff and agency actions*

### FIRST RESPONDER

- Call 111 and request FIRE service
- Use the EMERGENCY form to ensure known details are passed on and recorded
- Commence keeping a timed narrative of events/actions as soon as possible
- Recommend diversion of aircraft in the airspace to alternative aerodromes if required and to keep clear of the accident scene.

### AIRCRAFT OPERATOR

- Initiate response actions in accordance with their SOPs.
- Liaise with the Airport Manager and/or IC
- Permit any service agent to provide the Airport Manager or Incident Controller with information related to aircraft (based on flight manifests)
- The aircraft operator's obligation will mainly be required for 'onward' arrangements for disrupted passengers
- Removal of wreckage at an appropriate time

### AIRPORT MANAGER

- Ensure emergency services have been called
- Contact ATC and/or NOTAM office and close airspace except to emergency traffic if required
- Contact Aircraft Operator
- Contact CAA via Crash Phone line
- Contact senior BDC management
- Recall staff for additional assistance if required
- Pass on details of the aircraft and its manifest to the IC
- Follow instruction from IC

### AIRPORT STAFF

- Notify the Airport Manager
- Print off flight manifest and give to Airport Manager or IC (i.e. Senior Police Officer)
- Follow instruction from IC
- Commence keeping a timed narrative of events/actions as soon as possible

### AMBULANCE

- Proceed to the accident scene
- Report to the Incident Controller
- When the area has been made safe proceed to the scene and assess and treat the emergency
- The first ambulance crew to arrive will assess the medical requirements and advice the Ambulance Central Communications Centre. They will notify the West Coast DHB of incident details.
- Co-ordinate efforts of any additional medical staff if required
- **DO NOT enter the inner cordon/fire area until cleared by the IC**

## POLICE

- On notification of an incident despatch officers to secure the scene; and
- Establish an ICP and assume Incident Controller.
- Ensure rescue and fire service personnel and vehicles access to site.
- Set up cordons to exclude intruders and sightseers.
- Co-ordinate rescue operations with fire and emergency, ambulance and other volunteer groups.
- Prevent non-essential disturbance of the wreckage
- Ensure all persons on board are accounted for.
- Maintain guard over crashed aircraft until released by CAA
- Coordinate with medical staff and aircraft agent, the preparation of casualty lists and notification of next of kin.
- Maintain log.
- Originate requests for additional assistance

## FIRE

- The Fire and Emergency Service is responsible for making the area safe and assisting with the safe evacuation of people from the area.
- The Fire Chief will assume the role of IC until the Police arrive.
- Establish a secure cordon in order and set up ICP.
- Assess and treat the emergency

## CIVIL DEFENCE (if required)

- At the request of the IC activate the EOC
- Establish communications with the IC or Airport Manager
- Assist with welfare, logistics, intelligence, Planning PIM and Operations

## LOCAL STANDBY: *actions to take*

A Local Standby phase is declared when an aircraft approaching the aerodrome is or is suspected to have developed some defect but the trouble is such as would not normally prevent it from affecting a safe landing.

### DIAL 111 - FIRE SERVICE

**Provide details:**

- Incident description.
- Location.

**Equipment:**

- Landline
- Cell Phone

### FIRST RESPONSE

- Prepare for a possible upgrade to FULL EMERGENCY
- Assist with regard to personal safety and prevention of further incidents.
- Advise other aircraft in vicinity to either land immediately or divert
- Phone the Airport Manager.

**Equipment:**

- Fire extinguisher on standby
- Medical kit on standby
- VHF radio
- Notebook - record event timeline

### REPORT TO THE DESIGNATED SAFE FORWARD POINT

- If required, rendezvous with Emergency Services at the SFP or by cell phone
- Clear the access area for emergency services

**Equipment:**

- Cell phone
- VHF radio

### AFTER ARRIVAL OF EMERGENCY SERVICES

- Airport Manager to -
- Phone Aircraft Operator
- Co-ordinate aerodrome interests

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### CANCELLATION OF LOCAL STANDBY

- The IC will advise of the cancellation of the incident
- If applicable, Airport Manager will cancel any issued NOTAMS and re-open airspace

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## LOCAL STANDBY: *staff and agency actions*

### FIRST RESPONDER

- Call 111 and request FIRE service clearly inform that notification is for LOCAL STAND BY only i.e. services other than the Fire and Emergency service are NOT required to proceed to the airport.
- Use the EMERGENCY form to ensure known details are passed on and recorded
- Commence keeping a timed narrative of events/actions as soon as possible
- Recommend diversion of aircraft in the airspace to alternative aerodromes if required and to keep clear if necessary.

### AIRCRAFT OPERATOR

- Prepare for a possible upgrade to FULL EMERGENCY.

### AIRPORT MANAGER

- Ensure emergency services have been called
- Prepare for a possible upgrade to FULL EMERGENCY
- Contact Aircraft Operator
- Contact senior BDC management

### AIRPORT STAFF

- Notify the Airport Manager
- Prepare for a possible upgrade to FULL EMERGENCY
- Commence keeping a timed narrative of events/actions as soon as possible

### AMBULANCE

- Prepare for a possible upgrade to FULL EMERGENCY.

### POLICE

- Prepare for a possible upgrade to FULL EMERGENCY.

### FIRE

- On notification proceed to the SFP
- Assess the situation in accordance with SOPs
- Liaise with Airport Manager



## FULL EMERGENCY: *actions to take*

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

### DIAL 111 - FIRE SERVICE

<b>Provide details:</b> <ul style="list-style-type: none"> <li>- Incident description.</li> <li>- Location.</li> </ul>	<b>Equipment:</b> <ul style="list-style-type: none"> <li>- Landline</li> <li>- Cell Phone</li> </ul>
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### FIRST RESPONSE

<ul style="list-style-type: none"> <li>- Advise other aircraft in vicinity to either land immediately or divert</li> <li>- Ascertain the degree of hazard the aircraft is in from the PIC</li> <li>- Prepare for possible upgrade to AIRCRAFT CRASH</li> <li>- Contact Airport Manager</li> </ul>	<b>Equipment:</b> <ul style="list-style-type: none"> <li>- Fire extinguisher on standby</li> <li>- Medical kit on standby</li> <li>- VHF radio</li> <li>- Notebook - record event timeline</li> </ul>
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### REPORT TO THE DESIGNATED SAFE FORWARD POINT

<ul style="list-style-type: none"> <li>- Rendezvous with Emergency Services at the SFP or by cell phone</li> <li>- Clear the access area for emergency services,</li> </ul>	<b>Equipment:</b> <ul style="list-style-type: none"> <li>- Cell phone</li> <li>- VHF radio</li> </ul>
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### AFTER ARRIVAL OF EMERGENCY SERVICES

<ul style="list-style-type: none"> <li>- Airport Manager to -</li> <li>- Phone Aircraft Operator if involved</li> <li>- Notify BDC senior management</li> <li>- Issue a NOTAM if required</li> <li>- Co-ordinate aerodrome interests</li> </ul>	<ul style="list-style-type: none"> <li>- Incident Control to be established initially Chief Fire Officer until scene is made safe and thereafter Senior Police Officer</li> </ul>
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### CANCELLATION OF LOCAL STANDBY

<ul style="list-style-type: none"> <li>- The IC will advise of the cancellation of the emergency</li> <li>- If applicable, Airport Manager will cancel any issued NOTAMS and re-opening of airspace</li> </ul>	
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## FULL EMERGENCY: *staff and agency actions*

### FIRST RESPONDER

- Ascertain the degree of hazard from the PIC and where the pilot advises that his/her aircraft is endangered ask him/her to consider: a) a diversion to an airport with full crash facilities or b) the possibility of remaining airborne until emergency services have arrived and are in position
- Call 111 and request FIRE service
- Use the EMERGENCY form to ensure known details are passed on and recorded
- Commence keeping a timed narrative of events/actions as soon as possible
- Recommend other aircraft in the vicinity either land immediately or divert to alternative aerodromes to keep clear the approach and runway for the arrival of the troubled aircraft.
- Contact Airport Manager.

### AIRCRAFT OPERATOR

- Initiate response actions in accordance with their SOPs.
- Liaise with the Airport Manager and/or IC
- Permit any service agent to provide the Airport Manager or Incident Controller with information related to aircraft (based on flight manifests)
- The aircraft operator's obligation will mainly be required for 'onward' arrangements for disrupted passengers
- Removal of wreckage at an appropriate time if required

### AIRPORT MANAGER

- Ensure emergency services have been called
- Contact ATC and/or NOTAM office and close airspace except to emergency traffic if required
- Contact Aircraft Operator
- Contact CAA via Crash Phone line
- Contact senior BDC management
- Recall staff for additional assistance if required
- Pass on details of the aircraft and its manifest to the IC
- Follow instruction from IC

### AIRPORT STAFF

- Notify the Airport Manager
- Print off flight manifest and give to Airport Manager or IC (i.e. Senior Police Officer)
- Follow instruction from IC
- Commence keeping a timed narrative of events/actions as soon as possible

## AMBULANCE

- Proceed to the SFP
- Report to the Incident Controller
- When/ if required and the area has been made safe - proceed to the scene and assess and treat the emergency
- The first ambulance crew to arrive will assess the medical requirements and advise the Ambulance Central Communications Centre. They will notify the West Coast DHB of incident details.
- Co-ordinate efforts of any additional medical staff if required
- **DO NOT** enter the inner cordon/fire area until cleared by the IC

## POLICE

- On notification of an incident despatch officers to the SFP
- Establish an ICP and assume Incident Controller.
- Ensure rescue and fire service personnel and vehicles access to site.
- Set up cordons to exclude intruders and sightseers.
- Co-ordinate rescue operations with fire and emergency, ambulance and other volunteer groups.
- Prevent non-essential disturbance of the wreckage
- Ensure all persons on board are accounted for.
- Maintain guard over crashed aircraft until released by CAA
- Coordinate with medical staff and aircraft agent, the preparation of casualty lists and notification of next of kin.
- Maintain log.
- Originate requests for additional assistance.

## FIRE

- Proceed to the SFP
- The Fire and Emergency New Zealand is responsible for making the area safe and assisting with the safe evacuation of people from the area.
- The Fire Chief will assume the role of IC until the Police arrive.
- Establish a secure cordon in order and set up ICP.
- Assess and treat the emergency