



# Owen Roberts International Airport

## Airport Emergency Plan

Version 7.0 | 21<sup>st</sup> November 2024

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**Foreword**

This Airport Emergency Plan is Annex "A" of the Owen Roberts International Airport Aerodrome Manual. This Plan has been formatted to facilitate clear understanding and easy amendment. Officers-in-charge of services and agencies are required to keep their internal procedures outlined in this plan up to date by constant review. As such any amendment to the content or procedures in this manual must be coordinated and approved by the Director General Civil Aviation.

The Cayman Islands Airports Authority (CIAA) is responsible for establishing procedures to deal with all emergency occurrences at the international airports under its control. This plan is based on the principles of the Pan American Health Organization Incident Command System to ensure emergency response is commensurate with the aircraft operations and other activities at the aerodrome and appropriate assistance and care is given to save lives and protect property from further damage. The Airport Emergency Plan has been divided into two main parts. Section 1-5 provides the details behind coordination of services in response to any emergency, while Section 6 and its subsections 6.1 through 6.10 represent individual response procedures for each type of emergency listed.

The airport emergency plan should be a coordinated program between the airport and the surrounding community. This is desirable since the planning and procedures needed to handle major emergency situations on the airport are like other types of major emergencies that can strike a community. In as much as the airport may be the transportation hub for any community emergency, its role in any community emergency should be well defined.

The purpose of the Airport Emergency Plan is to ensure that there is:

- a) Orderly and efficient transition from normal to emergency operations;
- b) Correct delegation of airport emergency authority;
- c) Correct assignment of emergency responsibilities;
- d) Coordination of efforts by participating services to cope with the emergency;
- e) Safe continuation of aircraft operations or return to normal operations as soon as possible.

The Cayman Islands Airports Authority must ensure that all participating agencies are familiar with their individual duties and responsibilities in this plan as well as being familiar with the duties of other participating services to achieve effective coordination.

The three main objectives of the airport emergency plan are:

- a) Coordinate emergency services to respond to the initial emergency and render aid;
- b) Avoid further accidents during the emergency response;
- c) Bring the airport back to the highest level of capability after the emergency has been stabilized.

Exercises shall be conducted periodically to train and test the procedures laid down in this manual. Commitment to continuous improvement through exercise and attention to human factors concerns must be a prime consideration.



Albert Anderson  
Chief Executive Officer

### Distribution, Review and Amendment Procedure

1. The latest version of this ORIA Airport Emergency Plan is available in electronic format at the below CIAA website address by selecting “Airports Information” at the top right-hand side of the CIAA website page followed by selecting “Publication” and finally selecting “ORIA Airport Emergency Plan”. Copies printed by web users are not controlled, therefore users must ensure paper copies are replaced with the latest amended version.

[www.caymanairports.com](http://www.caymanairports.com)

2. The CIAA Chief Safety Management Officer in collaboration with the Chief Airport Operation Officer is responsible for the production and electronic distribution of the ORIA Airport Emergency Plan. This plan will be reviewed every six months after its introduction into use or in the event of changes to regulations, personnel, or equipment. When the ORIA Airport Emergency Plan is amended by the Chief Safety Management Officer and subsequently satisfactorily reviewed by the Quality and Compliance Manager, the Quality and Compliance Manager will email an electronic copy of the amended version to the Civil Aviation Authority of the Cayman Islands along with details of the amendment.
3. Once the amended manual is approved by the Civil Aviation Authority of the Cayman Islands, a copy of the manual will be returned to the Quality and Compliance Manager who will forward the approved version to the CEO for his approval and signature. Once signed by the CEO, the approved version will be emailed to the Chief Safety Management Officer who will then distribute to recipients and make it available at the above CIAA website. The list of recipients in the following table will be notified by email when approved amendments are issued.

Aeronautical Information Services Manager	CKIA Air Traffic Control Tower
Air Traffic Control Manager	CKIA Airport Manager
Airport Operations Command Centre	CKIA Airport Rescue and Fire Fighting Service
Airport Operations Manager	Commissioner of Police RCIPS
Airport Operations Officer	Communications Navigation and Surveillance Manager
Chief Airport Operations Officer	Director General of Civil Aviation
Chief Executive Officer CIAA	Director Hazard Management Cayman Islands
Chief Financial Officer	Director of Health Services Authority
Chief Human Resources Officer	Facilities and Projects Manager
Chief of Commercial Services Officer	ORIA Air Traffic Control Tower
CIAA Chief of Security	ORIA Airport Rescue and Fire Fighting Service
CIAA Chief Safety Management Officer	Public Safety Communications Centre (PSCC) 9-1-1

4. Amendments to the original ORIA Airport Emergency Plan will:
  - a. be listed in a record of amendments;
  - b. be recorded in the next version number;
  - c. be dated in the page footer together with the current version number; and
  - d. be marked with a vertical bar next to the amended text.

5. All airport staff, partners, and emergency responders are responsible for ensuring accurate procedures and key contact information is maintained throughout this plan and invited to make suggestions for amendments because of experience in emergency response or at any time a requirement cannot be complied with. The Chief Safety Management Officer can be contacted at (345) 916-5317 or (345) 244-5835 if you have any queries or suggestions relating to the information contained in this ORIA Airport Emergency Plan.
6. Airport Emergency Plan holders should have a system in place to ensure that only the current version is available to their staff and managers are responsible for ensuring that:
  - a) They identify all parts of the Plan, which are relevant to their staff.
  - b) All staff have read the identified parts of the Plan.
  - c) Adequate training in procedures is carried out and registered in the training records of relevant individuals.

**Revision History****1st Edition**

May 27, 2011

The ORIA Airport Emergency Plan was completely redone to improve procedures and the flow of the manual. It has been streamlined and worded, so each responder fully understands what is expected of them in each type of response. By use of section 6 being broken into tabs, and each tab representing a different type of emergency users of the manual are easily directed towards what is expected of them in each case.

**2<sup>nd</sup> Edition**

February 23, 2012

The ORIA Airport Emergency Plan was redone to include changes because of regulatory review and emergency exercise “Operation Waterworks” which required adjustment to the procedures contained in Tab 9.

**3<sup>rd</sup> Edition**

May 1, 2012

The ORIA Airport Emergency Plan was revised due to changes to numerous sections in support of manual validation and table-top exercises. Due to the amount of page numbers that were changed the manual had to be reformatted for clarity and a new version was issued to all stakeholders on distribution list.

**4<sup>th</sup> Edition**

February 28, 2016

The ORIA Airport Emergency Plan was revised to add the functions of the Airport Operations Command Centre as well as update relevant changes to the organizational structure of the CIAA and some of the Airlines that have recently merged. The ORIA Mass Evacuation Procedures were also incorporated into the manual at this time.

**Record of Amendments**

Amendment Number	Effective Date	Subject
1	1 April 2017	<ul style="list-style-type: none"><li>• Update of CIAA website address</li><li>• Update personnel/recall numbers where needed</li><li>• Update various sections of Hurricane Plan</li><li>• Update CNS procedures throughout Manual</li></ul>

Version number	Date	Revised or reviewed by (Position title)	Revisions approved by (Position title)	Reasons & details of changes	Next review date
4.1	16/03/2021	QCM		Reformatted to comply with CIAA Document Control, Revision and Amendment Procedures and using the approved CKIA AEP as a template.	TBD
4.2	30/06/2021	QCM		Amended to incorporate necessary changes because of CAACI 5 <sup>th</sup> April 2021 comments on V4.1	TBD
4.3	08/09/2021	QCM		Amended to address comments on V4.2	TBD
5.0	14/09/2021	QCM	CEO	Page 12, Abbreviations; page 15 – 17, 1.4 title change, 1.4.3 – 1.5.4, training, debriefing and evaluation report information added, page 19, 1.2 – 1.7 amended, page 20, safe collection area defined and RFFS emergency medical standards defined, page 25 – 26, EOC manager's role described, page 27, 8.2 b) number of passengers clarified, page 30, c) RCIPS rendezvous point responsibility defined, page 31, 4.5 & 4.9, types of emergencies reworded, page 36, Charles Kirkconnell International Airport replaced with Owen Roberts International Airport, page 38, Section 6 heading revised, 6.1.1 7) ATS action updated, page 42, 6.1.8 actions by airport operations updated; page 43 - 44, AEOC manager's role updated, page 45 - 46, 6.1.10 & 3) action by aircraft operator updated; page 46, actions HMCI, NEOC updated; page 46 – 47, action by CIAA CNS Manager updated; page 57, 6.2.11 action by CNS updated; page 84 – 86, actions by RCIPS, airport operations, AEOC manager, and airline operator updated; page 92, action by AEOC manager and Airline Operator updated; page 97, airport response to a natural disaster updated; page 97, 6.8.1 4) action by ATS updated; page 98, action by AOCC updated; page 98 - 99, action by airport security unit updated, page 104, 6.9 reworded; page 114, AOCC notification form updated; page 123 – 126, emergency contact numbers updated; Appendix 1 – 6 renumbered, emergency contacts updated, new grid map and bomb threat stand-off distances inserted, emergency evacuation procedures and terminal building evacuation routes updated.	14/09/2022

Version number	Date	Revised or reviewed by (Position title)	Revisions approved by (Position title)	Reasons & details of changes	Next review date
5.1	22/06/2022	CSMO/QCM	CEO	Page 15, 1.1.1 Name change Deputy Director HMCI; page 19, 1.4, change of emergency responsibility; Page 20, 3.2, airside duty officer and RCIPS incident command post trailer responsibilities added, 4.1, airport security unit responsibilities changed; page 21, 7.1, role of RCIPS at ICP defined: page 22, 9.1 AEOC replaced with incident commander; page 23, 13.1, AEOC, GIS & JIS media roles redefined; page 25, 1, CEO's role redefined; 4.2 d) added; page 31, schematic of field organization and communications flow added; page 40, 6.1.2, 2), 3), & 5) ARFFS response action reworded; page 41, 6.1.4 c), action by emergency medical services reworded; 6.1.5, 1), action by AOCC reworded; page 42, 6.1.5, 3), reworded; page 43, 6.1.6, 2) & 3) reworded; page 44, 6.1.9, 1), b) reworded; page 46, 6.1.10, 1), b) reworded; page 50, notification form updated; page 60, notification form updated; page 67, notification form updated, page 73, notification form updated; page 82, notification form updated; page 91, notification form updated; page 97, notification form updated; page 104, notification form updated; page 107, 6.9.2, 1), b); page 108, 6.9.4, 2), d); page 109, 6.9.7, 1) reworded; page 110, 6.9.10, reworded, CH. 5 and WEBEOC added; page 112, 6.9.11, c) reworded; page 116, notification form updated; page 124, notification form updated; page 165, notification form updated.	TBD
5.2	01/09/2022	CSMO/QCM	CEO	Page 42, 6.1.5, 3), reworded; page 43, 6.1.7, actions rearranged; page 130, Appendix 2, amended grid map showing Huldah Avenue and VOR site.	
6.0	01/09/2022	CSMO/QCM	CEO	Containing V5.1 and V5.2 amendments.	01/02/2023
6.1	28/08/2024	CSMO/QCM		Page 5, 6., AEP management responsibilities and training, Page 16, 1.1.1, names and email removed from table, CAO, AOM and CFO phone numbers updated; Page 20 1.4, 1.4.1 – 1.4.3 expanded duties of CSO; 1.5 expanded responsibility of AEOC Mgr.; Page 26, 1.1 changed the hierarchy of command; Page 28, 6.2 post holder names removed due to data protection law and table revised for currency;	



				<p>Page 31, 11.1, a) and b), locations updated; Page 36, PSCC contact details updated; Page 41, 6.1.2, 3) initial status report changed to JESIP format; Page 43, 6.1.6 updated with new responsibilities; Page 43, 6.1.7, 2) removed if required based on location; Page 44, 6.1.9 Updated CEO responsibility; Page 51, Recall numbers updated, RCIPS Added; Page 61 Update phone numbers, RCIPS added; Page 68 Update Phone Numbers, RCIPS Added; Page 74, Updated Phone numbers; Page 83 Updated phone numbers; Page 92, Update phone numbers; Page 98, Updated phone numbers; Page 105, Updated Phone Numbers; Page 117, Updated Phone numbers; Page 125, Updated phone numbers; Appendix 1, Pages 126 – 129, deleted personal details, personal numbers and names removed; Appendix 2, Page 130, updated grid map with water supply numbers and locations, Page 165, Update Phone Numbers.</p>	
7.0	22/10/2024	CSMO/QCM	CEO	Approved version incorporating changes made to V6.1	31/10/2025

**Definitions**

**Aircraft accident-** An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

a) a person is fatally or seriously injured because of:

- being in the aircraft, or
- direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or
- direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or

b) the aircraft sustains damage or structural failure which:

- adversely affects the structural strength, performance, or flight characteristics of the aircraft, and
- would normally require major repair or replacement of the affected component, except for engine failure or damage, when the damage is limited to a single engine, (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the radome); or

c) the aircraft is missing or is completely inaccessible.

**Aircraft incident-** An occurrence, other than an accident, associated with the operation of an aircraft, which affects or could affect continued safe operation if not corrected. An incident does not result in serious injury to persons or substantial damage to aircraft.

**Aircraft operator-** A person, organization or enterprise engaged in or offering to engage in aircraft operations.

**Airline coordinator-** A representative authority delegated by an airline to represent its responsibilities during an emergency involving its aircraft or property.

**Airport Emergency Operations Centre-** A designated area on the airport used in supporting and coordinating operations at airport emergencies.

**Airport emergency plan-** Procedures for coordinating the response of airport services with other agencies in the surrounding community which could assist in responding to an emergency occurring on, or near, the airport.

**Airport emergency exercise-** A test of the emergency plan and review of the results to improve the effectiveness of the plan.

**Airport Manager-** The individual having managerial responsibility for the operation and safety of an airport.

**Airport Operations Command Centre** – a designated unit on the airport used to coordinate airport operations and which allows management to be informed of operations and incidents in real-time. The AOCC serves as the initial notification center when an emergency occurs.

**Airside-** The movement area of an aerodrome, adjacent terrain and buildings or portions thereof, access to which is controlled.

**Air traffic service-** A generic term meaning, variously, flight information service, alerting service, air traffic advisory service, air traffic control, area control, approach control, or aerodrome control services.

**Airport control tower-** A facility established to provide air traffic control service for airport traffic.

**Crash alarm-** A system by which relevant emergency services are notified simultaneously of a pending or actual emergency.

**Dangerous goods-** This term is used internationally by all modes of transport, but it is synonymous with hazardous materials and restricted articles. The term includes explosives, compressed or liquefied gases (which may be flammable or toxic), flammable liquids or solids, oxidizers, poisonous substances, infectious substances, radioactive material, or corrosives.

**Designated passenger holding area-** Location to which the apparently uninjured aircraft occupants are transported.

**Exercise-** Testing of the airport emergency plan and review of the results to improve the effectiveness of the plan.

**Forensic doctor (Medical examiner/coroner)** - A public officer whose principal duty is to investigate and inquire by an inquest into the cause of any death where there is reason to suppose is not due to natural causes.

**Full-scale emergency exercise-** Assembling and utilization of all the resources that would be available and used in a real emergency.

**Grid map-** A map of an area overlaid with a grid system of rectangular co-ordinates that are used to identify ground locations where no other landmarks exist.

**In-flight emergency-** An emergency which affects the occupants or operational integrity of an aircraft while in flight.

**Incident Command Post (ICP)** - The location at the scene of an emergency where the on-scene commander is located and where command, co-ordination, control, and communications are centralized.

**Investigation-** A process conducted for accident prevention, which includes gathering and analysis of information, the drawing of the conclusions, including the determination of cause(s) and, when appropriate, the making of safety recommendations.

**Medical transportation area-** That portion of the triage area where injured persons are staged for transportation to medical facilities under the direct supervision of a medical transportation officer.

**Moulage-** A reproduction of a skin lesion, tumor, wound, or other pathological state which is applied to volunteer victims to simulate realistic injuries in emergency exercises.

**Movement area-** That part of an aerodrome to be used for the take-off, landing, and taxiing of aircraft, consisting of the maneuvering area and the apron(s).

**Mutual aid emergency agreements-** Agreements established with appropriate agencies in the surrounding community, defining initial notification and response assignments.

**On-scene commander-** The Senior official who is designated by the Emergency Plan to exercise overall command responsibility at the site of an emergency. For aircraft accidents and emergencies on the airport, the Fire Chief or Senior Fire Officer at the scene will serve as on-scene Commander until fire suppression and rescue activities are completed, at which time he will formally hand over command to the next appointed person in the plan.

**Public Safety Communications Centre (PSCC) also known as 9-1-1 (under the ambit of Department of Public Safety Communications (DPSC)-** A facility in use for the rapid dispatch of emergency services. The facility is usually contacted by the public using a simple three-digit telephone number. In the Cayman Islands this number is 9-1-1. **Rendezvous point-** A pre-arranged reference point, i.e. road junction, crossroad, or other specified place, to which personnel/vehicles responding to an emergency initially proceed to receive directions to staging areas and/or the accident/incident site.

**Serious Incident** - an incident involving circumstances indicating that there was a high probability of an accident and is associated with the operation of an aircraft, which in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time it comes to rest at the end of the flight and the primary propulsion system is shut down.

The incidents listed below are typical examples of serious incidents. The list is not exhaustive and only serves as a guide to the definition of 'serious incident'.

- A near collision requiring an avoidance manoeuvre or when an avoiding manoeuvre would have been appropriate to avoid a collision or an unsafe situation.
- Controlled flight into terrain (CFIT) only marginally avoided.
- An aborted takeoff or a takeoff using a closed or engaged runway, a taxiway or unassigned runway.
- A landing or attempted landing on a closed or engaged runway, a taxiway or unassigned runway.
- Gross failure to achieve predicted performance during takeoff or initial climb.
- All fires and/or smoke in the cockpit, in the passenger compartment, in cargo compartments or engine fires, even though such fires were extinguished with extinguishing agents.
- Any events which require the emergency use of oxygen by the flight crew.
- Aircraft structural failure or engine disintegration, including uncontained turbine engine failure, which is not classified as an accident.
- Multiple malfunctions of one or more aircraft systems that seriously affect the operation of the aircraft.
- Any case of flight crew incapacitation in flight.

- Any fuel state which would require the declaration of an emergency by the pilot.
- Runway incursions classified with severity A. The 'Manual on the Prevention of Runway Incursions' (Doc 9870) contains information on the severity classifications.
- Takeoff or landing incidents, such as undershooting, overrunning or running off the side of runways.
- System failures, weather phenomena, operation outside the approved flight envelope or other occurrences which caused or could have caused difficulties controlling the aircraft.
- Failure of more than one system in a redundancy system which is mandatory for flight guidance and navigation.
- The unintentional or, as an emergency measure, the intentional release of a slung load or any other load carried external to the aircraft.

**Staging area-** A pre-arranged strategically placed area where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency.

**Tabletop exercise-** The simplest and least expensive type of drill. Used to test the integration and capability of emergency response resources, it is a simple tool for planning, critiquing, and updating various responses before trying them in the field.

**Tagging-** Method used to identify casualties as requiring immediate care (Priority I), delayed care (Priority II) minor care (Priority III), or as deceased.

**Triage-** The sorting of casualties at an emergency according to the nature and severity of their injuries.

**Triage tag-** A tag used in the classification of casualties according to the nature and severity of their injuries.

**Abbreviations**

ACK	Acknowledge
AED	Automated External Defibrillator
AEOC	Airport Emergency Operations Center
AIS	Aeronautical Information Service
AMP	Advanced Medical Post
ANS	Air Navigation Service
AOCC	Airport Operations Command Center
AOM	Airport Operations Manager
APS	Airport Professional Services
ARFFS	Aerodrome Rescue and Fire Fighting Service
ASU	Airport Security Unit
ATC	Air Traffic Control
ATS	Air Traffic Service
CAACI	Civil Aviation Authority of the Cayman Islands
CAL	Cayman Airways Limited
CAOO	Chief Airport Operations Officer
CBC	Customs Border Control
CCS	Chief Commercial Services
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CHRO	Chief Human Resource Officer
CIAA	Cayman Islands Airport Authority
CIFS	Cayman Islands Fire Service
CKIA	Charles Kirkconnell International Airport
CNS	Communication Navigation Surveillance
CPR	Cardiopulmonary Resuscitation
DANSR	Director Air Navigation Services Regulation
DGCA	Director General Civil Aviation
DVOR	Doppler Very High Frequency Omni Range
ETA	Estimated Time of Arrival
GIS	Government Information System
HMCI	Hazard Management Cayman Islands
HRM	Human Resource Manager
HSA	Health Service Authority
IAL	Island Air Limited
ICP	Incident Command Post
IROPS	Irregular Operations
JESIP	Joint Emergency Services Interoperability Principles
JIS	Joint Information Services
NEOC	National Emergency Operations Center
NOTAM	Notice to Air Men
NWS	National Weather Service
OPS	Operations
ORIA	Owen Roberts International Airport
PLZ	Please
PSCC	Public Safety Communications Center

QTY	Quantity
RCIPS	Royal Cayman Islands Police Service
SEIC	Sister Islands Emergency Committee
UN	United Nations
UTC	Universal Coordinated Time

## Section 1 – Airport Emergency Planning Process

### 1.1 The Airport Emergency Planning Committee

- 1.1.1 The Airport Emergency Planning Committee is chaired by the CIAA Chief Safety Management Officer and comprised of representatives of ARFFS, RCIPS, HMCI, HSA and CIAA. Respective agency representatives must be sufficiently senior to commit their organizations to the Committee's agreed decisions. At its discretion, the Committee may invite the participation of advisors, observers, and other persons whose contribution will enhance the purposes of the Committee. The current membership includes:

Organization	Post	Phone
<b>Cayman Islands Airports Authority</b>	Chief Safety Management Officer	244-5843 916-5317
	Chief Airport Operations Officer	926-0955
	Airport Operations Manager	929-2709
	Business Development and Marketing Manager	244-5809 925-8651
<b>Cayman Islands Fire Service</b>	Chief Fire Officer	949-2499 916-7832
	Deputy Chief Fire Officer	949-2499 938-8038
<b>Royal Cayman Islands Police Service</b>	Contingency Planner	926-0797
<b>Health Services Authority</b>	Chief Executive Officer	244-2461 916-7589
	Emergency Medical Services	244-2639 916-2910
<b>Hazard Management Cayman Islands</b>	Director HMCI	244-3143 925-4397
	Deputy Director HMCI	916-3766

### 1.2 Terms of Reference

- 1.2.1 The Committee maintains the authority to conduct emergency planning, advise on emergency exercise scenarios, conduct, and monitor emergency exercises, and make recommendations and implement new procedures in the aftermath of such exercises. The Committee also maintains the authority to view and advise on plans and procedures which support the main plan. As needed, the Committee will liaise with other established committees in the event of non-aviation airport emergencies. The Committee will meet at least every six months, but in any case, shall meet regularly as necessary during exercise planning stages.



### 1.3 Airport Emergency Exercises

- 1.3.1 To determine the effectiveness of airport emergency response it is mandated the AEP be regularly tested. At our aerodrome, which is located near water and/or swampy areas, this will include the testing and assessment of a predetermined response for specialist rescue services in the water at least once every four years. Planning an airport emergency exercise should include the following goals:
- a) A test of the response time of all responders;
  - b) A test of the readiness and serviceability of emergency equipment and communications once on scene;
  - c) A test of the ability of responders to execute approved plans.
- 1.3.2 It is recommended that exercises include conditions experienced in the airport environment and should be conducted in daylight, twilight, darkness and in various conditions of weather and visibility. Emergency exercises should be held in locations and under conditions which will provide maximum realism while ensuring minimum disruption of the airport's operations. The introduction of a variety of scenarios which could be encountered as well as using moulage to realistically simulate possible injuries is also highly recommended. It is the responsibility of the Chief Safety Management Officer to notify the CAACI and Governor well in advance of an intention to conduct an exercise.

### 1.4 Types of Airport Emergency Exercises and Testing

- 1.4.1 There are three types of emergency exercises:
- a) Full-scale exercise-  
  
This is a multi-agency deployment of personnel and assets in response to a predetermined emergency scenario. The scenario should be based on the largest aircraft regularly using the aerodrome and passenger levels should come as close as possible to those outlined in the ICAO Document 9137, Airport Services Manual Part 7, Table 3-1.
  - b) Partial exercise-  
  
This is a small-scale exercise, usually involving two or more agencies to build practice coordination.
  - c) Tabletop exercise-  
  
This is an exercise carried out in a board room in which maps and props are utilized to simulate response actions and assets. This type of exercise can also be used to develop and test amendments to the AEP prior to execution in a live scenario.
- 1.4.2 These exercises will be conducted according to the following schedule:
- a) Full-scale: At least once every two years;

- b) Partial: At least once each year that a full-scale exercise is not held, or as required to maintain proficiency.
- c) Tabletop: At least annually and at intervals when it is necessary to test and evaluate the airport emergency plan.

1.4.3 Training is an essential part of emergency preparedness. Training in emergency plans and procedures will take place at a variety of levels to suit the needs of the CIAA and partners both internal and external. This will be coordinated by the Chief Safety Management Officer.

## **1.5 Debriefing and Evaluation**

1.5.1 During the exercise, critiques will be conducted by appointed experts in various response agencies to determine the effectiveness of each agency. Immediately following the exercise there will be a partial debrief and the critiques will be submitted to the committee for review by its members and incorporated into a formal evaluation report on the effectiveness of the exercise.

1.5.2 The evaluation report will include findings and recommendations that result from participants critique of exercises bearing in mind that the major purpose of exercises is to identify areas which may need improvement. The content of exercise evaluation reports will include:

- a) Introduction
  - i. Exercise code name
  - ii. Type of exercise
  - iii. Exercise date
  - iv. Exercise location
- b) Exercise summary
  - i. Goals and Objectives
  - ii. Pre exercise activities
  - iii. Participants and agencies
  - iv. Description of exercise scenario
- c) Findings and recommendations
  - i. Evaluation team findings
  - ii. Summary of post exercise debriefing
  - iii. Improvement plan
- d) Attachments
  - i. Exercise photos
  - ii. Chronological of events

1.5.3 During the exercise the CAACI will be responsible for preparing a report to review the effectiveness of the exercise in comparison to mandatory emergency response in accordance with International Civil Aviation Regulations.

- 1.5.4 Following the exercise, the committee will meet for a full debrief of all agencies. Once all observations, comments, evaluation findings are reviewed, the committee will decide what changes and corrective actions need to be made to the Airport Emergency Plan. Findings and corrective action plans will be approved and documented in the exercise evaluation report for follow-up action prior to the next scheduled exercise.

## **1.6 Scope of Jurisdiction**

- 1.6.1 The jurisdiction of response to emergencies contained in this Manual will be determined by the location in which an emergency event, specifically an aircraft accident, occurs.
- 1.6.2 Cayman Islands Airports Authority (CIAA) – the CIAA has jurisdiction for coordinating emergency response to aircraft emergencies/accidents occurring within airport property boundaries. This area of jurisdiction is known as ‘on-airport’. However, for events occurring outside its jurisdiction, the CIAA will provide support and coordination, as appropriate, to the responsible agency.
- 1.6.3 Civil Aviation Authority of the Cayman Islands (CAACI) – The CAACI has complete regulatory jurisdiction over airport emergency planning and the investigation of any aircraft incident or accident. In exercising its responsibilities, the CAACI will require the cooperation of the CIAA, RFFS, HMCI, RCIPS, Aircraft Operator and other participating agencies, as necessary.
- 1.6.4 Hazard Management Cayman Islands (HMCI) has coordination authority over all national emergency events. As the manager of the National Emergency Operations Centre, HMCI is a critical partner in the managing of airport emergencies and, in conjunction with the RCIPS, is responsible for the coordination of response to ‘off-airport’ aircraft accidents.
- 1.6.5 Royal Cayman Islands Police Service - Except in the case of an on-airport aircraft emergency the RCIPS will provide incident site control and management. RCIPS has jurisdiction over response to all incidents of unlawful interference to aviation interests and preservation of evidence.
- 1.6.6 The Cayman Islands Coast Guard - the primary coordinator of search and rescue response for any aircraft accident in water.
- 1.6.7 Port Authority – the Port Authority, in coordination with the Cayman Islands Coast Guard will provide response support within coastal waters (dependent on weather conditions) but in any case, not beyond 12 miles off-shore.
- 1.6.8 Aircraft Operator – regardless of the location of an aircraft accident, the operator or handling agent whose aircraft has been involved in an accident has jurisdiction over the provision of pertinent information regarding the aircraft, its passengers and cargo to Cayman Islands Fire Services, Cayman Islands Airports Authority, Hazard Management Cayman Islands, the Civil Aviation Authority, Cayman Islands Customs and Border Control authorities and the Government Information Services. Due to a lack of space and facilities at the airport, each airline operator will be responsible to create and maintain a well thought out family assistance plan and audit and practice it regularly.

## Section 2 – Responsibility of each Emergency Responder

### 1. The Cayman Islands Airports Authority (CIAA)

- 1.1 The Cayman Islands Airports Authority is responsible for activation of the Airport Emergency Operations Centre (AEOC) and facilitating the response actions of the Incident Command Post (ICP) for aircraft accidents and emergencies that may occur on-airport. Additionally, it is responsible for requesting the activation of the National Emergency Operations Centre (NEOC) in any case that is or proves to be beyond the scope of airport response capabilities. Through representation at the NEOC, CIAA will have access to all National Assets and International support that may be required to resolve the emergency.
- 1.2 If an aircraft accident requires airport closure, the decision for this (and the re-opening thereof) rests with the CEO CIAA. In the event he is unreachable the Chief Airport Operations Officer will act on his behalf and suspension of operations will be in liaison with ATC.
- 1.3 The Airport Operations Manager is responsible for ensuring safe airfield operations in the event of an emergency. This includes close liaison with ATC and RFFS and coordinating information on available airfield fire category and operational status.
- 1.4 The Chief Security Officer will manage the Airport Security team to ensure the following services are provided:
  - 1.4.1 Access to the airside, airport terminal, and more importantly the second floor of the airport terminal is restricted to emergency response personnel only (based on the emergency)
  - 1.4.2 emergency service vehicles are safely escorted whilst on the airfield as needed.
  - 1.4.3 A security detachment assists the customer service and airline representatives to locate and escort family and friends to the appropriate section of the airport terminal.
- 1.5 The AEOC Manager is responsible for notifying the AAIB/CAACI without delay of any aircraft accident or serious incident as defined in the definition section of this Plan including advising the RCIPS, relevant Airline/Handling Agent, and providing regular updates.
- 1.6 The AEOC Manager is responsible for notifying the AAIB without delay of any aircraft accident or serious incident as defined in the definition section of this Plan including advising the RCIPS, relevant Airline/Handling Agent, and providing regular updates.
- 1.7 The Airport Operations Manager will monitor and ensure the AOCC sends SMS text message alerts to the relevant groups.
- 1.8 Other CIAA responsibilities include:
  - a) Notifying the CAACI and assisting in arrangements to facilitate their regulatory function;
  - b) Coordinate logistical support facilities and supplies (tents, lighting, food, and refreshments, AEOC communications equipment);
  - c) Notify participating agencies when the emergency has been terminated.

## **2. The CIAA Air Navigation Services / Air Traffic Services (ANS / ATS)**

- 2.1 Upon notification of an aircraft emergency, the Air Navigation Services (Air Traffic Control) is responsible for contacting the Airport Rescue and Fire Fighting Service, Public Safety Communications Centre (PSCC) 9-1-1 and the Airport Operations Command Centre (AOCC). ATC will provide information on the type of emergency and other essential details. (Refer to notification chart section 5 of this manual). ATC will also be responsible for issuing notifications to other ATC facilities and aircraft operators as to the operational status of the airport. In the event of an aircraft accident they will also order a special weather report (SPECI) from the Cayman Islands National Weather Service.

## **3. The Airport Operation Command Centre (AOCC)**

- 3.1 Receives and transmits all information regarding airport operational issues to ensure airside safety and full functionality. In a crisis the AOCC will immediately initiate notification to airport and external agencies. The AOCC continues to act as an information processing center pertaining to operational matters. Responsibility for management of the emergency is transferred to the AEOC. Once the AEOC Manager is posted, the AOCC Officer on duty will provide a brief on personnel availability and ETA to AEOC as well as any other pertinent information relating to the emergency.
- 3.2 In the event of an aircraft accident on airport the Airside Duty Officer will respond to the accident site, **maintain a safe distance of no closer than 300 feet from the incident and facilitate setup of the Incident Command Post, Collection Point and Advanced Medical Post** with the assistance of CIAA Maintenance personnel. The RCIPS will be responsible to indicate the location of the Incident Command Post (ICP) trailer and will assist the HSA/EMS representatives with determining the location of the Advanced Medical Post. A blow-up structure as well as any tools required for setup are provided in the ICP trailer. Further equipment or special tools can be provided by CIAA maintenance personnel.

## **4. CIAA Airport Security Unit (ASU)**

- 4.1 In the event of an aircraft accident on airport the Airport Security Unit will arrange escort of vehicles to the accident site and limit access to the airport terminal. An ASU Officer will assist the CIAA Customer Service representatives with rounding up friends and family members of accident victims and escort them to the Friends and Family reception center at the airport. During all emergency events they will maintain access control to airport buildings, facilities, and aircraft operating areas. In the event ASU requires extra support or manpower they will liaise with other law enforcement agencies to maintain control.

## **5. The Airport Rescue and Fire Fighting Service (ARFFS)**

- 5.1 The principal objective of a rescue and firefighting service is to save lives. For this reason, the provision of means of dealing with an aircraft accident or incident occurring at, or in the immediate vicinity of, an aerodrome assumes primary importance because it is within this area that there are the greatest opportunities of saving lives. It must always assume the possibility of, and need for, extinguishing a fire which may occur either immediately following an aircraft accident or incident, or at any time during rescue operations. In every case, the response procedures should provide for the most rapid evacuation of survivors from the accident site (crash area) to a safe collection area depicted in Appendix 4. As far as practicable, the preservation of evidence at the crash site should be considered.

- 5.2 Unless seriously injured casualties are stabilized rapidly, they may become fatalities. At least two (2) Airport Rescue and Fire Fighting personnel per shift shall remain qualified to satisfy locally acceptable, emergency medical standards in First Aid and CPR/AED and be capable of rendering this aid to survivors in conjunction with HSA personnel established in the Advance Medical Post.
- 5.3 The most important factors bearing on effective rescue in a survivable aircraft accident are the training received, and the effectiveness of the equipment and the speed with which personnel and equipment designated for rescue and firefighting purposes can be put into use.
- 5.4 The operational objective of the rescue and firefighting service shall be to achieve a response time not exceeding two minutes to any point of each operational runway, in optimum visibility and surface conditions and not more than three minutes to any point on the airport.

## **6. Public Safety Communications Centre (PSCC) 9-1-1**

- 6.1 The primary responsibility of the Public Safety Communications Centre (PSCC) 9-1-1 is to disseminate emergency calls and messages to pertinent first response agencies in support of an emergency. After receiving notification from ATC, PSCC 9-1-1 will pass the information 'downstream' to RCIPS, HSA, HMCI and other agencies in accordance with its internal procedures and Major Incident Notification List.

## **7. The Royal Cayman Islands Police Service (RCIPS)**

- 7.1 The Royal Cayman Islands Police Service has responsibility for securing the accident scene, preserving evidence, and crowd control. Through coordinated support and cooperation at the ICP, they will limit access to the accident scene while establishing a Staging Area for support personnel/equipment. When called upon by the members of the Incident Command Post they will assist in the deployment of manpower and equipment as needed to the accident site.
- 7.2 If neighborhood areas are affected by the accident or event and evacuation becomes necessary, this falls under the responsibility of RCIPS. The RCIPS and Cayman Islands Coast Guard have responsibility for directing water-based emergency response in coordination with the Port Authority of the Cayman Islands, the Cayman Islands Airports Authority, and Hazard Management Cayman Islands. In such events, the response of other law enforcement organizations with marine capabilities and volunteer watercraft associations will come under the direction of the RCIPS.
- 7.3 In conjunction with the Cayman Islands Health Services Authority and the pertinent airline operator, the RCIPS is also responsible for coordinating the identification of deceased victims and arranging morgue facilities.

## **8. The Cayman Islands Health Services Authority (HSA)**

- 8.1 The Cayman Islands Health Services Authority has responsibility for coordinating the response of medical services, including private clinics and volunteer organizations such as the Cayman Islands Red Cross. The primary purpose of the HSA in response to an aircraft accident is to provide emergency medical care and management to:

- a) Ensure medically qualified personnel are available to run an Advance Medical Post at the accident scene, to stabilize the most seriously injured whose lives may be in danger without immediate treatment and transport;
- b) Provide comfort to the less seriously injured and to administer first aid;
- c) Transport casualties in order of priority medical needs to appropriate medical facility.

## **9. Hazard Management Cayman Islands (HMCI)**

9.1 HMCI has coordination authority over all national emergency events. As the manager of the National Emergency Operations Centre, HMCI is a critical partner in the managing of airport emergencies and, in conjunction with the RCIPS, is responsible for the coordination of response to 'off-airport' aircraft accidents. In the event of an Aircraft Accident involving five (5) or more passengers HMCI will open the NEOC and standby to render assistance to the Incident Commander.

## **10. Private Medical Services**

10.1 The response actions of private medical services will be coordinated under the responsibilities of the CI Health Services Authority.

## **11. Aircraft Operators and Handling Agents**

11.1 Aircraft operators or aircraft handling agencies are responsible for providing essential information to the on-scene incident commander in respect to the aircraft involved in an accident. During an aircraft accident emergency response, the appropriate airline operator or his/her representative will be summoned to the Airport Emergency Operations Centre to assist, in the event the flight is a fly-over and no local representative is available the default operator will be Cayman Airways. They are to provide essential information including number of persons on board, fuel quantity, cargo manifests (particularly in relation to any dangerous goods which may be on board) and any specific technical information which might be pertinent to the rescue of passengers or the salvaging of aircraft. Aircraft operators are also responsible for executing their Family Assistance Plan to provide care and assistance to accident victims and their families.

11.1.1 **Family assistance** is defined as the provision of services and information to address the concerns and the needs of the aircraft accident victims and their families. Determining the extent of the family and who is entitled to assistance is perhaps the most difficult and most important aspect of the planning process. The concept of family differs between cultures and populations. The most prudent approach from the onset is to keep the definition broad and inclusive. The Family Assistance Plan shall contain at a minimum, procedures for providing:

- a) information about the occurrence and confirmation of passenger names who were on-board the affected flight;
- b) latest updates on emergency response to the accident;
- c) coordination of travel to, and lodging at, a designated family assistance center;
- d) coordination of a visit to the accident site, after all emergency response activities and investigations have concluded, and the site is deemed safe for access by unprotected persons.

This will be coordinated with the Aircraft Accident Investigation Manager (AIM) when specifically requested by relatives of the deceased for grieving purposes.

- e) support for immediate financial needs;
- f) information about the location and status of the victims, and the recovery, identification, and disposition of remains;
- g) information regarding the recovery, management and return of personal effects from the RCIPS;
- h) social, emotional, and psychological support; and
- i) information about the progress of the accident investigation and its objective.

## **12. Cayman Islands Customs and Border Control (CBC)**

- 12.1 Airport emergencies may require the response or assistance of the Cayman Islands Customs and Border Control. Such assistance will relate to addressing passenger and/or cargo manifest issues in respect to border control requirements and allowances and assisting airlines and RCIPS in passenger/survivor identification and reconciliation matters. Customs and Border Control assistance will also be prominent in facilitating the importation of technical assistance (personnel and equipment) from overseas if such is required. During emergency evacuations of the airport terminal, Customs and Border Control Officers are also expected to assist customers in their areas to evacuate and lead them to the appropriate staging area.

## **13. Government Information Services (GIS)**

- 13.1 The role of the Government Information Services is to disseminate official information to local and international media. As such, GIS will dispatch a representative to the Airport Emergency Operations Centre and Airport Beacon House facility. The representative at the AEOC will assist the Airport Information Manager in gathering information to prepare any news briefs and a schedule of such for the media. The GIS representative at beacon house will maintain organization and control of all media representatives present and relay any information presented by the AEOC GIS Representative. Any Information disseminated by GIS will require the approval of JIS.

## **14. Communication and Navigation Services Department (CNS)**

- 14.1 Under the direction of the CNS Manager, CIAA personnel will:
- a) Check that recordings are secure;
  - b) Delay the start of any planned maintenance until a review of the situation has taken place.
  - c) Assess any corrective maintenance that is taking place and decide if it is appropriate for it to continue in the circumstances.
  - d) Acquire details of the status of the CNS equipment in the period immediately preceding the event;
  - e) Be prepared to provide a copy of the automatic recordings when requested by the CEO or CAACI or UK AAIB, such copies must be sent directly to them only.



**15. Airport Tenants**

- 15.1 In some airport emergency response, airport tenants and their employees may be called upon as a readily available source of manpower resources or services, for example: security assistance, food preparation, and transportation. In such cases, the roles of the airport tenants will be coordinated through the CIAA and directed under the agency managing the need. Airport tenants currently include airlines, government agencies, retail concessionaires, security companies and transport operators.

**16. CIAA Human Resources**

- 16.1 The Chief Human Resources Officer for the CIAA will ensure that arrangements are made, and agreements are in place to have counselors attend to the airport in the event of an aircraft crash to provide psychological support to staff that may be involved in the emergency response.

## **Section 3 – Command and Control**

### **1. Aircraft Accident on-Airport**

- 1.1 The CIAA Chief Executive Officer shall nominate the Chief Airport Operations Officer, Chief Safety Management Officer, or Chief of Security to act as Manager of the Airport Emergency Operations Centre (ORIA). The ORIA AEOC Manager is responsible for management of all airport personnel and agencies during emergency situations at Owen Roberts International Airport.

### **2. Aircraft Accidents Off-Airport**

- 2.1 The NEOC Manager shall support the RCIPS Incident Commander with the command and control of all emergency response activities for aircraft accidents occurring off-airport. The CIAA will assist or provide technical advice.

### **3. Security Emergencies**

- 3.1 The Commissioner of Police or his Incident Commander shall be responsible for coordination and control of all agencies responding to emergency situations involving threats to airport or aviation security, or for cases of unlawful interference at Owen Roberts International Airport. Except for those security situations at the airport which escalate into aircraft accidents or emergencies involving fire suppression and rescue, for which the CIAA Airport Emergency Operations Centre Manager shall provide the necessary coordination and control of such emergency response activities.

### **4. Airport Emergency Operations Center (AEOC)**

- 4.1 The Airport Emergency Operations Center located within the ORIA Training Room, will be activated for all aircraft accidents and all other emergency situations as directed by the CIAA CEO. The AEOC will be manned by pertinent CIAA Personnel and the appropriate representatives of emergency response agencies. The AEOC will act in support of the on-scene commanders at the Incident Command Post for aircraft accidents/ incidents.
- 4.2 The Airport Operations Manager or Duty Manager at ORIA is responsible for ensuring the AOCC Duty Officer:
- a) Provides proper notification to all AEOC personnel and record details on their estimated arrival time to the AEOC;
  - b) Collects all information available pertinent to the type of emergency;
  - c) Provides the AEOC Manager upon arrival at the AEOC with a full brief on emergency information collected and estimated time of arrival of each responder.
  - d) Provides updates on the progress of the Airside Duty Officer in setting up the Mobile Incident Command Post, and Advanced Medical Post.
- 4.3 The AEOC Manager in the ORIA Training Room is responsible for command and control of all airport personnel and agencies during emergency situations including responsibility for the following.

- a) Setting up the AEOC and ensuring appropriate personal protective equipment, emergency manuals, computer access, radio equipment, office supplies and health and comfort items are available for emergency responder use;
- b) Starting and maintaining a chronological log of the incident in WEBEOC to support the emergency response mission and ensuring critical response information is communicated to the NEOC and HMCI.
- c) Ensuring proper notification to all AEOC personnel and record details on their estimated arrival time to the AEOC;
- d) Collecting all information available pertinent to the type of emergency;

4.4 The appropriate computers, monitors, radio equipment and internet access must be readily available 24 hours a day at this location and all equipment is inspected monthly by SMS department Safety Officers.

## **5. Airport Operations Command Centre (AOCC)**

5.1 The Airport Operations Command Centre (AOCC) is located on the second floor of the Owen Roberts International Airport main terminal and serves as a central location where all information affecting the operation of the airport is received and distributed. During emergency response situations the AOCC will receive information relating to the crisis and send an appropriate text messages/phone calls to airport personnel and external agencies in support of the emergency as indicated in the response plan call out.

## **6. Airport Emergency Response Teams**

- 6.1 Recognizing the limited airport personnel CIAA has and the long hours an emergency response may require in the event of any emergency which requires activation of the Airport Emergency Operations Centre, the management team will be split into two teams (TEAM "A" and TEAM "B") and the AOCC will notify each person of what team they are on. Each team will be on a twelve-hour shift, based on the official incident time for notification and recall purposes. Notification should bring all team members to a heightened state of alert but does not mean they will be recalled.
- 6.2 The deployment and recall of any team member(s) will be at the sole discretion of the AEOC Manager should he require extra manpower at the Airport. The AOCC operator will notify all team members of each shift change. On the following page is a current breakdown of both teams:

<b>TEAM "A"</b>	<b>TEAM "B"</b>
Chief Airport Operations Officer	Chief Safety Management Officer
Facilities and Projects Manager	Airport Operations Manager
Chief Security Officer	Security Manager
Electrical Supervisor	Human Resources Manager
CNS Manager	Chief IT Officer
Manager Customer Service	CNS Electronic Engineering Officer
IT Manager	Accounts Officer Payables
Chief Financial Officer	Chief Commercial Officer
Chief Human Resources Officer	Maintenance Supervisor
ATC Manager	ATC Supervisor
AIS Manager	AIS Supervisor
Airport Safety and Compliance Officer	Airport Information Manager
Airport Information Officer	Customer Service Supervisor

6.3 Human Factor concerns dictate that all emergency response and supporting agencies establish similar call-out procedures to ensure continued functionality in an emergency without compromising quality of service due to fatigue levels of personnel. In the event personnel must be changed out at the accident site all replacements should report to the Staging Area as set by the RCIPS for proper coordination of services. Contact with RCIPS directly for location of Staging Area.

## **7. Hazard Management Cayman Islands (HMCI)**

7.1 Hazard Management Cayman Islands provides the primary coordination of all response to national emergencies and disasters. HMCI manages the National Emergency Operations Centre (NEOC).

## **8. National Emergency Operations Center (NEOC)**

8.1 The NEOC is currently located in the Government Administration Building in the George Town, Grand Cayman. Once activated, it will be staffed by representatives of various Portfolios, Ministries, Agencies, and/or other organizations as stated in the National Hazard Management Plan. The NEOC is conceived as an independent, fully functioning NEOC, from which all national coordination for managing an event/incident will take place. It is charged with overall responsibility for coordination of the national response. The NEOC is responsible for management of all emergencies and disasters in the Cayman Islands.

8.2 Through communication either by phone or radio, and mutual agreement between the highest level of Incident Command and HMCI, the NEOC shall be activated in the following instances:

- a) Aircraft Accident on Airport involving 5 or more passengers;
- b) Aircraft accident off airport irrespective of the number of passengers;
- c) Any incident which may require a substantial evacuation and/or relocation to a given area;
- d) Any event posing a potential threat for a mass casualty incident;

- e) Any major weather-related phenomena;
- f) Any incident which closes or significantly blocks a major roadway;
- g) Any large or multiple structure fire, structural collapse or technical rescue incident;
- h) Any hostage situation;
- i) Any significant transportation incident including aircraft, marine and road vehicles;
- j) Any event posing a major environmental threat including hazardous materials, radiological and terrorist events.

## 9. Field Organization

9.1 The organization of the field- area of the incident-should be initiated by the first emergency responder to arrive at the accident site. Working areas, need to be quickly arranged to guide all responders to well identified locations, which will facilitate smooth operation for all agencies- paying attention to the care needed for the injured.

### 9.2 Incident Command Post

9.2.1 The incident command post is a point where cooperating agency heads assemble to receive and disseminate information and make decisions pertinent to the rescue operations. The first emergency responder to arrive at the accident site will be the Incident Commander and take appropriate steps to establish an Initial ICP.

9.2.2 As other agencies arrive, **command of the ICP will be established in order of priority for response.** Namely if there is a fire or potential for a fire the ARFFS Watch Commander will be established as the Incident Commander until which time the fire is contained, and the accident site is deemed safe for further emergency response. At this point the **Incident Commander will relocate to the newly established Incident Command Post and a Unified Command will be established.** The main features of an ICP are:

- a) It is a mobile facility capable of being rapidly deployed;
- b) It is correctly located with respect to wind and terrain conditions;
- c) It should contain the necessary equipment to communicate with the AEOC on Motorola Emergency Radio Channel 3;
- d) It should be stocked with maps, charts and other relevant equipment and information for immediate use.

### 9.2.3 The Incident Commander will use the following guidelines to set up the ICP:

- a) Position the ICP away from the crash site, a safe distance from present and potential hazards and upwind of the accident site;

- b) Position the ICP within view of the **crash site, Collecting Point and Advanced Medical Post** when possible;
- c) The Incident Commanders will ensure the ICP is in an area where it can be expanded if the incident expands, and is safe and secure;
- d) The Incident Commanders must ensure the ICP can be identified clearly by all responders- **using green flashing lights or an elevated green flag.**

### 9.3 Collection Point

- 9.3.1 A safe area which may be set up if rapid clearance of the accident site or impact area is needed. All victims who can walk can be asked to move towards this area, other more seriously wounded victims can be moved to this location by emergency responders. This is the site for First Triage which focuses on threat to life, limb, and sight. Urgent victims will be tagged in **Red**, while non-urgent victims are tagged in **Green**. The goal is to prioritize care and do the greatest good for the greatest number of casualties.

### 9.4 Advanced Medical Post (AMP)

- 9.4.1 Area used for stabilizing and monitoring victims prior to transport. **The entrance to the AMP is the site for second triage** which focuses on identifying threat to life, limb, sight and how long the patient is likely to remain stable. Good clinical experience is a prerequisite to making this judgment call; hence the most experienced medical person on scene should oversee this area. **Third Triage** will take place inside the AMP after stabilization has occurred. It prioritizes for evacuation.

### 9.5 The Evacuation Area

- 9.5.1 The area used for patient loading in suitable vehicles according to their level of acuity. The movement of victims out of the AMP must be prioritized and smoothly coordinated. Every attempt should be made to have vehicles travelling in a “conveyor belt” type of setting - one way in, one way out.

### 9.6 The Staging Area

- 9.6.1 The area used for staging all responders, relief responders and extra equipment that can be called upon should the need arise during the emergency response. This area will be designated by and under the control of the RCIPS.

## 10. Isolated Aircraft Parking Position

- 10.1 An aircraft, which is subjected to a threat of sabotage or unlawful seizure, should be parked at an isolated position until the act of unlawful interference is terminated. The Isolated Parking Position should be located at least 100 m away from other aircraft parking positions, buildings, or public

areas as specified in ICAO Annex 14. **Taxiway Golf** has been established as the isolated aircraft parking position for Owen Roberts International Airport (Refer to Grid Map in Appendix 2). If it becomes necessary to use the Isolated Parking Position, the adjacent neighborhood shall be evacuated to a distance appropriate to the type of incident (See Appendix 3 for typical safe distances). This evacuation will be done by RCIPS in conjunction with HMCI.

- 10.2 If report or suspicion indicate contagious disease is onboard an aircraft the Airport Operations Manager, Air Traffic Control Manager and Health Services Authority should be discuss the most suitable location for such aircraft.

## 11. Rendezvous Points

- 11.1 For better coordination of emergency responders, the following rendezvous points have been strategically designated and will be activated as necessary by the AEOC based on the size and extent of the emergency:

- a) **Rendezvous Point "A"** - is located at Security **Checkpoint 3** of the ORIA main terminal (**See Appendix 2, grid D12 for reference**). Responders can line up on the airport road leading to this gate and Airport Security will give further details on access and egress.
- b) **Rendezvous Point "B"** - is located at Security **Gate 2** of the ORIA main terminal (**See Appendix 2, grid C20 for reference**). Responders can line up on the airport road leading to this gate and Airport Security will give further details on access and egress.

## 12. Identification of Emergency Responders

- 12.1 Officers-in-charge of various emergency services shall identify themselves with reflective vests in the following colors:

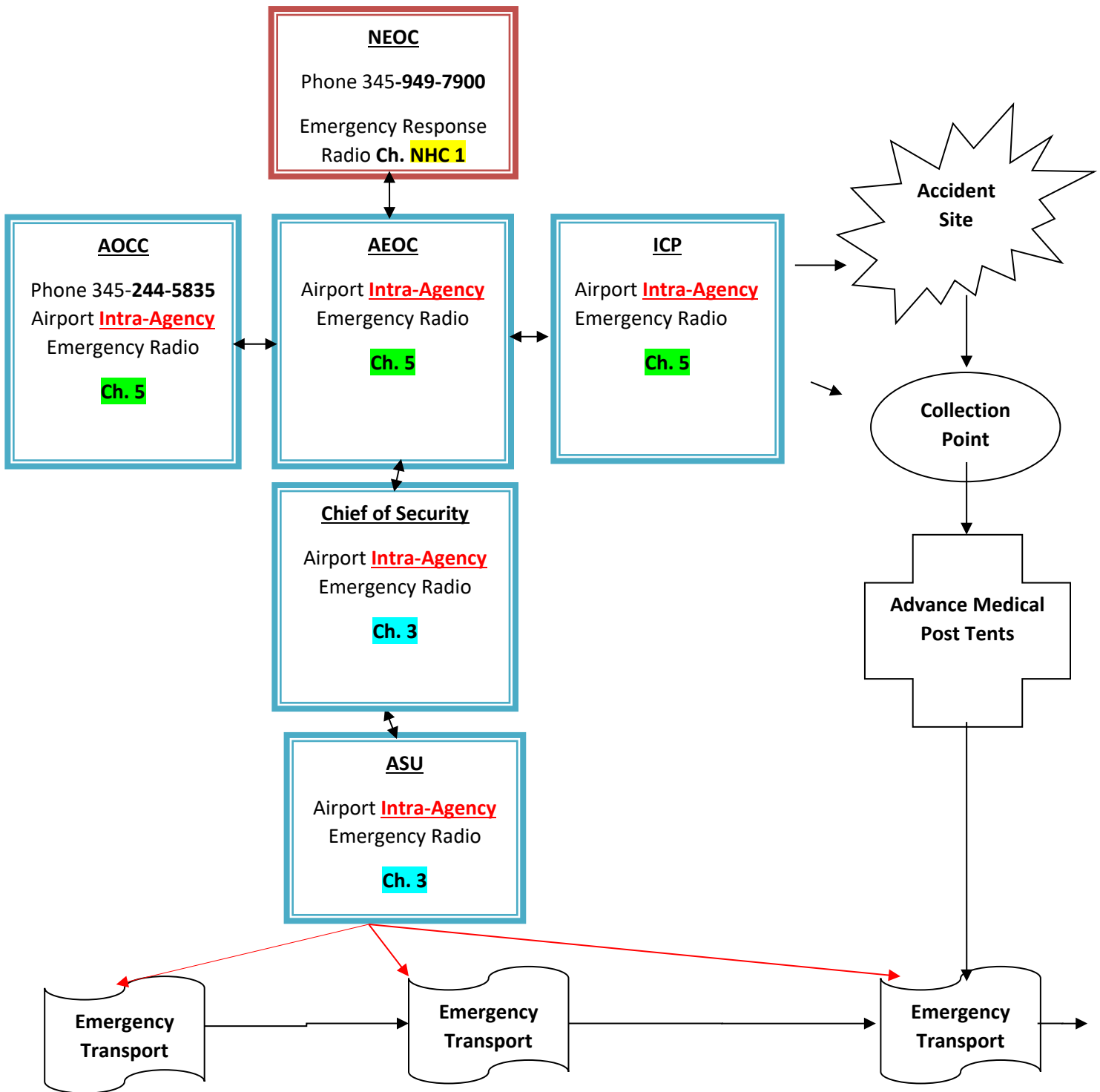
- "Red" for Fire - with black lettering on a white reflective background displayed front and back;
- "Blue" for the Police - with white reflective lettering displayed front and back;
- "Orange" for Airports - with white reflective lettering displaying front and back;
- "Lime Green" for the Transportation Officer- with white reflective lettering displayed front and back.

Note- Personnel from the various participating emergency services may be identified by their service identification badge or CIAA issued access badges or placards.

## 13. Airport Press Centre

- 13.1 In the event of an accident or emergency at the airport the Beacon House Conference room will be used to house members of the press and media. They will be managed by GIS personnel and if needed Airport Security Officers can be dispatched to this area to maintain control.

Schematic of Field Organization and Communication Flow





**Section 4 – Types of Emergencies****4.1 Aircraft Accident on the Airport**

An aircraft accident that has occurred within 1000 meters of either runway threshold.

**4.2 Aircraft Accident off the Airport**

An aircraft accident that has occurred off airport property.

**4.3 Full Emergency**

When an aircraft approaching the airport has declared an emergency or is known to have a problem or defect which will cause or is likely to cause an aircraft accident.

**4.4 Local Standby**

When an aircraft approaching the airport is known or is suspected to have developed some defect, but the trouble is not such as would normally involve any serious difficulty in effecting a safe landing.

**4.5 Non-Aircraft Accident Related Medical or Fire Emergencies**

Medical or fire emergencies that may arise at any time on the airport even during an aircraft accident.

**4.6 Unlawful Acts against Civil Aviation**

When it is known or suspected that an aircraft has been subjected to a threat of sabotage or unlawful seizure (hi-jacking) – or any act has been committed which would affect the normal operation of that aircraft or safety of its occupants.

**4.7 Occurrences Involving Dangerous Goods**

Packages containing dangerous goods may be found in airport cargo buildings, on aircraft loading ramps, and in aircraft cargo compartments. Accidents involving aircraft carrying dangerous goods present special rescue and fire control problems.

**4.8 Natural Disasters**

The natural disasters to which airports may be subjected include storms, hurricanes, floods, earthquakes, and seismic sea waves.

**4.9 Emergencies at airports bordering water areas**

When an aircraft accident has occurred at sea requiring search and rescue response from the RCIPS Marine Unit/Cayman Islands Coast Guard.

**4.10 Incidents Affecting Normal Operations at the Airport (Irregular Ops)**

Accidents or incidents that may disrupt the normal functions at the airport.

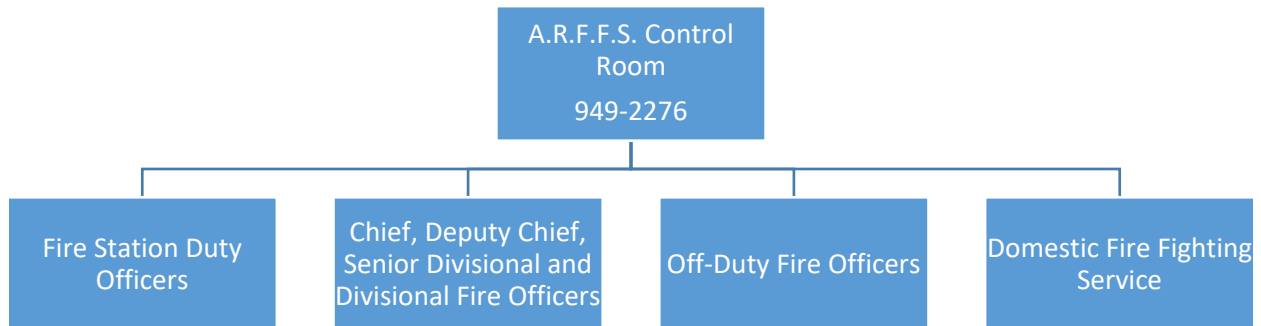
## Section 5 – Owen Roberts International Airport Emergency Callout

### 5.1 ATC Call Out



## 5.2 Airport Rescue and Fire Fighting Service

The following diagram shows the actions of the Fire Service Watch Control Room after the call for emergency services is received. Fire Station Duty Officers are notified to respond to the emergency. The Chiefs are notified to establish command and control. Off Duty Fire Officers are called to ensure a backup of personnel should the emergency require such. The same goes for Domestic Fire Fighters.



### 5.3 911 Emergency Services



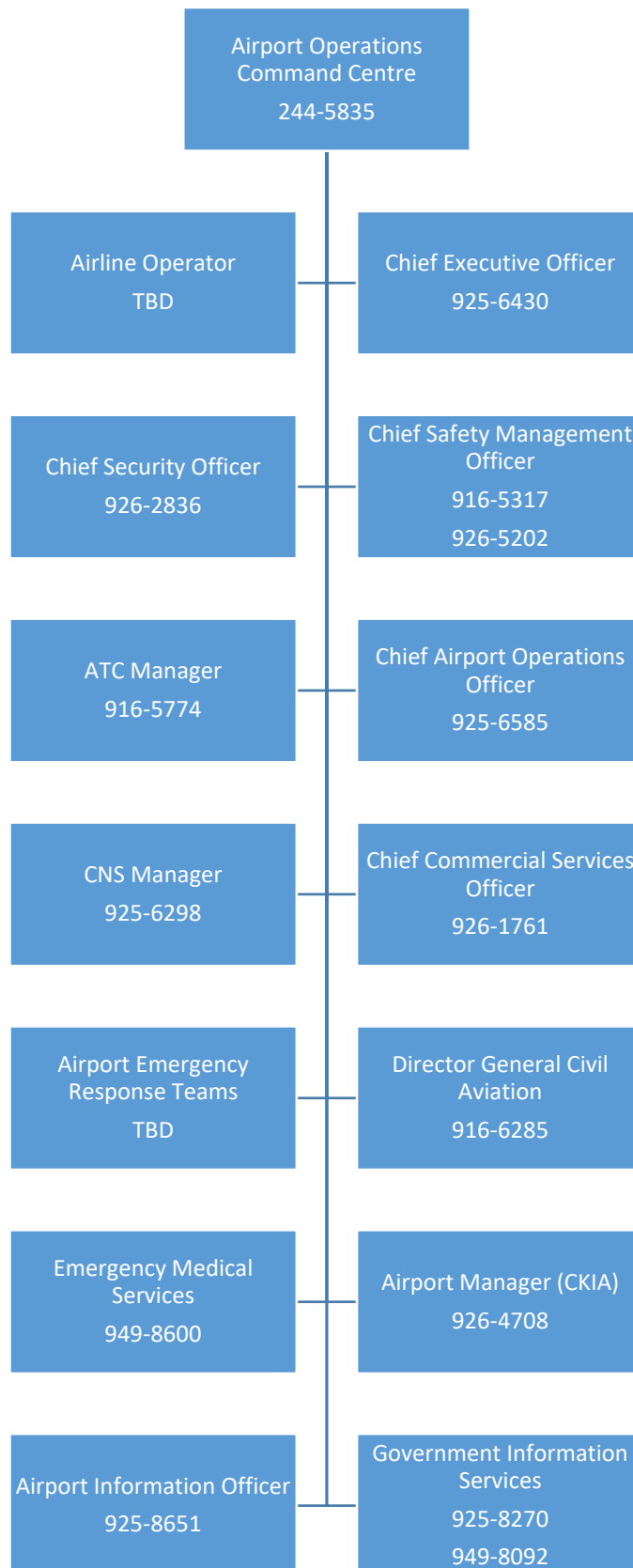
## Public Safety Communications Centre 9-1-1

### CIAA Aircraft Emergency Notification List

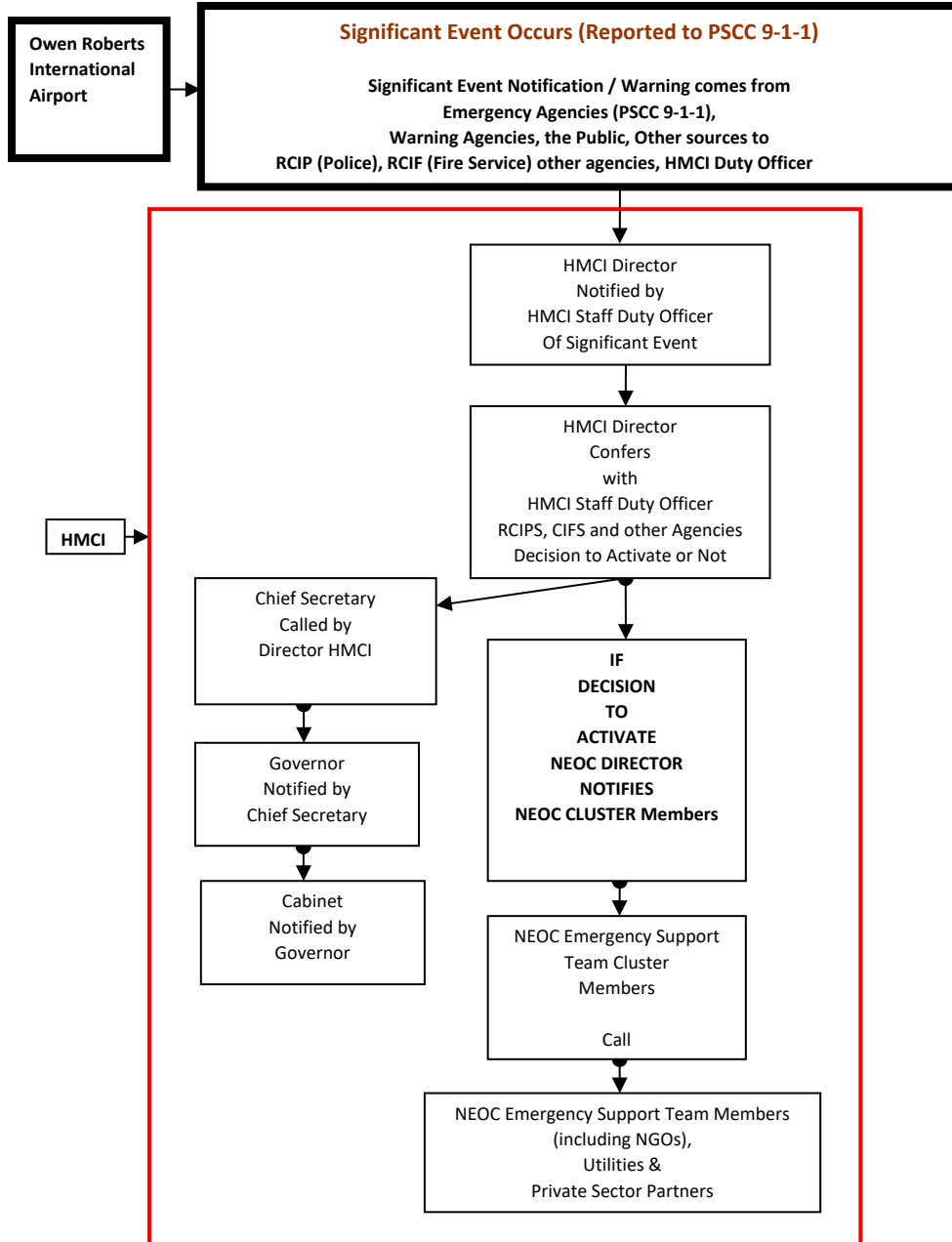
(It is the responsibility of all Emergency Response Agencies to keep this list updated in confidential correspondence with 911)

Department	Title/Rank	Name	Email
Accountable Manager	Chief Executive Officer	Albert Anderson	<a href="mailto:albert.anderson@caymanairports.com">albert.anderson@caymanairports.com</a>
Safety	Chief Safety Management Officer	Andrew McLaughlin	<a href="mailto:andrew.mclaughlin@caymanairports.com">andrew.mclaughlin@caymanairports.com</a>
Operations	Chief Airport Operations Officer	Wayne DaCosta	<a href="mailto:wayne.dacosta@caymanairports.com">wayne.dacosta@caymanairports.com</a>
Security	Chief Security Officer	Chad Yates	<a href="mailto:chad.yates@caymanairports.com">chad.yates@caymanairports.com</a>
Customer	Chief of Customer and Commercial Services	Bianca Moore-Downey	<a href="mailto:biance.moore-downey@caymanairports.com">biance.moore-downey@caymanairports.com</a>
Operations	Airport Operations Manager	Darynn Conolly	<a href="mailto:darynn.conolly@caymanairports.com">darynn.conolly@caymanairports.com</a>
Operations	Airport Manager (CKIA)	Joshua Burke	<a href="mailto:Joshua.Burke@caymanairports.com">Joshua.Burke@caymanairports.com</a>
Operations	Airport Operations Supervisor (CKIA)	Post Vacant	
Air Traffic	ATC Manager	Alastair Bird	<a href="mailto:Alastair.bird@caymanairports.com">Alastair.bird@caymanairports.com</a>
Safety	Quality and Compliance Manager	Jeremy Jackson	<a href="mailto:jeremy.jackson@caymanairports.com">jeremy.jackson@caymanairports.com</a>
Security	Security Manager	William Manderson	<a href="mailto:William.manderson@caymanairports.com">William.manderson@caymanairports.com</a>
Security	Security Manager	Anthony Wedderburn	<a href="mailto:Anthony.wedderburn@caymanairports.com">Anthony.wedderburn@caymanairports.com</a>

#### 5.4 Airport Operations Command Centre



## 5.5 Hazard Management Cayman Islands Emergency Callout



**Tab 1**  
**Aircraft Accident on Airport**

## Section 6 – Tasks of Each Agency for Each Type of Emergency

### 6.1 Aircraft accident on airport

#### 6.1.1 Action by CIAA Air Traffic Service

- 1) Initiate emergency response by calling the Airport Rescue and Fire Fighting Service, Public Safety Communications Centre 9-1-1, and Airport Operations Command Centre respectively.
- 2) Suspend runway operations until an aerodrome inspection is undertaken and notified by Airport Operations that runway operations can resume.

Note- It is understood that upon notification of an aircraft accident on airport from ATC, no further permission is needed for ARFFS vehicles to respond to the accident site and should proceed at once via most advantageous route to meet response time to the scene.

- 3) ATC Emergency message should include the following:

AIRCRAFT ACCIDENT ON AIRPORT GRID REFERENCE or LOCATION		
TIME OF ACCIDENT	UTC	LOCAL
TYPE OF AIRCRAFT		
NUMBER OF PERSONS ON BOARD		
FUEL ON BOARD		
AIRCRAFT OPERATOR		
DANGEROUS GOODS ON BOARD (Quantity & UN Code) & LOCATION		

Note- Subsequent notification may expand this information by providing details on the number of occupants, fuel on board, aircraft operator, and any dangerous goods on board, including quantity and location, if known. Attempts to gather “nice to have information” should not delay initial notification message!

- 4) Notify Kingston, Havana, Cenamer ACC’s and Brac Tower;
- 5) Minimize vehicle traffic on the affected runway to prevent disturbance of accident investigation evidence;
- 6) Notify the NWS who will then make a special weather observation (SPECI);
- 7) Report to AEOC Manager that steps 1 through 6 have been completed;
- 8) Record all details and actions taken in the ATC Daily Watch Log and ATC notification form (Enclosure 1), indicating notification time(s) and name of person completing action.

#### 6.1.2 Action by Airport Rescue and Fire Fighting Service

A request to respond to an aircraft accident on the airport will normally be issued by the Air Traffic Services. When, however, a call is received from any other person, an accident is observed, or there is reason to consider that an accident is imminent, the Air Traffic Services will be informed



by the ARFFS control room immediately of the nature of the request/call. Once ATC has been notified Airport Rescue and Fire Fighting Services shall:

- 1) Proceed via fastest access routes to the accident site;
- 2) Establish a well identified initial Incident Command Post, Holding Point and Collection Point for moving uninjured and injured passengers to a safe place. Select ARFFS personnel will remain with passengers until relieved by first aiders or medical personnel;
- 3) The Senior Fire Officer will assume the role of Incident Commander and report completion of the above as well as an initial status report to the RFFS Control tower. The status report shall include as much information as available at the time in relation to the following items and be updated as circumstances change:

<b>M</b> -Major Incident	HAS A MAJOR INCIDENT BEEN DECLARED?
<b>E</b> -Exact Location	What is the geographical location?
<b>T</b> - Type of Incident	What kind of incident is it?
<b>H</b> - Hazards	What hazards or potential hazards exist?
<b>A</b> - Access	Best routes for access to accident site?
<b>N</b> - Number of casualties	How many casualties are there?
<b>E</b> - Emergency Services	Which and how many emergency responder assets and personnel are required or are already on site?

- 4) As soon as the Fire is contained or controlled and the ARFFS Incident Commander determines the site is safe for further response the Senior RCIPS Officer that is Incident Command System qualified will assume the position of Incident Commander. Full debrief should be made at this time and formal acceptance of the post should be acknowledged and reported to the AEOC representative and/or AEOC Manager immediately.
- 5) In the event of any fatalities discovered during the response the RCIPS representatives shall discuss Disaster Victim Identification and review possible locations for temporary airside morgue facilities. These facilities should provide privacy and not be accessible by the public or in plain view of the press.

#### **6.1.3 Actions by Public Safety Communications Centre 9-1-1**

Upon notification of an aircraft accident on the airport, PSCC 9-1-1 shall disseminate emergency calls and messages to pertinent first response agencies in support of the emergency. After receiving notification from ATC, PSCC 9-1-1 will pass the information 'downstream' to RCIPS, HSA, HMCI, SIEC and other agencies in accordance with its internal procedures and Major Incident Notification List.

#### **6.1.4 Action by Emergency Medical Services/ Hospitals**

- 1) Upon notification of an aircraft accident on the airport, the Hospital will initiate its own emergency staffing procedures and appoint a Medical Coordinator. The Medical Coordinator

will dispatch to the airport in a clearly marked vehicle an Advanced Medical Team to assist in the location and setup of the Advanced Medical Post and render triage and care to the injured as soon as possible.

Note- This advanced medical team must be well briefed on airport operations, familiar with airside vehicle operations, meet security requirements to be cleared for all airside areas and use all means and methods available to ensure rapid deployment to the crash site to save as many lives as possible.

- 2) It shall be the responsibility of the medical coordinator to supervise the medical services in the established Advanced Medical Post and to:
  - a) Organize the necessary actions for: triage at the accident site, treatment, and stabilization of the casualties in the AMP, and their eventual evacuation by appropriate means of transportation;
  - b) Maintain an accurate list of the casualties including their names, injury, and their final disposition to be shared with the Incident Commander;
  - c) Authorize the transportation of the uninjured to the airport terminal as soon as possible;
  - d) Arrange for the replenishment of medical supplies, if necessary;
  - e) Organize, with the police, reception facilities for the dead;

Note- Emergency Medical Services Coordinator and Ambulance drivers will control the flow of casualties and ensure, together with the transportation officer, the dispatch of the casualties to the appropriate hospitals by all available means of transportation and report each movement to the Incident Commander.

#### 6.1.5 Actions by the Airport Operations Command Centre (AOCC)

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and request each person provide an Estimated Time of Arrival (i.e. - **ETA**) to the Airport.
- 2) Once text is **"SENT"** you can select **"INBOX"** from the left side of the screen, and you will see any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the "Call Down" list on the emergency notification form.** If still unable to contact the appropriate person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.
- 3) In the event of an aircraft accident on airport the Airside Duty Officer will respond to the accident site, **maintain a safe distance of no closer than 300 feet from the incident and facilitate set up of the Mobile Incident Command Post, and Advanced Medical Post** with the assistance of CIAA Maintenance personnel and as directed by the RFFS and HSA respectively.

- 4) During the notification phase of the emergency the AOCC focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in **Enclosure (2)**. Once the AEOC is established, all requests for information or direction should be passed to the AEOC Manager.
- 5) Once the Airport Operation Command Centre receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message system and Motorola radio to notify all parties.
- 6) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

#### 6.1.6 Actions by Airport Security

The Duty Security Supervisor/Shift Leader shall:

- 1) Secure all Access to Airside
- 2) Alert Officer at **CP 8 (Fuel Trucks)** To expect Emergency Vehicles
- 3) Position Officer at **CP 5 (BMA)** for exit of Ambulances.
- 4) Position Officer in the Departure Hall to remove passengers from departure **gates 7 -9** and restrict any further access to this area.
- 5) Clear CIAA reception area of non-essential personnel and **restrict access to second floor via the elevator or stairs** to authorized personnel only.
- 6) Assign a Security Officer to coordinate vehicle escorts.
- 7) Contact off duty officers for support (if needed).
- 8) Coordinate with the AEOC and act as requested.
- 9) Report to Security Supervisor when vehicles depart the airside.

#### 6.1.7 Actions by Royal Cayman Islands Police Service

- 1) As soon as the Fire is contained or controlled and the RFFS Incident Commander determines the site is safe for further response the Senior RCIPS Officer that is Incident Command System qualified will assume the position of Incident Commander. A debrief should be given and formal acceptance of the post should be made and transmitted to the AEOC Manager immediately.
- 2) An entry control point to the accident site shall be established (in conjunction with the ICP) and physical cordoning off at least a 500-foot perimeter of the accident site will be carried out as soon as possible to exclude intruders, press, sightseers, onlookers, and souvenir hunters using the stakes and webbing material supplied in the mobile ICP. Appropriate

markings shall be prominently displayed to advise all persons of possible hazards which may cause them serious injury should they encroach on the area.

- 3) RCIPS at the accident scene should position officers to assume custody of personal effects that may be removed from the aircraft.

#### **6.1.8 Actions by CIAA Airport Operations**

- 1) The Airport Operations Manager will report to the AEOC.
- 2) Carry out an inspection of the movement area and any other areas that might have been affected by the accident once directed by the AEOC Manager.
- 3) Report the status of the movement area to the AEOC Manager.
- 4) Advise ATC on the status of the movement area as necessary.
- 5) Request AIS to issue a NOTAM defining the status of the movement area, RFFS category and any other relevant information as necessary.
- 6) Direct the activities that may be needed to reopen the movement area.

#### **6.1.9 Action by CIAA Airport Emergency Operations Centre Manager**

The Chief Executive Officer or his nominated Airport Emergency Operations Centre Manager (Chief Airport Operations Officer, Chief Safety Management Officer, or Chief of Security) will manage the Airport Emergency Operations Centre (ORIA) role and responsibilities.

When required, the CEO or his nominated designate (Chief Airport Operations Officer, Chief Safety Management Officer, or Chief of Security) will relocate to the National Emergency Operations Centre to act as the airport emergency liaison. A replacement AEOC Manager will be nominated to manage the AEOC prior to relocating to the National Emergency Operations Centre.

- 1) Upon notification of an aircraft accident report, the CEO or his nominated AEOC Manager upon arrival at the AEOC will ensure an emergency activity log using WEBEOC is created and managed. As AEOC members arrive at the AEOC, the AEOC Manager will provide a summary of the emergency and when necessary, remind members of the following rules of conduct:
  - a) When to speak (take sidebar conversations out of the room);
  - b) All conversations are to be directed to the AEOC Manager only, if sidebar conversations are needed a separate room will be provided for this activity;
  - c) All cellular phones must be set to vibrate and answered or used outside of the AEOC;
  - d) All portable radios should be equipped with headphones.
- 2) Regular briefings on emergency activities will be exchanged between the AOCC and AEOC and recorded in the AEOC log. This will include a full report from AOCC on who was contacted or was unreachable. The AEOC Manager will review the action checklist to verify that:
  - a) ARFFS has responded and is at the accident site;

- b) Status of the accident? Is it safe for further responders?
- c) Who is the current Incident Commander? Has the mobile Incident Command Post been deployed?
- d) A Security Officer has been posted to restrict access to the second floor of the main terminal
- e) The director of Hazard Management Cayman Islands (HMCI) has been contacted and given enough information to determine at what point the National Emergency Operations Centre should be activated. In the event of an aircraft accident including five or more passengers, it is assumed the NEOC will be activated, but this conversation must take place regardless;
- f) Hospital and Emergency Medical Services have been alerted and their arrival verified at the airport;
- g) The affected aircraft operator has been notified and information obtained concerning any dangerous goods on board the aircraft has been passed on to ARFFS, Incident Commander, and HMCI;
- h) Liaison has been established with air traffic services concerning the closure of airport areas, designation of emergency response corridors, issuing of voice advisories and NOTAM advising of reduced airport rescue and firefighting protection. Airspace reservation co-ordination offices (air traffic flow control office), if any, have been advised of reduced airport capabilities;
- i) UK Air Accidents Investigation Branch and CAACI is notified;
- j) The Cayman Islands National Weather Service has been notified to make a special weather observation;
- k) If fatalities are involved, RCIPS has designated temporary morgue facilities;
- l) A full report must be made by Airport Operations as to the condition and capabilities of all Airport Runways, Taxiways, Aprons, Terminals, Buildings, Navigational Aids and Utilities. A stated level of current operational capability should be available and plan or time frame for bringing airport back to full operational capability.
- m) The CIAA representative at the Incident Command Post can communicate with the AEOC and a full report of ICP capabilities is passed as soon as possible.
- n) The airport authority should also arrange the availability of the following services as required:
  - portable emergency shelter for use by other than medical services;
  - lavatories;
  - drinking water and ice;

- ropes, barriers, etc.;
  - food service;
  - mobile or portable lighting;
  - cones, stakes, and signs;
- o) The AEOC Manager will coordinate the initial briefing for the Airport Communication Officer- who will then liaise with the Government Information Service representative and the aircraft operator involved, to create a schedule of briefings for the press/ media and family members of accident victims. This schedule should at a minimum include regular briefings on the half hour.

Note- Any input for briefing from airport personnel should be contained to status of the emergency response, verified damage to the airport and an estimate on when airport operations will return to normal.

- p) Upon concurrence of the Chief Fire Officer, Police/ Airport Chief of Security, and the Medical Coordinator, the AEOC Manager will notify all participating mutual aid organizations upon termination of the airport emergency.

#### **6.1.10 Action by Aircraft Operator**

A senior aircraft operator representative will report to the AEOC and establish communications with its emergency operations center and initiate a response to the incident while acting as agency advocate and coordinator with the AEOC Manager. As authorized by the Incident Commander in coordination with the AEOC Manager, a representative from the aircraft operator involved may attend the accident scene to assist with the provision of needed resources and equipment. At no time will aircraft operator personnel be allowed access to the crash site unsupervised. Their designated person for Press briefings can join the Government Information Services Officer at Beacon House location, coordinate all media releases and information for the media. In the event the aircraft operator is not an airport tenant, Cayman Airways will handle the emergency until the aircraft operator involved can arrive at the scene.

- 1) The senior aircraft operator representative will:
- a) Provide information regarding passenger load, flight crew complement and verify the existence of any dangerous goods together with their loading position. Dangerous goods include explosives, compressed or liquefied gases (which may be flammable or toxic), flammable liquids or solids, oxidizers, poisonous substances, infectious substances, radioactive materials, and corrosives. Information concerning dangerous goods should be relayed, as soon as possible, to the ARFFS, RCIPS and HMCI.
  - b) In the event of an airline accident, the airline will activate their Airline Family Assistance Plan and coordinate transportation of uninjured persons from the accident site to the designated uninjured holding area outside of the Arrival Hall. Transportation of the “walking uninjured” from the scene should be permitted only after triage has taken place and proper consultation with the medical coordinator at the advanced medical post. All

individuals transferred from the accident scene should have medical screening tags and be logged at the Advanced Medical Post.

- c) Notify and ensure qualified aircraft operator personnel proceed to the designated uninjured holding area. The senior aircraft operator representative at the uninjured holding area will appoint qualified receptionists, registrars, and welfare coordinators from their staff. The aircraft operator representative who is in command of the uninjured holding area will oversee those operations by planning for additional medical services (if required), commissary items, clothing, telephone facilities, etc.
  - d) The receptionists should meet the transporting vehicles as they arrive from the scene of the accident and direct the passengers to the registrars' tables where they will be processed. The receptionists should know where toilet facilities are located. Migration from the holding area should be prevented until each person transported to the holding area is identified and processed according to the airport emergency plan.
  - e) The registrars will record the passenger's name on the manifest and determine desired reservation requirements, i.e. hotel accommodations, air transportation or other modes of transportation, etc. Registrars should list any persons to be notified of the passenger's physical and/or mental condition and potential plans. The registrar will then place an identification tag or sticker on the passenger. The registrars will direct the passengers to the welfare coordinators when registration has been completed.
  - f) The welfare coordinators and mental health specialists trained in stress management should:
    - i. Give support and comfort to relatives and friends of passengers and crew members on board the aircraft;
    - ii. Register relatives and friends waiting at the airport for information about persons on board; and
    - iii. Provide care, comfort, and assistance to the "walking injured", uninjured survivors and responding personnel. A senior aircraft operator official will be responsible for the initial notification of relatives and friends.
- 2) News releases by aircraft operators will be prepared in coordination with the Airport Communication Officer and representative from the Government Information Service.
- 3) The aircraft operator is responsible for the removal of the wrecked or disabled aircraft, but only after receiving authorization from the UK Air Accidents Investigation Branch in collaboration with the CIAA and CAACI. If the registered owner or operator cannot remove the aircraft, the CIAA shall have the authority to remove the aircraft after the owner/operator signs a Deed of Indemnity and Release, authorizing the CIAA to act with minimum delay following release of the aircraft by the UK Aircraft Accidents Investigation Branch.

#### **6.1.11 Actions by Hazard Management Cayman Islands and the NEOC**

- 1) Hazard Management Cayman Islands serves as the primary management agency for the coordination of response actions for all national emergencies and disasters. HMCI manages the National Emergency Operations Centre (NEOC), in the context of the requirements of this Plan. In collaboration with the CIAA CEO, HMCI will initiate the NEOC in the event an aircraft accident occurs **involving five or more passengers**, or at any other time the CEO of the airport determines the level of support for a response is out of the scope of the airport capabilities.

#### **6.1.12 Actions by CIAA Manager CNS**

- 1) The CNS Manager or his designate (Technical Specialist [TS]) must be dispatched to each communication and navigation equipment site as soon as possible after being notified of an aircraft accident, typically within one hour. The operational status of equipment must be accurately recorded in each relevant logbook. The TS shall not make any maintenance performance adjustments to the functionality of any equipment. The communication and navigation facility likely to be involved in an accident/incident investigation will remain secured until the operational status of equipment is established, recorded, and the TS inspection completed;
- 2) Facility logbooks, maintenance records, maintenance schedules and fault logbooks shall be sealed and treated as evidence. The sealed records shall be kept secured until the CNS Manager receives suitable instructions from the UK Air Accidents Investigation Branch;
- 3) On receiving a detailed request concerning recorded ATC transmissions from either the CAACI or UK Air Accidents Investigation Branch, data containing the specific recorded transmissions shall be removed from normal storage and placed in a separate and secure quarantine area, sealed, and treated as evidence, pending further instructions from the CAACI or UK Air Accidents Investigation Branch. The ATC equipment room will remain secured, and access will only be granted on authority from the CAACI.
- 4) Without altering the operational state of communications and navigation equipment, potential suspect equipment that pose a safety hazard to aircraft operations (e.g. erroneous DVOR radial and DME information) must remain in the same operational condition as at the time of the aircraft accident but withdrawn from service. A related NOTAM must be issued and the CAACI and the UK Air Accidents Investigation Branch notified of equipment withdrawal, stating the reason. The equipment will remain withdrawn until advice is received from the UK Air Accidents Investigation Branch indicating that their relevant investigation is completed. Only then can maintenance action be taken to restore its functionality within the operational limits of its technical specification. When necessary, a flight check inspection must be carried out to confirm that restored equipment is operating in accordance with its certification requirements before it is put back into service.

#### **6.1.13 Action by the Airport Communication Officer**

- 1) All press personnel will be directed to the CIAA Beacon House Building Conference Room which is the designated press staging area for press personnel authorized to cover an airport emergency. After gathering enough information on the incident, the Airport Communication Officer will provide an initial press briefing. Further press briefings will be held on a regular



basis. Only members of the press, free-lance reporters and photographers wearing a valid press card will be admitted to the designated press staging area.

- 2) The Airport Communication Officer will act to assist the AEOC Manager in providing initial briefing as well as periodic updates to the press during the emergency response. The ACO will collaborate with the Airline Operator, Government Information Services personnel, and emergency response representatives from various organizations to formulate briefings that will paint a clear picture of response activities for the press. At a minimum the ACO will provide updates on airport status to the press on an hourly basis.

Note: Any input for briefing from airport personnel should be contained to status of the emergency response, verified damage to the airport and an estimate on when airport operations will return to normal.

## ATC AIRCRAFT ACCIDENT ON AIRPORT NOTIFICATION FORM



- a) "AIRCRAFT ACCIDENT ON AIRPORT" (at grid reference or location) \_\_\_\_\_
- b) TIME OF ACCIDENT \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL \_\_\_\_\_
- c) TYPE OF AIRCRAFT \_\_\_\_\_
- d) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- e) FUEL ON BOARD (if known) \_\_\_\_\_
- f) AIRCRAFT OPERATOR \_\_\_\_\_
- g) DANGEROUS GOODS ON BOARD, QUANTITY, LOCATION AND UN CODE (####) (if known) \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Rescue and Firefighting Service	DCT LINE		
	911	DCT LINE		
	Airport Operations Command Centre	244-5835		
	Kingston, Havana, and Cenamer ACC's	DCT LINE		
	Brac Tower	DCT LINE		

DUTY ATC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 1)

## AOCC AIRCRAFT ACCIDENT ON AIRPORT NOTIFICATION FORM

- a) "AIRCRAFT ACCIDENT ON AIRPORT" (at grid reference or location) \_\_\_\_\_
- b) TIME OF ACCIDENT \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL \_\_\_\_\_
- c) TYPE OF AIRCRAFT \_\_\_\_\_
- d) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- e) FUEL ON BOARD (if known) \_\_\_\_\_
- f) AIRCRAFT OPERATOR \_\_\_\_\_
- g) DANGEROUS GOODS ON BOARD, QUANTITY, LOCATION AND UN CODE (####) (if known) \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Emergency Medical Services	949-8600		
	Chief Executive Officer	925-6430		
	Chief Security Officer	926-2836		
	Chief Safety Management Officer	916-5317		
	ATC Manager	916-5774		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-2789		
	CNS Manager	925-6298		
	Chief Commercial Officer	926-1761		
	Senior Airline Representative	TBD		
	Public Safety Communication Centre	949-9008		
	Airport Communication Officer	925-8651		
	Government Information Services	949-8092 925-8270		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	Director General Civil Aviation	949-7811 916-6285		
	Commissioner of Police	925-2075		
	Duty Inspector	936-9124		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 2)

**Tab 2**  
**Aircraft Accident off Airport**

## 6.2 Aircraft Accident Off-Airport

Initial notification of an off-airport accident normally will be made by a witness to the Royal Cayman Island Police Service, Rescue and Fire Fighting Service, or Public Safety Communications Centre 9-1-1. No matter the source all information should be relayed to the Air Traffic Control tower as soon as possible.

### 6.2.1 Action by Air Traffic Services

- 1) Initiate emergency response by calling the Airport Rescue and Fire Fighting Service, Public Safety Communication Centre 9-1-1, and Airport Operations Command Centre respectively;
- 2) If the accident occurred following a departure from ORIA, suspend runway operations until an aerodrome inspection is undertaken and notified by Airport Operations that runway operations can resume.
- 3) Provide information on the location of the accident, grid map reference and all other essential details. The Emergency Message should include the following:

AIRCRAFT ACCIDENT OFF AIRPORT GRID REFERENCE or LOCATION		
TIME OF ACCIDENT	UTC	LOCAL
TYPE OF AIRCRAFT		
NUMBER OF PERSONS ON BOARD		
FUEL ON BOARD		
AIRCRAFT OPERATOR		
DANGEROUS GOODS ON BOARD-QTY, LOCATION and UN CODE (####)		

Note: Subsequent notification may expand this information by providing details on the number of occupants, fuel on board, aircraft operator, and any dangerous goods on board, including quantity and location, if known. Attempts to gather “nice to have information” should not delay initial notification message.

- 4) Notify Kingston, Havana, Cenamer ACC's and Brac Tower;
- 5) Notify the National Weather Service who will then make a special weather observation (SPECI);
- 6) Record all details and actions taken in the Daily Watch Log and verify using checklist that the actions above were completed, indicating notification time(s) and name of person completing action.

### 6.2.2 Action by Airport Rescue and Fire Fighting Service

Notification of an aircraft accident off the airport will normally be received from the ATC, however if it is received from another source such as local police or local fire departments, it will be necessary to inform ATC. Designated vehicles will be sent in accordance with RFFS pre-existing criteria for response.

Note: Vehicles must obtain ATC clearance before operating in the maneuvering area during response.

#### **6.2.3 Actions by Public Safety Communications Centre 9-1-1**

Upon notification of an aircraft accident, PSCC 9-1-1 shall disseminate emergency calls and messages to pertinent first response agencies in support of the emergency.

#### **6.2.4 Action by Emergency Medical Services/ Hospitals**

It shall be the responsibility of the medical coordinator to supervise the medical services and to:

- 1) Organize the necessary actions for triage, treatment of the casualties, and their eventual evacuation by appropriate means of transportation;
- 2) Control the flow of casualties and ensure, together with the transportation officer, the dispatch of the casualties to the appropriate hospitals by all available means of transportation;
- 3) Maintain an accurate list of the casualties including their names and their final disposition;
- 4) Co-ordinate the transportation of the uninjured to the designated holding area with the aircraft operator concerned;
- 5) Provide medical evaluation of ambulatory and uninjured survivors;
- 6) Arrange for the replenishment of medical supplies, if necessary; and
- 7) Organize, with the police, reception facilities for the dead.
- 8) Coordinate doctors and nurses, operating rooms, intensive care units, surgical teams, blood, and blood volume expanders for the aircraft accident.

#### **6.2.5 Actions by the Airport Operations Command Centre (AOCC)**

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele-message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and an Estimated Time of Arrival (i.e. - **ETA**) to arrive at the Airport.
- 2) Once text is **"SENT"** you can select **"INBOX"** from the left side of the screen, and you will see any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the "Call Down" list on the emergency notification form.** If still unable to contact the appropriate person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.
- 3) During the notification phase of the emergency the AOCC focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in **Enclosure (2)**. Once the AEOC is established, all requests for information or

direction should be passed to the AEOC Manager.

- 4) Once the Airport Operation Command Centre receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message system and Motorola radio to notify all parties.
- 5) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

#### **6.2.6 Action by Royal Cayman Islands Police**

- 1) The first police officer to arrive will immediately assume security responsibility, establish free traffic lanes on ingress and egress roads for emergency vehicles, and request reinforcements as needed. He shall remain in command of security until relieved by an Incident Command System Qualified Incident Commander.
- 2) Traffic flow, site security and evidence protection are the primary responsibility of RCIPS personnel. They should notify the appropriate communications center of the location of the accident and available means of access and egress. After consultation with the RFFS on-scene commander, they should initiate traffic control measures to aid responding emergency vehicles.
- 3) Police will be needed to handle traffic near the accident site and to prevent disturbance of material scattered over the accident site.
- 4) The emergency site shall be cordoned off as soon as possible to exclude intruders, press, sightseers, onlookers, and souvenir hunters. Appropriate markings should be displayed prominently, advising all persons of possible hazards that may cause serious injury should they encroach on the area. To prevent ignition of fuel vapors, flares should not be used within approximately 100 m of the accident site.
- 5) Communications between all security check points, the Incident Command Post and NEOC should be verified as soon as possible.
- 6) Special security provisions are necessary to protect the flight data and cockpit voice recorders, to protect mail, to secure any dangerous goods which may be present, and to protect personnel from exposure to radioactive materials, if necessary.

#### **6.2.7 Action by Airport Operations**

- 1) The AOM will report to the AEOC.
- 2) If the accident occurred following a departure from ORIA, the ADO will carry out an inspection of the movement area and any other areas that might have been affected by the accident once directed by the AEOC Manager.
- 3) Report the status of the movement area to the AEOC Manager.

- 4) Request for AIS to issue a NOTAM defining the status of the movement area, RFFS category and any other relevant information as necessary.
- 5) Direct the activities needed to reopen the movement area.
- 6) Advise ATC on the status of the movement area as necessary.

#### **6.2.8 Action by AEOC Manager**

- 1) The AEOC Manager should convene a quick meeting of the appropriate personnel in the AEOC and determine the extent of airport assistance that can be rendered in support of the aircraft accident
- 2) Ensure that a NOTAM request has been sent to the AOCC, defining the status of airport operations and capacity of RFFS available;

#### **6.2.9 Action by Aircraft Operators**

The senior aircraft operator representative will report to the Airport Emergency Operations Center to coordinate the aircraft operator activities with the person in charge. In the event the aircraft operator is not an airport tenant, the airport authority should designate the most capable operator on the airport to handle emergencies involving transient aircraft until the aircraft operator involved can arrive at the scene. The senior representative of the aircraft operator will:

- 1) Provide information regarding passenger load, flight crew complement and verify the existence of any dangerous goods together with their loading position. Dangerous goods include explosives, compressed or liquefied gases (which may be flammable or toxic), flammable liquids or solids, oxidizers, poisonous substances, infectious substances, radioactive materials, and corrosives. All critical information should be relayed, as soon as possible, to the chief fire officer and other emergency response agencies;
- 2) Plan for transportation of uninjured persons from the accident site to the designated uninjured holding area. Notify the Cayman Islands Customs and Border Control of arriving passengers. Transportation of the "walking uninjured" from the scene should be permitted only after consultation with the medical coordinator;
- 3) Notify and ensure qualified aircraft operator personnel proceed to the designated uninjured holding area. The senior aircraft operator representative at the uninjured holding area will appoint qualified receptionists, registrars, and welfare coordinators from the staff. The aircraft operator representative who is in command of the uninjured holding area will oversee those operations by planning for additional medical services (if required), commissary items, clothing, telephone facilities, etc.
  - a) The receptionists should meet the transporting vehicles as they arrive from the scene of the accident and direct the passengers to the registrars' tables where they will be processed. The receptionists should know where toilet facilities are located. Migration from the holding area should be prevented until each person transported to the holding area is identified and processed according to the airport emergency plan.



- b) The registrars will record the passenger's name on the manifest and determine desired reservation requirements, i.e. hotel accommodations, air transportation or other modes of transportation, etc. Registrars should list any persons to be notified of the passenger's physical and/or mental condition and potential plans. The registrar will then place an identification tag or sticker on the passenger. The registrars will direct the passengers to the welfare coordinators when registration has been completed.
- c) The welfare coordinators and mental health specialists trained in stress management should:
  - I. Give support and comfort to relatives and friends of passengers and crew members on board the aircraft;
  - II. Register relatives and friends waiting at the airport for information about persons on board; and
  - III. Provide care, comfort, and assistance to the "walking injured", uninjured survivors and responding personnel (if required).
- 4) A senior aircraft operator official will be responsible for the initial notification of relatives and friends.
- 5) News releases by aircraft operators will be prepared in coordination with the Airport Communication Officer and liaison officers from other agencies involved in the accident.
- 6) The aircraft operator is responsible for the removal of the wrecked or disabled aircraft, but only after receiving authorization from the aircraft accident investigation authority.

#### **6.2.10 Actions by Hazard Management Cayman Islands (HMCI)**

- 1) Hazard Management Cayman Islands serves as the primary management agency for the coordination of response actions for all national emergencies and disasters. HMCI will act as the lead agency in aircraft accidents off airport. HMCI will activate the National Emergency Operations Centre (NEOC) as soon as notified of an aircraft accident occurring off airport boundaries. Airport management will form part of the NEOC and provide relevant technical support.
- 2) The HMCI Director will review the action checklist to verify that:
  - a) the NEOC has been activated and staffed appropriately;
  - b) medical and ambulance services have been alerted and their arrivals at the designated rendezvous point or staging area have been verified;
  - c) the affected aircraft operator has been notified and information obtained concerning any dangerous goods on board the aircraft (e.g. explosives, compressed or liquefied gases, flammable liquids or solids, oxidizers, poisonous substances, infectious substances, radioactive materials or corrosives), and this information has been passed on to appropriate participants;

- d) liaison has been established with AOCC concerning issuing of voice advisories and NOTAM advising of reduced airport rescue and firefighting protection;
  - e) government aircraft accident investigation authorities have been notified;
  - f) Aeronautical Information Services has been notified to make a special weather observation;
  - g) arrangements have been made for the immediate survey and photography of the crash site;
  - h) arrangements have been made to secure the crash debris pending release by the investigating agencies;
  - i) If fatalities are involved, the Medical Examiner has been notified and temporary morgue facilities designated.
- 3) HMCI in conjunction with RCIPS Incident Commander should designate rendezvous points and staging areas for the inner and outer perimeters; assign RCIPS personnel at the staging area and/or rendezvous point to escort vehicles to ensure the orderly flow of emergency vehicles, particularly ambulances, to and from the accident site; and assign staging areas for escort vehicles and ambulances to ensure rapid dispatch.
- 4) HMCI should also arrange the availability of the following services as required:
- a) Portable emergency shelter for use by other than medical services;
  - b) Lavatories;
  - c) Drinking water and ice;
  - d) Ropes, barriers, etc.;
  - e) Food service;
  - f) Mobile or portable lighting;
  - g) Portable heating system;
  - h) Cones, stakes, and signs;
  - i) Machinery, heavy equipment, extraction tools;
  - j) Hydraulic extraction tools and shoring materials; and communications equipment, such as megaphones, portable telephones, etc.
- 5) HMCI will co-ordinate with the public information officer of the aircraft operator involved, when appropriate, any press releases and statements to the press.
- 6) Upon concurrence of the chief fire officer, police/security chief, the medical coordinator, and Incident Commander, HMCI will notify all participating mutual aid organizations upon termination of the emergency.

#### **6.2.11 Actions by CNS**

- 1) The CNS Manager or his designate (Technical Specialist [TS]) must be dispatched to each communication and navigation equipment site as soon as possible after being notified of an aircraft accident, typically within one hour. The operational status of equipment must be accurately recorded in each relevant logbook. The TS shall not make any maintenance performance adjustments to the functionality of any equipment. The communication and navigation facility likely to be involved in an accident/incident investigation will remain secured until the operational status of equipment is established, recorded, and the TS inspection completed;
- 2) Facility logbooks, maintenance records, maintenance schedules and fault logbooks shall be sealed and treated as evidence. The sealed records shall be kept secured until the CNS Manager receives suitable instructions from the UK Air Accidents Investigation Branch;
- 3) On receiving a detailed request concerning recorded ATC transmissions from either the CAACI or UK Air Accidents Investigation Branch, data containing the specific recorded transmissions shall be removed from normal storage and placed in a separate and secure quarantine area, sealed and treated as evidence, pending further instructions from the CAACI or UK Air Accidents Investigation Branch. The ATC equipment room will remain secured and access will only be granted on authority from the CAACI.
- 4) Without altering the operational state of communications and navigation equipment, potential suspect equipment that pose a safety hazard to aircraft operations (e.g. erroneous DVOR radial and DME information) must remain in the same operational condition as at the time of the aircraft accident but withdrawn from service. A related NOTAM must be issued and the CAACI and the UK Air Accidents Investigation Branch notified of equipment withdrawal, stating the reason. The equipment will remain withdrawn until advice is received from the UK Air Accidents Investigation Branch indicating that their relevant investigation is completed. Only then can maintenance action be taken to restore its functionality within the operational limits of its technical specification. When necessary, a flight check inspection must be carried out to confirm that restored equipment is operating in accordance with its certification requirements before it is put back into service.

#### **6.2.12 Action by the Airport Communication Officer**

The responsibility for news releases concerning an off-airport emergency should be that of the representative of the aircraft operator and the public information officer appointed by the government authority in command. All media representatives will proceed to the staging area for instructions on media access.

## ATC AIRCRAFT ACCIDENT OFF AIRPORT NOTIFICATION FORM



- a) "AIRCRAFT ACCIDENT OFF AIRPORT" (at grid reference or location) \_\_\_\_\_
- b) TIME OF ACCIDENT \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL \_\_\_\_\_
- c) TYPE OF AIRCRAFT \_\_\_\_\_
- d) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- e) FUEL ON BOARD (if known) \_\_\_\_\_
- f) AIRCRAFT OPERATOR \_\_\_\_\_
- g) DANGEROUS GOODS ON BOARD, QUANTITY, LOCATION AND UN CODE (####) (if known) \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Rescue and Firefighting Service	DCT LINE		
	911	DCT LINE		
	Airport Operations Command Centre	244-5835		
	Kingston, Havana, and Cenamer ACC's	DCT LINE		
	Brac Tower	DCT LINE		

DUTY ATC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 1)

**AOCC AIRCRAFT ACCIDENT OFF AIRPORT NOTIFICATION FORM**

- a) "AIRCRAFT ACCIDENT OFF AIRPORT" (at grid reference or location) \_\_\_\_\_
- b) TIME OF ACCIDENT \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL \_\_\_\_\_
- c) TYPE OF AIRCRAFT \_\_\_\_\_
- d) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- e) FUEL ON BOARD (if known) \_\_\_\_\_
- f) AIRCRAFT OPERATOR \_\_\_\_\_
- g) DANGEROUS GOODS ON BOARD, QUANTITY, LOCATION AND UN CODE (####) (if known) \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Emergency Medical Services	949-8600		
	Chief Executive Officer	925-6430		
	Chief Security Officer	926-2836		
	Chief Safety Management Officer	916-5317		
	ATC Manager	916-5774		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-2789		
	CNS Manager	925-6298		
	Chief Commercial Officer	926-1761		
	Senior Airline Representative	TBD		
	Public Safety Communication Centre	949-9008		
	Airport Communication Officer	925-8651		
	Government Information Services	949-8092 925-8270		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	Director General Civil Aviation	949-7811 916-6285		
	Commissioner of Police	925-2075		
	Duty Inspector	936-9124		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

**(ENCLOSURE 2)**

**Tab 3**  
**Full Emergency**

### 6.3 Full Emergency

The agencies involved in the airport emergency plan shall be alerted to “Full Emergency” status when it is known that an aircraft approaching the airport is, or is suspected to be, in such trouble that there is a possibility of an accident.

#### 6.3.1 Action by Air Traffic Services

- 1) Initiate emergency response by calling the Airport Rescue and Fire Fighting Service, Public Safety Communication Centre 9-1-1, and Airport Operations Command Centre respectively;
- 2) Suspend runway operations until an aerodrome inspection is undertaken and notified by Airport Operations that runway operations can resume.

The Emergency Message should include as many of the following details as possible:

TYPE OF AIRCRAFT	
NUMBER OF PERSONS ON BOARD	
FUEL ON BOARD	
NATURE OF TROUBLE	
PLANNED RUNWAY	
ESTIMATED TIME OF LANDING	
AIRCRAFT OPERATOR, IF APPROPRIATE	
DANGEROUS GOODS ON BOARD-QTY, LOCATION and UN CODE (####)	

- 3) Keep the airport fire service updated on any changes to the ETA or status of the situation.
- 4) Notify Kingston, Havana, Cenamer ACC's and Brac Tower.
- 5) In the event of an accident, upgrade the emergency status accordingly.
- 6) In the event of a safe landing, advise all concerned accordingly.
- 7) Record full emergency and actions taken in the “Daily Watch Log”

#### 6.3.2 Action by Airport Rescue and Fire Fighting Service

- 1) The watch room attendant will:
  - a) Alert the station staff, and repeat the information as received;
  - b) Record the text and time of the message;
  - c) Appliances will be dispatched to be positioned at pre-determined points at the discretion of the officer-in-charge.

Note: Vehicles must obtain ATC clearance before operating in the maneuvering area during a “full emergency”.

- 2) Any subsequent action is the responsibility of the officer-in-charge, and the appliances will return to the station upon him satisfying himself that they are no longer required.

### 6.3.3 Actions by Public Safety Communication Centre 9-1-1

- 1) Initiate an APB on all primary talk-groups with the information obtained from ATC.
- 2) Dispatch the closest available ambulance and RCIP unit to respond to the airport or other location.
- 3) If the Full Emergency involves a flight landing at Owen Roberts International Airport, dispatch appropriate RCIP units to block appropriate roads.
- 4) Notify the AIRCRAFT EMERGENCY NOTIFICATION GROUP via Tele-message of the Full Emergency
- 5) Monitor ATC Frequency 118.4 MHz
- 6) Provide updates to dispatched resources
- 7) Upon escalation to an Aircraft Accident or upon receiving information that the aircraft has landed safely, update the dispatched resources and AIRCRAFT EMERGENCY NOTIFICATION GROUP
- 8) Upon notification of a safe landing, initiate a cancellation APB and Tele-message, and notify all dispatched units to cancel response.

### 6.3.4 Actions by Emergency Medical Services/Hospitals

- 1) EMS will deploy units to respond to rendezvous point "A" (Gate #16 next to the Fire Station).

### 6.3.5 Actions by the Airport Operations Command Centre (AOCC)

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele-message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and an Estimated Time of Arrival (i.e. - **ETA**) to the Airport.
- 2) Once text is "**SENT**" you can select "**INBOX**" from the left side of the screen, and you will see any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the "Call Down" list on the emergency notification form.** If still unable to contact the appropriate person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.
- 3) During the notification phase of the emergency the AOCC focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in **Enclosure (2)**. Once the AEOC is established, all requests for information or direction should be passed to the AEOC Manager.
- 4) Once the Airport Operation Command Centre receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message



system and Motorola radio to notify all parties.

- 5) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

#### **6.3.6 Action by Airport Security Unit**

- 1) Place all available officers on alert;
- 2) Secure all restricted zone access to airside;
- 3) Direct all public queries to the Airport Operations Command Centre;

Note: All officers will closely monitor their radios for updates

#### **6.3.7 Action by the Royal Cayman Islands Police Service**

- 1) Deploy units to respond to locations adjacent to the airport and provide vehicular control to restrict access to airport.

#### **6.3.8 Action by CIAA Airport Operations**

- 1) Proceed to the airside vehicle and monitor aircraft landing;
- 2) Inspect the runway once the aircraft lands and vacates the runway;
- 3) Report the status of the runway to ATC;
- 4) Close the runway if needed.

#### **6.3.9 Action by CIAA AEOC Manager**

- 1) Come to a heightened sense of awareness and take preliminary steps as necessary to prepare to respond to an aircraft accident.
- 2) Ensure proper operation of the Motorola radios and monitor Channel 5 for further developments.

#### **6.3.10 Action by Airline Operator**

- 1) Provide details of aircraft information such as number of persons on board, fuel, and carriage of dangerous goods.

#### **6.3.11 Action by CIAA CNS Manager**

- 1) Come to a heightened sense of awareness and take preliminary steps as necessary to prepare to respond to an aircraft accident;
- 2) Check to ensure ATC recording systems are secure;
- 3) Delay the start of any planned maintenance until a review of the incident situation has occurred;

- 4) Assess any corrective maintenance that is taking place and decide if it is appropriate for it to continue after considering the circumstance.

#### **6.3.12 Action by the Airport Communication Officer**

- 1) All press personnel will be directed to the CIAA Beacon House Building Conference Room which is the designated press staging area for press personnel authorized to cover an airport emergency. After gathering enough information on the accident, the Airport Communication Officer will provide an initial press briefing. Further press briefings will be held on a regular basis.
- 2) Only members of the press, free-lance reporters and photographers wearing a valid press card will be admitted to the designated press staging area.
- 3) The Airport Communication Officer will act to assist the CEO/AEOC Manager in providing initial briefing as well as periodic updates to the press during the emergency response. At a minimum the ACO will provide updates on airport status to the press on an hourly basis.

Note: Any input for briefing from airport personnel should be contained to status of the emergency response, verified damage to the airport and an estimate on when airport operations will return to normal.

**ATC FULL EMERGENCY NOTIFICATION FORM**

- a) "FULL EMERGENCY" \_\_\_\_\_
- b) TYPE OF AIRCRAFT \_\_\_\_\_
- c) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- d) NATURE OF TROUBLE \_\_\_\_\_
- e) RUNWAY TO BE USED \_\_\_\_\_
- f) ESTIMATED TIME OF LANDING \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL
- g) FUEL ON BOARD (if known) \_\_\_\_\_
- h) AIRCRAFT OPERATOR \_\_\_\_\_
- i) DANGEROUS GOODS ON BOARD, QUANTITY, LOCATION AND UN CODE (####) (if known)

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Rescue and Firefighting Service	DCT LINE		
	911	DCT LINE		
	Airport Operations Command Centre	244-5835		
	Kingston, Havana, and Cenamer ACC's	DCT LINE		
	Brac Tower	DCT LINE		

DUTY ATC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

**(ENCLOSURE 1)**

**AOCC FULL EMERGENCY NOTIFICATION FORM**

- a) "FULL EMERGENCY" \_\_\_\_\_
- b) TYPE OF AIRCRAFT \_\_\_\_\_
- c) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- d) NATURE OF TROUBLE \_\_\_\_\_
- e) RUNWAY TO BE USED \_\_\_\_\_
- f) ESTIMATED TIME OF LANDING \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL
- g) FUEL ON BOARD (if known) \_\_\_\_\_
- h) AIRCRAFT OPERATOR \_\_\_\_\_
- i) DANGEROUS GOODS ON BOARD, QUANTITY, LOCATION AND UN CODE (####) (if known)
- \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Emergency Medical Services	949-8600		
	Chief Executive Officer	925-6430		
	Chief Security Officer	926-2836		
	Chief Safety Management Officer	916-5317		
	ATC Manager	916-5774		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-2789		
	CNS Manager	925-6298		
	Chief Commercial Officer	926-1761		
	Senior Airline Representative	TBD		
	Public Safety Communication Centre	949-9008		
	Airport Communication Officer	925-8651		
	Government Information Services	949-8092 925-8270		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	Director General Civil Aviation	949-7811 916-6285		
	Commissioner of Police	925-2075		
	Duty Inspector	936-9124		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

**(ENCLOSURE 2)**

**Tab 4**  
**Local Standby**

## 6.4 Local Standby

The agencies involved in the airport emergency plan shall be alerted to “Local Standby” status when an aircraft approaching the airport is known or is suspected to have developed some defect, but the trouble is not such as would normally involve any serious difficulty in effecting a safe landing.

### 6.4.1 Action by Air Traffic Services

- 1) Initiate emergency response by calling the Airport Rescue and Fire Fighting Service, Public Safety Communication Centre 9-1-1, Airport Operations Command Centre, and Brac Tower respectively;
- 2) Suspend runway operations until an inspection of the movement area is undertaken and notified by Airport Operations that runway operations can resume.
- 3) The Emergency Message should include as many of the following details as possible:

TYPE OF AIRCRAFT	
NUMBER OF PERSONS ON BOARD	
FUEL ON BOARD	
NATURE OF TROUBLE	
PLANNED RUNWAY	
ESTIMATED TIME OF LANDING	
AIRCRAFT OPERATOR, IF APPROPRIATE	
DANGEROUS GOODS ON BOARD-QTY, LOCATION and UN CODE (####)	

- 4) Keep the airport fire service updated on any changes to the ETA or status of the situation.
- 5) If the status of the situation deteriorates, upgrade the emergency status.
- 6) In the event of a safe landing, advise all concerned accordingly.
- 7) Record “Local Standby” and actions taken in the “Daily Watch Log”

### 6.4.2 Action by Airport Rescue and Fire Fighting Service

- 1) The watch room attendant will:
  - a) Alert the station staff, and repeat the information as received;
  - b) Record the text and time of the message;
  - c) Appliances will be dispatched at the discretion of the officer-in-charge.

Note: Vehicles must obtain ATC clearance before operating in the maneuvering area during a “local standby”.

- 2) Any subsequent action is the responsibility of the officer-in-charge, and the appliances will return to the station upon him satisfying himself that they are no longer required.

#### 6.4.3 Actions by Public Safety Communication Centre 9-1-1

- 1) Initiate an APB on all primary talk-groups with the information obtained from ATC;
- 2) Notify the AIRCRAFT EMERGENCY NOTIFICATION GROUP via SMS text message of the Local Standby;
- 3) Upon notification of a safe landing, initiate a cancellation APB and SMS text message;

Note- If the Local Standby is cancelled due to a safe landing prior to completion of all required notifications, all notifications of the situation may cease except for the re-contact of persons or agencies previously notified (in other words, it is not necessary to send out an SMS Text Message advising for example “there was a Local Standby, but the aircraft landed safely”)

#### 6.4.4 Actions by Emergency Medical Services/Hospitals

- 1) Come to a heightened sense of awareness and take preliminary steps as necessary to prepare to respond to an aircraft accident.

#### 6.4.5 Actions by the Airport Operations Command Centre (AOCC)

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and an Estimated Time of Arrival (i.e. - **ETA**) to the Airport.
- 2) Once text is “**SENT**” you can select “**INBOX**” from the left side of the screen, and you will see any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the “Call Down” list on the emergency notification form.** If still unable to contact the appropriate person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.
- 3) During the notification phase of the emergency the AOCC focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in **Enclosure (2)**. Once the AEOC is established, all requests for information or direction should be passed to the AEOC Manager.
- 4) Once the Airport Operation Command Centre receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message system and Motorola radio to notify all parties.
- 5) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

**6.4.6 Action by Airport Security Unit**

- 1) Place all available officers on alert;

Note: All officers will closely monitor their radios for updates.

**6.4.7 Action by CIAA Airport Operations**

- 1) Proceed to the airside vehicle and monitor aircraft landing;
- 2) Inspect the runway once the aircraft lands and vacates the runway;
- 3) Report the status of the runway to ATC;
- 4) Close the runway if needed.

**6.4.8 Action by CIAA AEOC Manager**

- 1) Come to a heightened sense of awareness and take preliminary steps as necessary to prepare to respond to an aircraft accident.
- 2) Ensure proper operation of the Motorola radio and monitor Channel 5 for further developments.

**6.4.9 Action by Airline Operator**

- 1) Provide details of aircraft information such as number of persons on board, fuel, and carriage of dangerous goods.

**6.4.10 Action by CIAA CNS Manager**

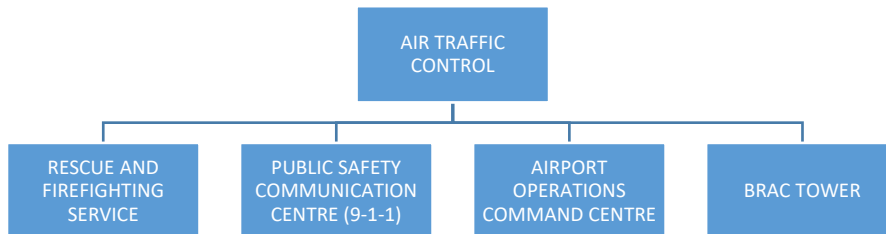
- 1) Come to a heightened sense of awareness and take preliminary steps as necessary to prepare to respond to an aircraft accident.

**6.4.11 Action by the Airport Communication Officer**

- 1) Come to a heightened sense of awareness and take preliminary steps as necessary to prepare to respond to an aircraft accident.



## ATC LOCAL STANDBY NOTIFICATION FORM



- a) "LOCAL STANDBY" \_\_\_\_\_
- b) TYPE OF AIRCRAFT \_\_\_\_\_
- c) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- d) NATURE OF TROUBLE \_\_\_\_\_
- e) RUNWAY TO BE USED \_\_\_\_\_
- f) ESTIMATED TIME OF LANDING \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL
- g) FUEL ON BOARD (if known) \_\_\_\_\_
- h) AIRCRAFT OPERATOR \_\_\_\_\_
- i) DANGEROUS GOODS ON BOARD, QUANTITY, LOCATION AND UN CODE (####) (if known)

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Rescue and Firefighting Service	DCT LINE		
	911	DCT LINE		
	Airport Operations Command Centre	244-5835		
	Brac Tower	DCT LINE		

DUTY ATC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

**(ENCLOSURE 1)**

**AOCC LOCAL STANDBY NOTIFICATION FORM**

- a) "LOCAL STANDBY" \_\_\_\_\_
- b) TYPE OF AIRCRAFT \_\_\_\_\_
- c) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- d) NATURE OF TROUBLE \_\_\_\_\_
- e) RUNWAY TO BE USED \_\_\_\_\_
- f) ESTIMATED TIME OF LANDING \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL \_\_\_\_\_
- g) FUEL ON BOARD (if known) \_\_\_\_\_
- h) AIRCRAFT OPERATOR \_\_\_\_\_
- i) DANGEROUS GOODS ON BOARD, QUANTITY, LOCATION AND UN CODE (####) (if known) \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Emergency Medical Services	949-8600		
	Chief Executive Officer	925-6430		
	Chief Security Officer	926-2836		
	Chief Safety Management Officer	916-5317		
	ATC Manager	916-5774		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-2789		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	CNS Manager	925-6298		
	Chief Commercial Officer	926-1761		
	Senior Airline Representative	TBD		
	Public Safety Communication Centre	949-9008		
	Airport Communication Officer	925-8651		
	Government Information Services	949-8092 925-8270		
	Director General Civil Aviation	949-7811 916-6285		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

**(ENCLOSURE 2)**

**Tab 5**  
**Non-Aircraft Accident Related Medical, or Fire Emergencies**

## 6.5 Non-Aircraft Accident Related Medical or Fire Emergencies

### 6.5A Medical Emergencies that present no threat to public health

The diverse character of persons travelling by air suggests the need for the airport authority to arrange to have available emergency medical services to treat conditions such as cardiac arrest, abdominal pains, burns, cuts, abrasions, and other medical problems.

#### 6.5A.1 Action by Air Traffic Service

- 1) Upon notification by aircrew or any other means of a medical emergency immediately notify **9-1-1 and the Airport Operations Command Centre** with the following information (**Enclosure 1**):

AIRLINE ID / FLIGHT NO	
DEPARTURE AERODROME	
DESTINATION AERODROME	
ESTIMATED TIME OF ARRIVAL	
NUMBER OF PERSONS ON BOARD	
MALE/FEMALE	
NUMBER OF SUSPECTED CASES(S) ON BOARD	
NATURE OF PROBLEM/PUBLIC HEALTH RISK AND SYMPTOMS, IF KNOWN	
HAVE THEY TAKEN ANY MEDICATION OR RECEIVED FIRST AID	

#### 6.5A.2 Action by Airport Rescue and Fire Fighting Service

Support the Airport Emergency Operations Centre as requested.

#### 6.5A.3 Action by Public Safety Communications Centre 9-1-1

Support the Airport Emergency Operations Centre as requested.

#### 6.5A.4 Action by Emergency Medical Services/Hospitals/HAS

- 1) Health Services Authority representative will contact the airline representative or operating agency and Cayman Islands Airports Authority for subsequent coordination with the aircraft concerning clinical details and aerodrome preparation.

#### 6.5A.5 Action by Airport Operations Command Centre

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and an Estimated Time of Arrival (i.e. - **ETA**) to the Airport.
- 2) Once text is **"SENT"** you can select **"INBOX"** from the left side of the screen and you will see

any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the “Call Down” list on the emergency notification form.** If still unable to contact the appropriate person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.

- 3) During the notification phase of the emergency the AOCC focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in **Enclosure (2)**. Once the AEOC is established, all requests for information or direction should be passed to the AEOC Manager.
- 4) Once the Airport Operation Command Centre receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message system and Motorola radio to notify all parties.
- 5) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

#### **6.5A.6 Actions by Airport Security Unit**

Support the Airport Emergency Operations Centre as requested.

#### **6.5A.7 Action by CIAA Airport Operations**

Support the Airport Emergency Operations Centre as requested.

#### **6.5A.8 Action by CIAA AEOC Manager**

Determine if the emergency requires mobilization of AEOC

#### **6.5A.9 Action by Aircraft Operator**

Provide patient information and coordination with the aircraft concerning clinical details and aerodrome preparation.

#### **6.5A.10 Action by Hazard Management Cayman Islands**

- 1) HMCI will co-ordinate strategic decision making on Cayman Islands national priorities across departments to ensure an integrated response to a communicable disease or pandemic. HMCI would also:
  - Activate and manage the National Emergency Operations Centre, if necessary;
  - Liaise with other Caribbean countries, primarily through the CDERA mechanism;
  - Coordinate any external assistance where necessary, and coordinate assistance from the voluntary sector.

**6.5A.11 Action by CIAA Manager CNS**

Support the Airport Emergency Operations Command Centre as requested.

**6.5A.12 Action by the Airport Communication Officer**

Support the Airport Emergency Operations Command Centre as requested.

**6.5B Suspected Communicable Disease or other Public Health Risk, On Board an Aircraft****6.5B.1 Action by Air Traffic Control**

- 1) Upon notification by aircrew or any other means of a possible communicable disease threat- immediately notify the Airport Operations Command Centre with the following information (See Enclosure 1):

AIRLINE ID / FLIGHT NO	
DEPARTURE AERODROME	
DESTINATION AERODROME	
ESTIMATED TIME OF ARRIVAL	
NUMBER OF PERSONS ON BOARD MALE/FEMALE	
NUMBER OF SUSPECTED CASES(S) ON BOARD	
NATURE OF PROBLEM/PUBLIC HEALTH RISK AND SYMPTOMS, IF KNOWN	
HAVE THEY TAKEN ANY MEDICATION OR RECEIVED FIRST AID	

- 2) Notify the destination aerodrome of the public health risk by means of AMHS (urgency message), telephone. Facsimile or other means of transmission.
- 3) Upon arrival direct aircrew to hold aircraft at the isolated aircraft parking position until given further instructions by the AEOC Manager.

**6.5B.2 Action by Airport Rescue and Fire Fighting Service**

Support the Airport Emergency Operations Centre as requested.

**6.5B.3 Action by Public Safety Communications Centre 9-1-1**

Support the Airport Emergency Operations Centre as requested.

**6.5B.4 Action by Emergency Medical Services/ Hospital/ HSA**

- 1) Health Services Authority representative will contact the airline representative or operating agency and Cayman Islands Airports Authority for subsequent coordination with the aircraft concerning clinical details and aerodrome preparation.

**6.5B.5 Action by Airport Operations Command Centre**

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and an Estimated Time of Arrival (i.e. - **ETA**) to the Airport.
- 2) Once text is **"SENT"** you can select **"INBOX"** from the left side of the screen, and you will see any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the "Call Down" list on the emergency notification form.** If still unable to contact the appropriate person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.
- 3) During the notification phase of the emergency the AOCC focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in **Enclosure (2)**. Once the AEOC is established, all requests for information or direction should be passed to the AEOC Manager.
- 4) Once the Airport Operation Command Centre receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message system and Motorola radio to notify all parties.
- 5) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

**6.5B.6 Actions by Airport Security Unit and RCIPS**

Support the Airport Emergency Operations Command Centre as requested.

**6.5B.7 Action by CIAA Airport Operations**

Support the Airport Emergency Operations Command Centre as requested.

**6.5B.8 Action by CIAA AEOC Manager**

Determine if the emergency requires mobilization of the AEOC

**6.5B.9 Action by Aircraft Operator**

- 1) The possibility of an influenza pandemic is a significant challenge facing the world. A pandemic is the worldwide spread of a disease, with outbreaks or epidemics occurring in many countries and most, if not all, regions of the world. Influenza is an acute viral infection, characterized by the sudden onset of fever, chills, headache, aching muscles, prostration, and a cough, with or without a sore throat or other respiratory symptoms. Please refer to the information in the CIAA Pandemic response Plan.

- 2) Ensure communicable disease threat has been received by the following agencies:
  - a) Air Traffic Control;
  - b) Airport Operations Command Centre;
  - c) Health Services Authority
- 3) At earliest possible moment "Aircrew/Airline" will provide ATC with:
  - a) Declaration of Health- for all persons on board known to be suffering from illness other than airsickness or the effects of accidents, as well as those cases of illness disembarked during the flight;
  - b) Any other condition on board which may lead to the spread of disease;
  - c) Details of each disinfecting or sanitary treatment (place, date, time, method) during the flight. If no disinfecting has been carried out during the flight give details of most recent disinfecting.
- 4) Standby to render any special assistance to arriving aircraft as determined by Health Services Authority.

#### **6.5B.10 Action by Hazard Management Cayman Islands**

- 1) HMCI will co-ordinate strategic decision making on Cayman Islands national priorities across departments to ensure an integrated response to a communicable disease or pandemic. HMCI would also:
  - Activate and manage the National Emergency Operations Centre, if necessary;
  - Liaise with other Caribbean countries, primarily through the CDERA mechanism;
  - Coordinate any external assistance where necessary; and coordinate assistance from the voluntary sector.

#### **6.5B.11 Action by CIAA Manager CNS**

Support the Airport Emergency Operations Centre as requested.

#### **6.5B.12 Action by the Airport Communication Officer**

Support the Airport Emergency Operations Centre as requested.

#### **6.5C Structural Fire**

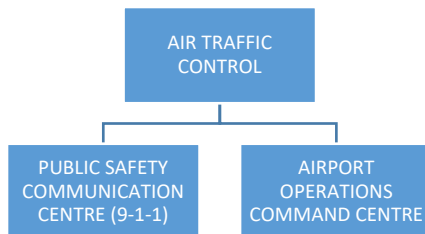
Upon first becoming aware of a fire, in any part of the Terminal building an Airport Security Officer or any other person shall activate the nearest fire alarm pull station (if the automatic system has not yet activated) notify the Airport Operations Command Centre and immediately evacuate the building. The AOCC will:

1. immediately notify the RFFS of the incident.



2. Notify ATC to instruct any aircraft that has landed not to deplane passengers until further notice, and
3. Follow Evacuation procedures per Appendix 6. Once a remote safe site has been established the AOCC will continue the call down using the Appendix 6 AOCC Structural Fire Notification Form in **Enclosure 2**.

## ATC MEDICAL EMERGENCY NOTIFICATION FORM



- a) AIRLINE ID/FLIGHT NO \_\_\_\_\_
- b) DEPARTURE AERODROME \_\_\_\_\_
- c) DESTINATION AERODROME \_\_\_\_\_
- d) ESTIMATE TYPE OF LANDING \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL \_\_\_\_\_
- e) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- f) MALE OR FEMALE \_\_\_\_\_
- g) NUMBER OF SUSPECTED CASES ON BOARD \_\_\_\_\_
- h) NATURE OF PROBLEM/PUBLIC HEALTH RISK AND SYMPTOMS (if known)
- \_\_\_\_\_

- i) HAVE THEY TAKEN ANY MEDICATION OR RECEIVED FIRST AID \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	911	DCT LINE		
	Airport Operations Command Centre	244-5835		

DUTY ATC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 1)

## AOCC MEDICAL EMERGENCY NOTIFICATION FORM

- a) AIRLINE ID/FLIGHT NO \_\_\_\_\_
- b) DEPARTURE AERODROME \_\_\_\_\_
- c) DESTINATION AERODROME \_\_\_\_\_
- d) ESTIMATE TYPE OF LANDING \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL \_\_\_\_\_
- e) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- f) MALE OR FEMALE \_\_\_\_\_
- g) NUMBER OF SUSPECTED CASES ON BOARD \_\_\_\_\_
- h) NATURE OF PROBLEM/PUBLIC HEALTH RISK AND SYMPTOMS (if known) \_\_\_\_\_

- i) HAVE THEY TAKEN ANY MEDICATION OR RECEIVED FIRST AID \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Emergency Medical Services	949-8600		
	Chief Executive Officer	925-6430		
	Chief Security Officer	926-2836		
	Chief Safety Management Officer	916-5317		
	ATC Manager	916-5774		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-2789		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	CNS Manager	925-6298		
	Chief Commercial Officer	926-1761		
	Senior Airline Representative	TBD		
	Public Safety Communication Centre	949-9008		
	Airport Communication Officer	925-8651		
	Government Information Services	949-8092 925-8270		
	Director General Civil Aviation	949-7811 916-6285		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 2)

**Tab 6**  
**Unlawful Acts against Civil Aviation**

## 6.6 Unlawful Acts against Civil Aviation

An aircraft which is subjected to a threat of sabotage or unlawful seizure should be parked at the designated isolated aircraft parking position on taxiway Golf (Appendix 2/grids E20 - E22) until the act of unlawful interference is terminated.

### 6.6.1 Actions by Air Traffic Services

- 1) Notify the **Airport Rescue and Fire Fighting Service (ARFFS)**, **Public Safety Communications Centre 9-1-1 (PSCC)**, and **Airport Operations Command Centre (AOCC)** and provide as many of the following details as possible:

Specific threat to aircraft	
Type of aircraft and ETA	
Number of persons on board (if known)	
Nationality of aircraft	
Location of bomb or hijackers	
Intentions of person in command (if known)	
Weapons being used (if known)	

- 2) In coordination with the Chief Security Officer and Chief Airport Operations Officer, direct the aircraft to the Isolated Aircraft Parking Position and suspend runway operations to all traffic.
- 3) Notify Kingston, Havana, Cenamer ACC's and Brac Tower;
- 4) Act as laid down in the Manual of Air Traffic Services;
- 5) Record unlawful seizure and actions taken in the "Daily Watch Log"

Note: Responsibility for the overall direction of the incident will rest with government officials acting through air traffic control as coordinator. Air traffic control officers shall be aware that their communications with hijacked aircraft may be subject to government instructions in accordance with contingency plans already drafted. Such incidents will be controlled by the Commissioner of Police or his designated representative, but the views of the pilot in command must always be respected.

### 6.6.2 Actions by Airport Rescue and Fire Fighting Service

- 1) The watch room attendant will:
  - 1) Alert the station staff and repeat the information as received.
  - 2) Record the text and time of the message.
  - 3) Track aircraft going to isolated aircraft holding position;
  - 4) Once decision is made to evacuate aircraft by the Captain of the aircraft, the ARFFS will assist.

**6.6.3 Actions by Public Safety Communication Centre 9-1-1**

- 1) Dispatch RCIPS;
- 2) Notify EMS;
- 3) Notify Fire Control;
- 4) Initiate Aircraft Major Incident Notification;
- 5) Process additional requests for resources or notifications.

**6.6.4 Action by Emergency Medical Services/Hospitals/HSA**

EMS should come to a heightened sense of awareness and prepare for responding to an aircraft accident.

**6.6.5 Action by Airport Operations Command Centre**

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and an Estimated Time of Arrival (i.e. - **ETA**) to the Airport.
- 2) Once text is **"SENT"** you can select **"INBOX"** from the left side of the screen, and you will see any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the "Call Down" list on the emergency notification form.** If still unable to contact the appropriate person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.
- 3) During the notification phase of the emergency the AOCC focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in **Enclosure (2)**. Once the AEOC is established, all requests for information or direction should be passed to the AEOC Manager.
- 4) Once the Airport Operation Command Centre receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message system and Motorola radio to notify all parties.
- 5) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

**6.6.6 Action by Airport Security Unit**

- 1) The **Security Supervisor** on duty will:
  - a) Place all available officers on alert and Implement total restricted zone access control;
  - b) Assist with evacuating the terminal and direct persons to Evacuation Assembly Areas;
  - c) Ensure proper briefing and formal handover to RCIPS as necessary;
  - d) Direct all public queries to the Airport Communication Officer;
  - e) Maintain radio contact with other CIAA units on CIAA Emergency Channel 5.

**6.6.7 Actions by the Royal Cayman Islands Police Service**

- 1) The RCIPS is responsible to assess the threat, direct and co-ordinate all on-ground action in response to the threat, including the search of any aircraft. Where an aircraft search is needed the RCIPS will organize and coordinate the search, normally with advice and/or assistance from an airline engineer. The RCIPS is responsible for subsequent actions including declaring the aircraft clean and safe, and declaring the stand-down of emergency services through the AEOC when appropriate.
- 2) The RCIPS Incident Commander will respond to the airport and take appropriate action as detailed in the police contingency plans. If necessary, an RCIPS Officer will be dispatched to the ATC tower to liaise with ATC concerning parking an arriving aircraft at the designated isolated aircraft parking position on taxiway Golf and incident area or relocating an aircraft that is parked on the apron to the isolated aircraft parking position.
- 3) The Commissioner of Police or his designated representative will report to the NEOC and take control of the incident.
- 4) Dispatch staff to incident scene and standby to establish inner and outer cordons for emergency staff at taxiway Golf aircraft isolated aircraft parking position or apron, depending on the situation. Airside entry is through RVP A, depicted in Appendix 2, Grid Map.
  - a) Inner Cordon – to only allow personnel and vehicles from responding agencies to operate in this inner cordon;
  - b) Outer Cordon – to prevent onlookers and unauthorized persons from entering the area.
- 5) Proceed to a safe point and establish an ICP and after assessment of the situation take the following action:
  - a) Non-specific Threat

- Cancel alert. No further action required.

b) Specific Threat

- Advise pilot in command and request intentions.
- Request explosives experts to attend the scene.
- Assume vehicle traffic control duties in coordination with airport security.
- Provide safe access routes for emergency services.
- Establish ICP.
- Secure site.

#### **6.6.8 Actions by CIAA Airport Operations**

Issue NOTAM as soon as the Isolated Aircraft Parking position is used and support the Airport Emergency Operations Centre as requested. Arrange aerodrome inspection prior to cancellation of NOTAM and reopening of aerodrome if applicable.

#### **6.6.9 Action by CIAA AEOC Manager**

The AEOC Manager will proceed to the AEOC, request a full brief from AOCC, inform all parties of the rules of the AEOC and coordinate actions as necessary under the direction of the RCIPS and National Emergency Operations Centre (NEOC). Advise the AOCC, ATC, AOM and aircraft operator of cancellation of threat.

#### **6.6.10 Action by Airline Operator**

- 1) The Airline Operator Representative will report to the AEOC to provide relevant details such as:
  - a) Composition and number of crew;
  - b) The verified passenger manifest with total number of persons on board;
  - c) Remaining fuel, aircraft emergency exits and carriage of any dangerous goods; and
- 2) Liaise with the Commissioner of Police and cooperate with him in any way possible to reach a safe conclusion to the actual situation;
- 3) When a bomb warning is associated with an aircraft on the ground and the warning has been assessed as credible, the Airline Operator in consultation with the RCIPS and AEOC Manager will:
  - a) Disembark all passengers and crew (with all cabin baggage) if possible, by normal means. Escape slides should only be used in extreme emergencies;
  - b) In consultation with the RCIPS, AEOC Manager, and ATC, if necessary, relocate the aircraft to the designated Isolated Parking Position (taxiway Golf (Appendix 2/grids E20 - E22).



- c) Isolate and re-screen all passengers and their cabin baggage and hold them in a separate area until the crew members, hold baggage and cargo and catering supplies have been inspected and/or screened, searched and declared safe;
  - d) Unload all hold baggage and require passengers to identify their baggage, which should then be screened or searched before it is reloaded;
  - e) Unload all cargo, which should then be screened or searched before it is reloaded;
  - f) Check the integrity of catering supplies;
  - g) Search the aircraft using appropriately trained staff from the RCIPS;
- 4) When a bomb warning is associated with an aircraft in flight and the warning has been assessed to be credible, the airline representative should attempt to contact the Captain, directly or through Air Traffic Control Service, to provide him with information about the warning and advise how to respond. Upon receipt of the information, the Captain should require a discreet search of the aircraft, insofar as this is possible in flight.
- 5) When, having received a bomb warning, an airline representative/aircraft operator makes the determination that it is unlikely that there is a bomb onboard, but wishes to be prudent, the aircraft should be diverted to the closest airfield at which it can land safely. Once it has landed, the respective aircraft operator contingency plan should be enacted.
- 6) When an airline representative/aircraft operator has reasonable grounds for believing that there is a bomb onboard an aircraft, the potential effects to people on the ground (particularly within densely populated areas) of an explosion onboard the aircraft should be considered, and the following should be enacted:
- a) An emergency should be declared stating the nature of the emergency and the aircraft should be diverted to the nearest airport at which it can land safely.
  - b) When the aircraft is not over a densely populated area, it should be flown to the airport to avoid such areas;
  - c) When the aircraft is making its landing approach over a densely populated area it should be permitted to land in accordance with emergency procedures (priority assignment). Its time in the air should not be prolonged.
  - d) Other applicable airline emergency contingencies should be implemented.

#### **6.6.11 Action by Hazard Management Cayman Islands**

- 1) HMCI Director will immediately activate the NEOC and callout appropriate clusters. Provide full support to the Commissioner of Police or his designated representative who will oversee the response to the incident.

#### **6.6.12 Action by CIAA CNS Manager**

Support the Airport Emergency Operations Centre as requested.

**6.6.13 Action by Airport Communication Officer**

- 1) All press personnel will be directed to the CIAA Beacon House Building Conference Room which is the designated press staging area for press personnel authorized to cover an airport emergency. At this area there will be an initial briefing on the aircraft accident within the first 30 minutes, and a schedule of further briefings to be held every hour. Only members of the press, free-lance reporters and photographers wearing a valid press card will be admitted to the designated press staging area.
- 2) The Airport Communication Officer will act to assist the AEOC Manager in providing initial briefing as well as periodic updates to the press during the emergency response. At a minimum the ACO will provide updates on airport status to the press on an hourly basis.

## ATC UNLAWFUL ACTS AGAINST CIVIL AVIATION NOTIFICATION FORM



- a) SPECIFIC THREAT TO AIRCRAFT \_\_\_\_\_
- b) TYPE OF AIRCRAFT AND ETA \_\_\_\_\_
- c) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- d) NATIONALITY OF AIRCRAFT \_\_\_\_\_
- e) LOCATION OF BOMB OR HIJACKERS \_\_\_\_\_
- f) INTENTION OF PERSON IN COMMAND (if known) \_\_\_\_\_
- g) WEAPONS BEING USED (if known) \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Rescue and Firefighting Service	DCT LINE		
	911	DCT LINE		
	Airport Operations Command Centre	244-5835		
	Kingston, Havana, and Cenamer ACC's	DCT LINE		
	Brac Tower	DCT LINE		

DUTY ATC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

**(ENCLOSURE 1)**

## AOCC UNLAWFUL ACTS AGAINST CIVIL AVIATION NOTIFICATION FORM

- a) "SPECIFIC THREAT TO AIRCRAFT" \_\_\_\_\_
- b) TYPE OF AIRCRAFT AND ETA \_\_\_\_\_
- c) NUMBER OF PERSONS ON BOARD \_\_\_\_\_
- d) NATIONALITY OF AIRCRAFT \_\_\_\_\_
- e) LOCATION OF BOMB OR HIJACKERS \_\_\_\_\_
- f) INTENTION OF PERSON IN COMMAND (if known) \_\_\_\_\_
- g) WEAPONS BEING USED (if known) \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Chief Security Officer	926-2836		
	Chief Executive Officer	925-6430		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-8735		
	Chief Safety Management Officer	916-5317		
	ATC Manager	916-5774		
	Senior Airline Representative	TBD		
	CNS Manager	925-6298		
	Chief Commercial Officer	926-1761		
	Airport Communication Officer	925-8651		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	Director General Civil Aviation	949-7811 916-6285		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

**(ENCLOSURE 2)**

**Tab 7**  
**Occurrences Involving Dangerous Goods**

## **6.7 Occurrences Involving Dangerous Goods**

### **6.7.1 Action by Air Traffic Services**

- 1) Upon notification by Aircrew of any instance of problems with Dangerous Goods this information will be passed immediately to the Airport Operations Command Centre for proper handling using the Notification Form (**Enclosure 1**).

### **6.7.2 Action by Airport Rescue and Fire Fighting Service**

- 1) The RFFS will respond and take appropriate action as deemed necessary by the fire officer-in-charge.

### **6.7.3 Actions by Public Safety Communications Centre 9-1-1**

- 1) Dispatch RCIPS;
- 2) Dispatch EMS;
- 3) Notify Fire Control;
- 4) Initiate Major Incident Notification;
- 5) Process additional requests for resources or notifications

### **6.7.4 Action by Emergency Medical Services**

Support the Airport Emergency Operations Centre as requested.

### **6.7.5 Action by Airport Operations Command Centre**

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using (**Enclosure 2**). Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and an Estimated Time of Arrival (i.e. - **ETA**) to the Airport.
- 2) Once text is "**SENT**" you can select "**INBOX**" from the left side of the screen, and you will see any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the "Call Down" list on the emergency notification form.** If still unable to contact the appropriate person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.
- 3) During the notification phase of the emergency the AOCC focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in (**Enclosure 2**). Once the AEOC is established, all requests for information or direction should be passed to the AEOC Manager.
- 4) Once the Airport Operation Command Centre receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message system and Motorola radio to notify all parties.
- 5) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

### **6.7.6 Action by Airport Security Unit and Royal Cayman Islands Police**

Respond to call and aid with removal of passengers or cordoning off area to unauthorized personnel. Provide assistance as may be required with respect to crowd control, unrestricted movement of emergency vehicles and securing the area.

#### **6.7.7 Action by Airport Operations**

In collaboration with the RFFS Incident Commander, determine where is the best place for the aircraft to be parked to render appropriate coordination of efforts to remove dangerous goods from operating areas of airport and have them properly contained and stored in the Customs warehouse or properly disposed of.

#### **6.7.8 Action by AEOC Manager**

Report to the AEOC, confirm with AOCC that emergency services have been notified, and request the AOM to assist with the incident while coordinating airport closure if needed. Notify the CAACI if airport operations are impacted and ensure appropriate NOTAMs are issued. Liaise with the aircraft operator and when deemed necessary, advise airport tenants.

#### **6.7.9 Action by Airline Operator**

Provide details such as type, quantity, and exact location on aircraft of such dangerous goods and initiate response actions in accordance with the airline operator standard operating procedures for handling dangerous goods. Nominate a representative to report to the AEOC to liaise with AEOC Manager and assist with providing further information until the emergency is over.

#### **6.7.10 Action by Hazard Management Cayman Islands**

HMCI Director confers with HMCI Staff Duty Officer, and other agencies to make the decision to activate NEOC in response to the incident.

#### **6.7.11 Action by CIAA CNS Manager**

Support the Airport Emergency Operations Centre as requested.

#### **6.7.12 Action by Airport Communication Officer**

- 1) All press personnel will be directed to the CIAA Beacon House Building Conference Room which is the designated press staging area for press personnel authorized to cover an airport emergency. After gathering enough information on the incident, the Airport Communication Officer will provide an initial press briefing. Further press briefings will be held on a regular basis. Only members of the press, free-lance reporters and photographers wearing a valid press card will be admitted to the designated press staging area.
- 2) The Airport Communication Officer will act to assist the AEOC Manager in providing initial briefing as well as periodic updates to the press during the emergency response. At a minimum the ACO will provide updates on airport status to the press on an hourly basis.

#### **6.7.13 Action by the Department of Environmental Health (DEH)**

The Department of Environmental Health (DEH) would not necessarily be a first responder to an aircraft accident or aircraft emergency event but would be notified if dangerous goods (HAZMAT) were encountered by first responders and/or notified by the airline. In such a case, the DEH would become a primary participant at the scene and be responsible for the handling and mitigation of the dangerous goods hazard. Internal DEH HAZMAT call-out process is initiated and:

- 1) Personnel report to their sections;
- 2) Vehicle and trailer readied, instruments checked;
- 3) DEH HAZMAT Team liaise with ARFFS for full assessment of accident scene;
- 4) DEH team responds to accident site and assists the ARFFS in such measures that would secure the scene and contain the HAZMAT. These measures shall include where applicable:
  - a) Assisting with identification of hazardous materials or conditions at the scene;
  - b) Removing or isolating containers, over packing where possible;
  - c) Placing of booms, berm, socks or other absorbent materials;
  - d) Assist with decontamination of casualties and responders.



## ATC DANGEROUS GOODS NOTIFICATION FORM



- a) UN CODE (###) OF DANGEROUS GOODS REPORTED \_\_\_\_\_
- b) LOCATION OF DANGEROUS GOODS \_\_\_\_\_
- c) QUANTITY OF DANGEROUS GOODS \_\_\_\_\_
- d) POTENTIAL THREAT CAUSED BY DANGEROUS GOODS \_\_\_\_\_
- e) ANY OTHER PERTINENT INFORMATION \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Airport Operations Command Centre	244-5835		

DUTY ATC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 1)

**AOCC DANGEROUS GOODS NOTIFICATION FORM**

f) UN CODE (###) OF DANGEROUS GOODS REPORTED \_\_\_\_\_

g) LOCATION OF DANGEROUS GOODS \_\_\_\_\_

h) QUANTITY OF DANGEROUS GOODS \_\_\_\_\_

i) POTENTIAL THREAT CAUSED BY DANGEROUS GOODS \_\_\_\_\_

j) ANY OTHER PERTINENT INFORMATION \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Rescue and Firefighting Service	949-2276		
	911	949-9008		
	Chief Security Officer	926-2836		
	Chief Executive Officer	925-6430		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-2789		
	Chief Safety Management Officer	916-5317		
	ATC Manager	916-5774		
	Senior Airline Representative	TBD		
	Department of Environmental Health	949-6696		
	Airport Communication Officer	925-8651		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	Director General Civil Aviation	949-7811 916-6285		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

**(ENCLOSURE 2)**

## **Tab 8**

### **Natural Disasters**

## 6.8 Airport Response to a Natural Disaster

The natural disasters to which airports may be subjected include storms, floods, earthquakes, and seismic sea waves. The vulnerability of an airport to any of these will, in good measure, be affected by geography, since the more dangerous occurrences are often defined by certain areas or belts. While nothing can be done to avert them, there are actions that can be taken to minimize damage and expedite restoration of aircraft operations. Response procedures for managing storms with high winds can be found separately in the CIAA Hurricane and Bad Weather Response Plan.

### 6.8.1 Actions by Air Traffic Services

- 1) Notify the **Airport Rescue and Firefighting Service, Public Services Communications Centre (911), and if not already notified, Airport Operations Command Centre** and provide as many of the following details as possible:

TYPE OF EVENT	
ETA GCM	
ETA CYB	
ANY OTHER PERTINENT INFORMATION	

- 2) Notify Kingston, Havana, Cenamer ACC's and Brac Tower.
- 3) Record all details and actions taken in the ATC Daily Watch Log and ATC notification form (Enclosure 1), indicating notification time(s) and name of person completing.
- 4) Take relevant action as documented in the ATC Manual of Air Traffic Services, CIAA Hurricane and Bad Weather Response Plan, ORIA ATS ATC Contingency Plan (CIAA/ATC/LOP/003), or as directed by the ATC Manager or his representative.

### 6.8.2 Action by Rescue and Fire Fighting Service

The RFFS when notified will respond and take appropriate action as outlined in their internal plans for natural disasters. This should include at a minimum taking measures to ensure vehicles necessary for aircraft operations are protected from damage.

### 6.8.3 Action by Public Safety Communications Centre 9-1-1

Based on the type of disaster deploy RCIPS or EMS as required to respond to airport needs.

### 6.8.4 Action by Emergency Medical Services/Hospitals/HSA

Based on the type of disaster deploy medical personnel as required to respond to airport needs.

### 6.8.5 Action by Airport Operations Command Centre

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and an Estimated Time of Arrival (i.e. - **ETA**) to the Airport.

- 2) Upon notification of an earthquake, the AOCC Officer in Charge will notify ARFFS, ATC and vacate the AOCC with the recall roster along with the AOCC IPAD (to be used to send emergency text messages). Once located across the street at **Assembly Area 1** in the short-term parking lot, continue the Emergency Callout List using the chart in **Enclosure 2**. The elevator should not be used in the event of any type of evacuation or emergency. Send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**).
- 3) Once text is **"SENT"** you can select **"INBOX"** from the left side of the screen, and you will see any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the "Call Down" list on the emergency notification form.** If still unable to contact the appropriate person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.
- 4) During the notification phase of the emergency the AOCC's focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in **Enclosure (2)**. Once the AEOC is established, all requests for information or direction should be passed to the AEOC Manager.
- 5) Once the Airport Operation Command Centre Officer receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message system and Motorola radio to notify all parties.
- 6) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

#### 6.8.6 Action by Airport Security Unit

The Security Supervisor or the Shift Leader on duty will:

- 1) Contact and place all available security officers on alert.
- 2) Maintain radio contact with other CIAA units on CIAA Motorola Radio Channel 3.
- 3) All security officers shall closely monitor their radios for updates and instructions from the Chief Security Officer.
- 4) In the event the terminal building must be evacuated because of an earthquake, Airport Security will:
  - a) Direct and assist with the evacuation of employees, passengers, and tenants to the nearest designated evacuation Assembly Points 1, 2, & 3 inside and outside the airport secure area using the evacuation routes shown in Appendix 6.
  - b) Assist in securing all exits and locations as directed by the Chief Security Officer.

- c) Maintain radio contact with other CIAA units on CIAA Motorola Radio Emergency Channel 3 and liaise with the Chief Security Officer regarding coordinating the relocation and return of employees, tenants, and passengers back into the terminal and secure area.
- d) Confirm all doors leading to and from the security sterile area are secured properly prior to allowing the return of employees, passengers, and tenants.
- e) In the event unscreened employees, tenants or passengers are evacuated into the sterile area or the secure side of the airport, all tenants or passengers and sterile area workers will be moved to the non-secured side of the airport and will be security screened prior to re-entering the sterile area. Airport Operations with the assistance of Airport Security will ensure the Sterile Area has been cleared.
- f) Security screening operations will not commence until the Chief Security Officer or designee authorizes the resumption of security screening activities.
- g) Airline, concessionaires, and other tenant employees will be screened prior to passengers.
- h) Airline representatives will be stationed in front of the screening checkpoint and will prioritize passenger screening before allowing passengers to enter the screening queue.

#### **6.8.7 Action by CIAA Airport Operations**

- 1) The Chief Airport Operations Officer or his designate will act as follows:
  - a) Report to the AOCC and provide support as needed for the approaching disaster;
- 2) Once the disaster has passed the following actions are to be taken:
  - a) Inspection of the movement area (runway, taxiways & apron will be carried out by Airside Duty Officer.
  - b) Upon receiving the inspection report, the Chief Airport Operations Officer will determine the availability of the runway and report the status to the rest of the management team, with an estimated time frame for bringing the airport back to full operational capability. If runway availability is impacted by an obstacle, critical information affecting runway displacement will be provided by the Airside Duty Officer and forwarded to Airport Operations Manager for calculation of re-declared distances. Any required resources to facilitate efficient decontamination of the movement area will be deployed;
  - c) Subject to satisfactory decontamination and inspection of the runway, the Airport Operations Manager will report sections or the entire runway open, as appropriate to the management team.

d) Although runway status is a priority for continued airport activity, after or simultaneous with the above actions, the Airport Operations team will undertake to inspect the following facilities:

- The Air Traffic Control Tower;
- All Navigational Aids;
- Utility power;
- Backup Generators
- Runways, taxiways, and aprons:
  - In the event of obstacles in the strip – provide critical obstacle information to ANS;
  - Provide information to ANS for NOTAM of reduced airport capabilities
  - Instructions for Maintenance personnel to install threshold markings as appropriate
- Runway lighting systems;
- The perimeter fence (per reports from Airport Security Unit)
- The airport terminals and parking areas (per reports from Airport Security Unit)

**6.8.8 Action by CIAA AEOC Manager**

Refer to the appropriate CIAA Contingency Plan for the Disaster at hand.

**6.8.9 Action by Aircraft Operator**

Support Airport Emergency Operations Centre as requested.

**6.8.10 Action by Hazard Management Cayman Islands**

HMCI will co-ordinate strategic decision making on Cayman Islands national priorities.

**6.8.11 Action by CIAA CNS Manager**

Support Airport Emergency Operations Centre as requested.

**6.8.12 Action by the Airport Communication Officer**

Support the Airport Emergency Operations Centre as requested.

## ATC NATURAL DISASTER NOTIFICATION FORM



a) TYPE OF EVENT \_\_\_\_\_

b) ETA GCM \_\_\_\_\_

c) ETA CYB \_\_\_\_\_

d) ANY OTHER PERTINENT INFORMATION \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Rescue and Firefighting Service	DCT LINE		
	911	DCT LINE		
	Airport Operations Command Centre	244-5835		
	Kingston, Havana, and Cenamer ACC's	DCT LINE		
	Brac Tower	DCT LINE		

DUTY ATC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

**(ENCLOSURE 1)**



## AOCC NATURAL DISASTER NOTIFICATION FORM

a) TYPE OF EVENT \_\_\_\_\_

b) ETA GCM \_\_\_\_\_

c) ETA CYB \_\_\_\_\_

d) ANY OTHER PERTINENT INFORMATION \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Chief Security Officer	926-2836		
	Chief Executive Officer	925-6430		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-2789		
	Chief Safety Management Officer	916-5317		
	ATC Manager	916-5774		
	Chief Commercial Officer	926-1761		
	Airport Communication Officer	925-8651		
	Chief Human Resource Officer	244-5844		
	Chief Financial Officer	925-3584		
	Facilities & Projects Manager	916-2163		
	Airlines	TBD		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	Director General Civil Aviation	949-7811 916-6285		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 2)

## **Tab 9**

### **Emergencies at Airports Bordering Water Areas**

## **6.9 Emergencies at Airports Bordering Water Areas**

As shown in the map below, ORIA is located near the coastline. The eastern end of runway 08 is where land meets sea, with marshy areas and shallow ponds east and northeast of the main commercial terminal building, next to the southern edge of the perimeter fence south of the main terminal apron, and west northwest of the western end of runway 08, in between the public road and the DVOR. Special provisions are made for rescue and firefighting operations in the event of an aircraft accident/incident at sea and swampy areas. Specialized equipment for rescue and firefighting include a fire/rescue boat, and access to RCIPS rescue helicopters and Cayman Islands Coast Guard coastal patrol boats.

Initial notification of an accident/incident near the coastline not observed by ATC could be made by a witness communicating information to the Royal Cayman Island Police Service, Rescue and Fire Fighting Service, or Public Safety Communications Centre 9-1-1.

### **6.9.1 Action by CIAA Air Traffic Service**

- 1) Initiate emergency response by calling the Airport Rescue and Fire Fighting Service, 911 Public Services Communications Centre, and Airport Operations Command Centre respectively.
- 2) If the accident occurred following a departure from ORIA, suspend runway operations until an aerodrome inspection is undertaken and notified by Airport Operations that runway operations can resume.

Note: It is understood that emergency vehicles have right of way over all aircraft and vehicles and that ATC shall take appropriate actions to maintain unobstructed path to accident site for all emergency vehicles.

- 3) ATC Emergency message should include the following:

AIRCRAFT ACCIDENT GRID LOCATION	
TIME OF ACCIDENT	
TYPE OF AIRCRAFT	
NUMBER OF PERSONS ON BOARD	
FUEL ON BOARD	
AIRCRAFT OPERATOR	
DANGEROUS GOODS ON BOARD-QTY AND LOC and UN Code (####) if known	

Note: Subsequent notification may expand this information by providing details on the number of occupants, fuel on board, aircraft operator, and any dangerous goods on board, including quantity and location, if known. Attempts to gather “nice to have information” should not delay initial notification message.

- 9) Notify Kingston, Havana, Cenamer ACC's and Brac Tower;
- 4) Issue NOTAM defining the status of airport operations and capacity of RFFS available;
- 5) Notify the National Weather Service, who will then make a special weather observation (SPECI);
- 6) Report to AEOC Manager that steps 1-5 have been completed;
- 7) Record all details and actions taken in the ATC Daily Watch Log and ATC notification form (Enclosure 1), indicating notification time(s) and name of person completing action.
- 8) Fill out and submit the required Mandatory Occurrence Report form.

#### **6.9.2 Action by Rescue and Firefighting Service**

- 1) A request to respond to an aircraft accident in the water will normally be issued by the Air Traffic Services. When, however, a call is received from any other person, an accident is observed, or there is reason to consider that an accident is imminent, the Air Traffic Services will be informed by the ARFFS watch room immediately of the nature of the request/call. Once ATC has been notified Rescue and Fire Fighting Services shall:
  - a) Proceed via fastest access route to the RFFS rescue boat adjacent the eastern end of runway 08. The designated crew will board the rescue boat and respond immediately to the accident site;
  - b) Based on location of the aircraft and accessibility to the shoreline determine the best location for an initial incident command post and report back to the AOCC;
  - c) After assessment and if required, deploy life saving devices to bring survivors to the collection point.

Note: The Cayman Islands Coast Guard will provide search and rescue operations.

### 6.9.3 Action by Public Safety Communications Centre 9-1-1

- 1) Upon notification by any means of an aircraft accident, PSCC 9-1-1 shall disseminate emergency calls and messages to pertinent first response agencies in support of the emergency.

### 6.9.4 Action by Emergency Medical Services/ Hospital/ HSA

- 1) Upon notification of an aircraft accident in the water, the medical coordinator will dispatch in a clearly marked vehicle an Advanced Medical Team to the accident rescue site to assist with the setup of the Advanced Medical Post and render triage and care to the injured as soon as possible.

Note: This advanced medical team must be well briefed on airport operations, familiar with airside vehicle operations, meet security requirements to be cleared for all airside areas and use all means and methods available to ensure rapid deployment to the crash site to save as many lives as possible.

- 2) It shall be the responsibility of the medical coordinator to supervise the medical services in the established Advanced Medical Post and to organize the necessary actions for:
  - a) Triage at the accident site, treatment, and stabilization of the casualties in the AMP, and their eventual evacuation by appropriate means of transportation;
  - b) Control the flow of casualties and ensure, together with the transportation officer, the dispatch of the casualties to the appropriate hospitals by all available means of transportation;
  - c) Maintain an accurate list of the casualties including their names, injury, and their final disposition to be shared with the Incident Commander;
  - d) Authorize the transportation of the uninjured to the airport terminal;
  - e) Arrange for the replenishment of medical supplies, if necessary;
  - f) Organize, with the police, reception facilities for the deceased;
  - g) Ensure that adequate doctors and nurses, operating rooms, intensive care units, surgical teams, blood, and blood volume expanders are available for emergency situations.

### 6.9.5 Action by Airport Operations Command Centre

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and an Estimated Time of Arrival (i.e. - **ETA**) to the Airport.
- 2) Once text is **"SENT"** you can select **"INBOX"** from the left side of the screen, and you will see any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the "Call Down" list on the emergency notification form.** If still unable to contact the appropriate

person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.

- 3) During the notification phase of the emergency the AOCC focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in **Enclosure (2)**. Once the AEOC is established, all requests for information or direction should be passed to the AEOC Manager.
- 4) Once the Airport Operation Command Centre receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message system and Motorola radio to notify all parties.
- 5) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

#### **6.9.6 Action by Airport Security**

- 1) CIAA Security Supervisor on duty will:
  - a) Place Security Officers on an Alert Status and monitor radio contact with other CIAA units.
- 2) Airport Security Officers will:
  - a) Secure all restricted zone access points;
  - b) With assistance from the Airline Operator and CIAA Customer Service personnel canvass the airport terminal for any friends and family members of passengers on the crashed plane and assist in moving these persons to the designated location for briefing;
  - c) When necessary, contact off duty officers for support;

#### **6.9.7 Action by the Royal Cayman Islands Police Service**

Upon notification by 911 and/or the AOCC of an airplane that has crashed into the water the RCIPS will:

- 1) Respond with the appropriate equipment and establish the incident command post.
- 2) Determine location of staging area and pass to appropriate personnel (i.e. – PSSC/911, AOCC);
- 3) RCIPS Officers will ensure manpower is available and deployed as needed to control traffic near the accident site and ensure only authorized emergency personnel are allowed entry to the accident site. RCIPS at the accident scene should position officers to assume custody of personal effects that may be removed from the aircraft.

#### **6.9.8 Action by RCIPS Marine Unit/ Cayman Islands Coast Guard**

Upon notification by 911 and/or the AOCC of an airplane that has crashed into the water the RCIPS Marine Unit/Cayman Islands Coast Guard will:

- 1) Respond as soon as possible with the appropriate equipment to the initial incident command post established by the ARFFS.
- 2) Deploy vessels to cordon off accident site and provide search and rescue;
- 3) Notify the NEOC to activate private vessels/water sports operators.

#### **6.9.9 Action by CIAA Airport Operations**

- 1) Report to the AEOC.
- 2) If the accident occurred following a departure from ORIA, the Airside Duty Officer shall carry out an inspection of the movement area and any other areas that might have been affected by the accident once directed by the AEOC Manager.
- 3) Report the status of the movement area to the AEOC Manager.
- 4) Request AIS to issue a NOTAM defining the status of the movement area, RFFS category and any other relevant information as necessary.
- 5) Direct the activities needed to reopen the movement area.
- 6) Advise ATC on the status of the movement area as necessary.

#### **6.9.10 Action by CIAA Airport Emergency Operations Centre Manager**

In the absence of the CEO, The Chief Safety Management Officer, Chief Airport Operations Officer, or Chief of Security is responsible for command and control of all airport personnel and agencies during emergency situations on Owen Roberts International Airport. He or she will exercise over-all coordination of emergency situations from the Airport Emergency Operations Centre

Upon initial notification by the AOCC of an aircraft accident in the water, AEOC managers emergency radios should be turned on, operation verified and set to Ch. 5. All efforts should be made to give the AOCC the best estimate on travel time that ORIA managers will arrive at the AEOC. Once assignments are agreed by all parties a log should be created in WEBEOC and the first entry to show name of AEOC Manager. Details in this log should be visible to all AEOC members via flip charts, boards or overhead projectors and it should be used to keep a chronological record of all response activities. At this point the AEOC Manager will receive a preliminary brief from the AOCC as to capabilities of the AEOC. Once enough AEOC members arrive at the AEOC, the AEOC Manager will present an introduction to include:

- 1) A summary of the current situation they have come together to work on as well as location of facilities and supplies;
- 2) Rules of Conduct to cover:
  - When to speak (take sidebar conversations out of the room);
  - All conversations to be directed to the AEOC Manager;
  - All cellular phones must be set to vibrate and answered or used outside of the AEOC;
  - All portable radios should be equipped with headphones.

The AEOC Manager will review the action checklist to verify that:

1. The AOCC has been notified and all emergency text messages, or phone calls have been completed. A full report from AOCC will be needed as to who has been contacted or was unreachable and the status of all airport emergency response team “A” and “B” members;
2. The Director of Hazard Management Cayman Islands has been contacted and given enough information to determine at what point the National Emergency Operations Centre will be activated, in the event of an aircraft accident including five or more passengers. It is assumed the NEOC will be activated;
3. The airport authority representative at the Incident Command Post can communicate with the AEOC and a full report of ICP capabilities is passed as soon as possible.
4. RCIPS, and Emergency Medical Services have been alerted and their arrival verified at the Incident Command Post;
5. The affected aircraft operator has been notified and information obtained concerning any dangerous goods on board the aircraft has been passed on to ARFFS, Incident Commander, and HMCI. In the event the aircraft operator is not an airport tenant, the airport authority will designate the most capable operator on the airport to handle the emergency until the aircraft operator involved can arrive at the scene;
6. Liaison has been established with air traffic services concerning the closure of airport areas, designation of emergency response corridors, issuing of voice advisories and NOTAM advising of reduced airport rescue and firefighting protection. Airspace reservation co-ordination offices (air traffic flow control office), if any, have been advised of reduced airport capabilities;
7. CAACI and Government aircraft accident investigation authorities have been notified;
8. The National Weather Service has been notified to make a special weather observation;
9. If fatalities are involved, RCIPS has designated temporary morgue facilities;
10. A full report is made by Airport Operations as to the condition and capabilities of all Airport Runways, Taxiways, Aprons, Terminals, Buildings, Navigational Aids and Utilities. A stated level of current operational capability should be available and plan or time frame for bringing airport back to full operational capability.
11. The AEOC Manager will coordinate the initial briefing along with the Airport Communication Officer who will then liaise with the Government Information Service representative and the aircraft operator involved, to create a schedule of briefings for the press/ media. This schedule should at a minimum, include regular briefings.

Note: Any input for briefing from airport personnel should be contained to status of the emergency response, verified damage to the airport and an estimate on when airport operations will return to normal.



12. Upon concurrence of the Chief Fire Officer, RCIPS Commissioner, CIAA Chief of Security and Hospital Medical Coordinator, the AEOC Manager will notify all participating mutual aid organizations upon termination of the airport emergency.

#### **6.9.11 Action by Aircraft Operator**

- 1) The senior aircraft operator representative will report to the Airport Emergency Operation Center to coordinate the aircraft operator activities with the AEOC Manager. At their discretion the airline may nominate a person from their staff to assist in the operation of the Incident Command Post and someone to deal with all Press briefings. Arrangements for access and transportation to the crash site will be coordinated via the AEOC Manager. This ICP representative will remain at the Incident Command Post or may be allowed to stay at the Advanced Medical Post to support injury treatment and passenger reconciliation. At no time will any airline personnel be allowed access to the crash site unsupervised. The designated person for Press briefings can join the GIS and Airport Communication Officer at the AEOC to assist with briefings for the media. In the event the aircraft operator is not an airport tenant Cayman Airways will handle the emergency until the aircraft operator involved can arrive at the scene.
- 2) The senior representative of the aircraft operator will:
  - a) Provide information regarding passenger load, flight crew complement and verify the existence of any dangerous goods together with their loading position. Dangerous goods include explosives, compressed or liquefied gases (which may be flammable or toxic), flammable liquids or solids, oxidizers, poisonous substances, infectious substances, radioactive materials, and corrosives.
  - b) Information concerning dangerous goods should be relayed, as soon as possible, to the ARFFS, RCIPS and HMCI.
  - c) Activate the Airline Family Assistance Plan and arrange for transportation of uninjured persons from the accident site to the designated uninjured holding area. Transportation of the "walking injured" from the scene should be permitted only after proper consultation with the medical coordinator. All individuals transferred from the accident scene should have medical screening tags and be logged at the Advanced Medical Post.
  - d) Notify and ensure qualified aircraft operator personnel proceed to the designated uninjured holding area. The senior aircraft operator representative at the uninjured holding area will appoint qualified receptionists, registrars, and welfare coordinators from the staff. The aircraft operator representative who is in command of the uninjured holding area will oversee those operations by planning for additional medical services (if required), commissary items, clothing, telephone facilities, etc.
    - The receptionists should meet the transporting vehicles as they arrive from the scene of the accident and direct the passengers to the registrars' tables where they will be processed. The receptionists should know where toilet facilities are located. Migration from the holding area should be prevented until each person transported

to the holding area is identified and processed according to the airport emergency plan.

- The registrars will record the passenger's name on the manifest and determine desired reservation requirements, i.e. hotel accommodations, air transportation or other modes of transportation, etc. Registrars should list any persons to be notified of the passenger's physical and/or mental condition and potential plans. The registrar will then place an identification tag or sticker on the passenger. The registrars will direct the passengers to the welfare coordinators when registration has been completed.
- The welfare coordinators and mental health specialists trained in stress management should:
  - I. Give support and comfort to relatives and friends of passengers and crew members on board the aircraft;
  - II. Register relatives and friends waiting at the airport for information about persons on board; and
  - III. Provide care, comfort, and assistance to the “walking injured”, uninjured survivors and responding personnel. A senior aircraft operator official will be responsible for the initial notification of relatives and friends.
- 3) News releases by aircraft operators will be prepared in coordination with the Airport Communication Officer and liaison officers from other agencies involved in the accident.
- 4) The aircraft operator is responsible for the removal of the wrecked or disabled aircraft, but only after receiving authorization from the aircraft accident investigation authority in collaboration with the CIAA.

#### **6.9.12 Actions by Hazard Management Cayman Islands and the NEOC**

- a) Hazard Management Cayman Islands serves as the primary management agency for the coordination of response actions for all national emergencies and disasters. HMCI manages the National Emergency Operations Centre (NEOC), In the context of the requirements of this Plan, HMCI will initiate the NEOC in the event of an aircraft accident occurs involving five or more passengers, or at any other time the CEO of the airport determines the level of support for a response is out of the scope of the airport capabilities and request NEOC support. When called upon for support it is understood as part of this plan that HMCI will make available the appropriate services to the AEOC Manager using whatever means necessary whether the NEOC has been formally activated.

#### **6.9.13 Actions by CIAA CNS Manager**

- 1) The CNS Manager or his designate (Technical Specialist [TS]) should go to the ATS navigation aids and equipment sites as soon as possible and observe and record the status of ATS navigation aid and equipment in the relevant logbooks. The TS shall not adjust or otherwise do anything to the equipment without authorization by the CNS Manager. The CNS facilities

- likely to be involved in an accident/incident investigation will be held secured till its inspection is completed;
- 2) The ATC voice communication recordings will be secured, saved, sealed, and treated as evidence;
  - 3) Station logbook, maintenance records, maintenance schedules and fault logbooks shall be sealed and treated as evidence. The sealed records will be kept secured until suitable instructions are received;
  - 4) A special performance inspection shall be performed as soon as practicable. The inspection shall be conducted by experts duly authorized by DGCA in accordance with equipment maintenance schedules & instructions given by DGCA and duly witnessed by suitably rated CNS maintenance personnel. The Investigating Officer, the CEO and/or the Director General Civil Aviation may direct the CNS Manager to conduct a technical investigation into the operation of the equipment, or, if not, the Manager CNS may himself decide to do so;
  - 5) The Manager CNS and or the Technician/Quality Control Officer will carry out all PM tasks on the equipment to determine whether the equipment is operating in accordance with the published standards. Any deviation from standards will be reported to the Investigating Officer.
  - 6) Any further investigations or tests will be carried out under the direction of the Investigating Officer;
  - 7) A Report of the performance inspection shall be supplied to the DGCA and CEO. Where the performance inspection shows that the facility contributes to be a hazard, it shall not be used until it is operating within its technical specification and confirmed by flight check unit.

#### **6.9.14 Action by the Airport Communication Officer**

- 1) All press personnel will be directed to the CIAA Beacon House Building Conference Room which is the designated press staging area for press personnel authorized to cover an airport emergency. After gathering enough information on the incident, the Airport Communication Officer will provide an initial briefing and further briefings will be held on a regular basis. Only members of the press, free-lance reporters and photographers wearing a valid press card will be admitted to the designated press staging area.
- 2) The Airport Communication Officer will act to assist the AEOC Manager in providing initial briefing as well as periodic updates to the press during the emergency response. At a minimum the ACO will provide updates on airport status to the press on a regular basis.

Note: Any input for briefing from airport personnel should be contained to status of the emergency response, verified damage to the airport and an estimate on when airport operations will return to normal.

## ATC AIRCRAFT ACCIDENT IN THE WATER NOTIFICATION FORM



a) "AIRCRAFT ACCIDENT IN THE WATER" (at grid reference or location) \_\_\_\_\_

b) TIME OF ACCIDENT \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL \_\_\_\_\_

c) TYPE OF AIRCRAFT \_\_\_\_\_

d) NUMBER OF PERSONS ON BOARD \_\_\_\_\_

e) FUEL ON BOARD (if known) \_\_\_\_\_

f) AIRCRAFT OPERATOR \_\_\_\_\_

g) DANGEROUS GOODS ON BOARD, QUANTITY, LOCATION AND UN CODE (####) (if known) \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Rescue and Firefighting Service	DCT LINE		
	911	DCT LINE		
	Airport Operations Command Centre	244-5835		
	Kingston, Havana, and Cenamer ACC's	DCT LINE		
	Brac Tower	DCT LINE		

DUTY ATC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 1)

## AOCC AIRCRAFT ACCIDENT IN THE WATER NOTIFICATION FORM

a) "AIRCRAFT ACCIDENT IN THE WATER" (at grid reference or location) \_\_\_\_\_

b) TIME OF ACCIDENT \_\_\_\_\_ UTC \_\_\_\_\_ LOCAL \_\_\_\_\_

c) TYPE OF AIRCRAFT \_\_\_\_\_

d) NUMBER OF PERSONS ON BOARD \_\_\_\_\_

e) FUEL ON BOARD (if known) \_\_\_\_\_

f) AIRCRAFT OPERATOR \_\_\_\_\_

g) DANGEROUS GOODS ON BOARD, QUANTITY, LOCATION AND UN CODE (####) (if known) \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Cayman Islands Coast Guard Commander	936-6722		
	Hazard Management Cayman Islands	925-6028		
	Chief Security Officer	926-2836		
	Chief Executive Officer	925-6430		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-2789		
	Chief Safety Management Officer	916-5317		
	ATC Manager	916-5774		
	CNS Manager	925-6298		
	Airline Operator	TBD		
	Airport Communication Officer	925-8651		
	Government Information Services	925-8270		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	Director General Civil Aviation	916-6285 949-7811		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 2)

**Tab 10**  
**Incidents Affecting Normal Operations at the Airport**  
**(Irregular Ops)**

## **6.10 Incidents Affecting Normal Operations at the Airport (IROPS)**

For this document, the term “IROPS” is intended to describe those exceptional events that require actions and/or capabilities beyond those considered usual by aviation service providers. An example of these events could be a spoiled runway that must be cleared, or the arrival of too many aircraft at the same time causing unique staffing and resource needs by both the airport and passengers. These events may or may not require the formation of an AEOC based on the duration of the incident and ability of airport management to enact already drafted contingency plans or local operating procedures.

### **6.10.1 Actions by CIAA Air Traffic Services**

- 1) Notify the Airport Operations Command Centre and provide as many of the following details as possible:
  - a) Type of Incident;
  - b) Any other known pertinent information.
- 2) If situation requires closing of the affected runway take the following appropriate steps:
  - c) Notify all aircraft on frequency and take necessary action as required.
  - d) Notify Kingston, Havana, Cenamer ACC's and Brac Tower.
  - e) Minimize vehicle traffic on the affected runway to prevent disturbance of accident investigation evidence;
  - f) Notify the National Weather Service who will then make a special weather observation (SPECI);
  - g) Report to AEOC Manager the steps that have been completed.
- 3) Record all details and actions taken in the ATC Daily Watch Log and ATC notification form (Enclosure 1), indicating notification times and name of person completing action.

### **6.10.2 Action by Airport Rescue and Fire Fighting Service**

The RFFS when called will respond and take appropriate action as deemed necessary.

### **6.10.3 Actions by Public Safety Communications Centre 9-1-1**

Based on the type of situation and emergency message deploy RCIPS or EMS as required.

### **6.10.4 Action by Emergency Medical Services**

Support the Airport Emergency Operations Centre as requested.

### **6.10.5 Actions by Airport Operations Command Centre AOCC**

- 1) Once in receipt of this notification the AOCC Officer shall immediately open the Tele message service and send details of the emergency to the appropriate persons based on the emergency call down protocol using **Enclosure (2)**. Before sending the message, ensure all

information is correct and request an acknowledgement to the message (i.e. - **PLZ ACK**) and an Estimated Time of Arrival (i.e. - **ETA**) to the Airport.

- 2) Once text is **“SENT”** you can select **“INBOX”** from the left side of the screen, and you will see any replies. **If you do not receive a response from those selected within 5 minutes of sending the message, then any missing personnel should be contacted via phone as per the “Call Down” list on the emergency notification form.** If still unable to contact the appropriate person as listed, use the emergency notification telephone list to contact the secondary person for each department. If this fails, then continue to use the emergency contact list to find the next available person from the department to assist with the emergency.
- 3) During the notification phase of the emergency the AOCC focus is to get the latest information to the appropriate parties to affect a rapid response. Any incoming calls should only be answered once all personnel or sections have been contacted in accordance with the call down list in **Enclosure (2)**. Once the AEOC is established, all requests for information or direction should be passed to the AEOC Manager.
- 4) Once the Airport Operation Command Centre receives the stand down/all clear message from the appropriate agency a message shall be transmitted using the automated text message system and Motorola radio to notify all parties.
- 5) A full written report of the actions taken during the emergency by Airport Operation Command Centre and Air Traffic Control shall be submitted to the Chief Airport Operations Officer who shall compile a final report which will be forwarded to Safety Office for review and safety recommendations.

#### **6.10.6 Action by Airport Security Unit**

Based on the requirements of the incident, respond to site of incident, and assist as required.

#### **6.10.7 Action by CIAA Airport Operations**

- 1) The Chief Airport Operations Officer or his designate will act as follows:
  - a) Decide if activation of the AEOC is needed, if not manage the response through the AOCC;
  - b) In the case of closure of the runway, the AOCC will request that an inspection of the movement (runway, taxiways & apron) be carried out by the Airside Duty Officer.
  - c) Upon receiving an inspection report, the Chief Airport Operations Officer will determine the availability of the runway and report the status to the rest of the management team, providing an estimated time frame for bringing the airport back to full operational capability. If runway availability is impacted by an obstacle, critical information affecting runway displacement will be provided by the Airside Duty Officer and forwarded to Airport Operations Manager for calculation of re-declared distances. Any required resources to facilitate efficient decontamination of the movement area will be deployed;
  - d) Subject to satisfactory decontamination and inspection of the runway, the Chief Airport Operations Officer will report sections or the entire runway open, as appropriate to the management team.



e) Although runway status is a priority for continued airport activity, after or simultaneous with the above actions, Airport Operations will undertake to inspect the following facilities:

- The Air Traffic Control Tower;
- All Navigational Aids;
- Utility power;
- Backup Generators
- Runways, taxiways, and aprons:
  - In the event of obstacles in the strip – provide critical obstacle information to the ANS;
  - Provide information to AIS for NOTAM of reduced airport capabilities
  - Instructions for Maintenance personnel to install threshold markings as appropriate
- Runway lighting systems;
- The perimeter fence (per reports from Airport Security Unit)
- The airport terminals and parking areas (per reports from Airport Security Unit)

#### **6.10.8 Action by CIAA Airport Emergency Operations Centre Manager**

If the incident requires activation of the AEOC, the CEO or in his absence the Chief Airport Operations Officer, Chief Security Officer or Chief Safety Management Officer (in this order) shall act as the AEOC Manager. The AEOC Manager is responsible for command and control of all airport personnel and agencies during emergency situations at Owen Roberts International Airport. The AEOC Manager will manage the coordination of emergency situations from the AEOC up to the point of exhausting airport resources. In the event of the NEOC being activated, the AEOC Manager will nominate a new AEOC Manager from the CIAA management team to manage the AEOC and relocate to the NEOC to act as the airport liaison for the NEOC Manager. Upon initial notification by the AOCC of an incident on the airport, managers designated to possibly act as AEOC Manager turn on their emergency radios, verify that radios are operational and set to scan. All efforts should be made to contact the AOCC and provide an estimate time to arrive at the AEOC. Upon arrival at the AEOC the order of precedence stated above should be used to determine AEOC Manager assignment. Once assignment is agreed by all parties a log should be created and the first entry to show the name of AEOC Manager. Details in this log should be visible to all AEOC members via flip charts, boards or overhead projectors and it should be used to keep a chronological record of all response activities. At this point the AEOC Manager will receive a preliminary brief from the AOCC as to the capabilities of the AEOC.

- 1) Once enough members of the AEOC have arrived, the AEOC Manager will present an introduction to include:

- a. A summary of the current situation they have come together to work on as well as location of facilities and supplies;
  - b. Rules of Conduct to cover:
    - When to speak (take sidebar conversations out of the room);
    - All conversations to be directed to the AEOC Manager;
    - All cellular phones must be set to vibrate and answered or used outside of the AEOC;
    - All portable radios should be equipped with headphones.
- 2) The AEOC Manager will review the action checklist to verify that:
- a. The AOCC has been notified and all emergency text messages, or phone calls have been completed. A full report from the AOCC will be needed as to who has been contacted or was unreachable and the status of all airport emergency response team “A” and “B” members;
  - b. The affected aircraft operator has been notified and information obtained concerning any dangerous goods on board the aircraft. In the event the aircraft operator is not an airport tenant, the airport authority will designate the most capable operator on the airport to handle the emergency until the aircraft operator involved can arrive at the scene;
  - c. Liaison has been established with air traffic services concerning the closure of airport areas, designation of emergency response corridors, issuing of voice advisories and NOTAM advising of reduced airport rescue and firefighting protection. Airspace reservation co-ordination offices (air traffic flow control office), if any, have been advised of reduced airport capabilities;
  - d. The National Weather Service has been notified to make a special weather observation;
  - e. A full report is made by Airport Operations as to the condition and capabilities of all Airport Runways, Taxiways, Aprons, Terminals, Buildings, Navigational Aids and Utilities. A stated level of current operational capability should be available and plan or time frame for bringing airport back to full operational capability.
  - f. Once incident has been resolved, the AEOC Manager will notify all participating parties via the AOCC of the termination of the airport incident and return to normal operations.

#### **6.10.9 Action by Aircraft Operator**

The senior aircraft operator representative will report to the AEOC to coordinate the aircraft operator activities with the AEOC Manager and provide necessary support and information relevant to the incident.

#### **6.10.10 Action by Hazard Management Cayman Islands**

Support the Airport Emergency Operations Centre as requested.

**6.10.11 Actions by CIAA CNS Manager**

Following any incident involving closure of the runway, airport, or any other reportable incident the following procedures shall be followed:

1. The ATC voice communication recordings will be secured, saved, sealed, and treated as evidence.
2. Station logbook, maintenance records, maintenance schedules and fault logbooks shall be sealed and treated as evidence. The sealed records will be kept secured until suitable instructions are received from the AEOC Manager.

**6.10.12 Action by the CIAA Airport Communication Officer**

Support the Airport Emergency Operations Centre as requested.

ATC INCIDENTS AFFECTING NORMAL OPERATIONS NOTIFICATION FORM



a) TYPE OF INCIDENT \_\_\_\_\_

b) ANY OTHER KNOW PERTINENT INFORMATION

\_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Airport Operations Command Centre	244-5835		

DUTY ATC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 1)

## AOCC INCIDENTS AFFECTING NORMAL OPERATIONS NOTIFICATION FORM

a) TYPE OF INCIDENT \_\_\_\_\_

b) ANY OTHER KNOW PERTINENT INFORMATION \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Rescue and Firefighting Service	949-2276		
	911	949-9008		
	Chief Security Officer	926-2836		
	Chief Executive Officer	925-6430		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-2789		
	Chief Safety Management Officer	916-5317		
	ATC Manager	916-5774		
	CNS Manager	925-6298		
	Airline Operator	TBD		
	Airport Communication Officer	925-8651		
	Chief Commercial Officer	926-1761		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	Director General Civil Aviation	949-7811 916-6285		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 2)

## Appendix 1 - Emergency Contact Numbers

### 1. Cayman Islands Airports Authority

Operator/ Reception Desk	943-7070
Airport Operations Command Centre	244-5835/1-800-534-2622
Owen Roberts Air Traffic Control Tower	945-1822/244-5826
Charles Kirkconnell ATC Tower	948-1543/948-1222
Chief Executive Officer	244-5803/925-6430
Chief Safety Management Officer	244-5843/916-5317
Airport Operations Manager	244-5835/925-2033
Chief Commercial Officer	244-5807/926-1761
Chief Security Officer	244-5858/926-2836
Chief Human Resource Officer	
Electrical Supervisor	916-5952
Facilities & Projects Manager	916-2163
ATC Manager	244-5824/916-5774
Ground Transport Supervisor	939-1135
Quality and Compliance Manager	926-0955
Maintenance Supervisor	939-1136
AIS Manager	926-2096
HBS Supervisor	325-9156
CKIA Airport Manager	948-1222/926-4708
CNS Manager	925-6298
Security Supervisor on Duty	926-1943
Chief Financial Officer	244-5891/916-1898
Human Resources Manager	244-5804/925-2852
Chief Airport Operations Officer	244-5806/925-6585

### 2. Public Safety Communications Centre 9-1-1

9-1-1	911/949-9008
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### 3. Rescue and Fire Fighting

Fire Service Headquarters	949-2276/949-2499
Frank Sound Sub-Station	947-3248/9
West Bay Sub-Station	949-1188
Cayman Brac	948-1245

**4. Police**

Emergency	911
Police Headquarters	949-4222
Bodden Town Station	947-2220/947-2240
East End Station	947-7411
North Side Station	947-9411
West Bay Station	949-3999/949-3990
Cayman Brac	948-0331/948-0441
Little Cayman	948-0042

**5. Health Services Authority**

Cayman Brac Faith Hospital	948-2243
George Town Hospital	949-8600
Bodden Town Clinic	947-2299
East End Clinic	947-7440
North Side Clinic	947-9525
West Bay Clinic	949-3439

**6. Cayman Islands Red Cross**

Office	949-6785
Director	916-3345

**7. Cayman Islands National Weather Services**

CINWS	945-5773/ 949-4528
Director	925-8548

**8. Airline Operators and Handling Agencies**

Air Agencies Ltd.	623-0000
Air Canada	949-8200 Ext 1600, 1619 916-0604/916-8506
American Airlines	949-8156/916-0030
British Airways	946-5257/516-7617
Cayman Airways Ltd. / Cayman Express	949-8200 ext. 8365 244-8356/244-8355/916-0604
Cayman Dispatch Services (CDS) Ltd	949-8960
Cayman Islands Helicopters	943-4354

Delta Airlines	949-8700/916-3274
DHL	949-8575
FedEx	1-800-463-3339
Flowers Air Dispatch Services	949-5299
Island Air Ltd.	949-5252
Jet Blue Airlines	747-8402/ 516-5283
RCIPS Air Unit	936-1872
Southwest Airlines	936-9197
Sprint Services	949-0262
United Airlines	916-5545/946-6366
UPS	749-8771
WestJet	866-886-2488/916-0604

## 9. Facilities & Equipment

AI Rentals	916-0216
AI Rentals	916-0389
C.L. Flowers Company	324-1326
C.L. Flowers Company	329-3272
Massive Equipment Rentals	949-7990/916-0539

## 10. Food & Beverage Support Providers

Bodden Beverages	949-8222
Domino's Pizza	943-7499/949-6633/929-6906
Subway	949-6866/925-6866

## 11. Government Departments

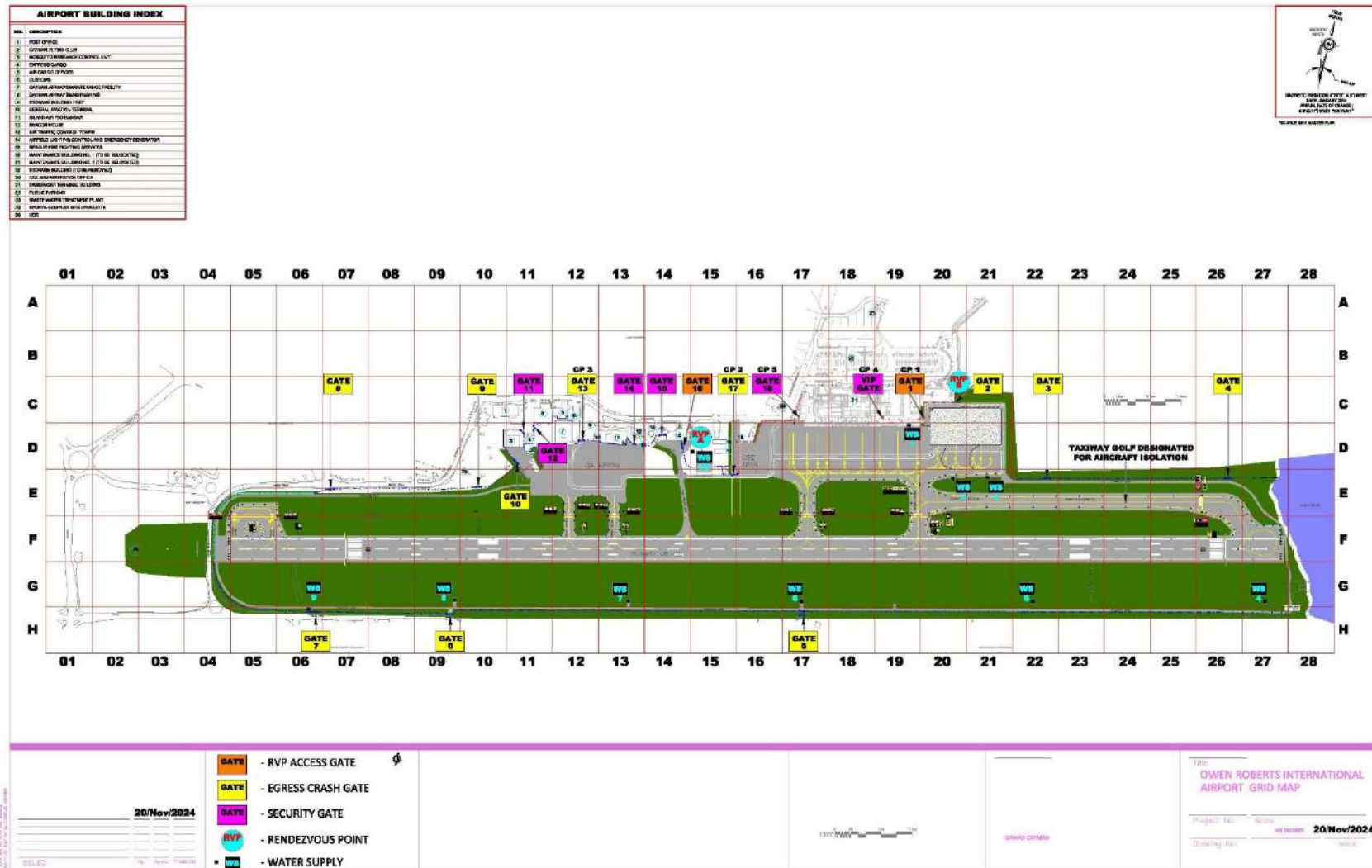
Broadcasting Department (Radio Cayman)	949-7799
Civil Aviation Authority	949-7811
Customs & Border Control (Airport)	949-2479/949-8043
Customs & Border Control Headquarters	949-2473
Department of Environment	949-2557/949-2881
Department of Environmental Health	949-6696
Department of Vehicle and Equipment Services	949-5644
Government Administration Building	949-7900
Government Information Services	949-8092
Hazard Management Cayman Islands	945-4624/ 526-6362
Mosquito Research Control Unit Hangar	949-2826
Port Authority of the Cayman Islands	949 2055
Public Works Department (Tents)	949-2547/926-0471/244-4805





**12. CIAA Contractors, Service Providers, and Emergency Services Vendors**

<b>Facility/System</b>	<b>Contractor/Service Provider</b>	<b>Contact No.</b>
AC Systems	Otis Air Conditioning	928 8618
ANS Systems	AVCOM	949 6151
Conveyor Systems	CIAA Maintenance Unit	939 1136
Electrical Systems	Corporate Electric	525 8051
Electrical Systems	Roca Electric	929 6073
Electronic Access Doors	Andro	925 3890
Electric Doors	Aralco	949 9385/916 0442
Electric Gates	Parkers	916 0389
Elevators	Phillips Elevators	916 3061
Emergency Generators	Billy Farrington	916 2508
Fencing	Spartan Fencing	925-6260
Fire Alarm	Corporate Electric	525 8051
Fuel	Brown's Mobile Fueling	926 2103
GAT Security Alarm System	The Security Centre	949 0004
General Contractor	Mario & Sons	926 0735
Landscaping	Vigoro	324 1799
Heavy Equipment	Island Paving	324 0225
Hi-Lift Truck	Reliable Industries	949 9303
IT Systems	AD Tech	916 0011
IT Systems	DARSCO Ltd.	926 1108
Janitorial Services	Reliable Industries	949 9303
Metal Works	C.I. Sheet Metal	516 2491
Parking Systems	Knights Security Systems	926 5099
Roofing Systems	Insulation, Restoration & Coating	916 2623
Rubis	Aviation Fuel	949-4238/925-9561
Security Screening Equipment	The Security Centre	949 0004
Sewage Services	CMEC	916 2092
Sewage Services	EnTech	925 6260
Sewage Services	Industrial Services Ltd	949 7245
Signage	Vision Marketing	949 9847
Signage	D'Signs	949 5809
Signage	Fast Signs	947 5167
Spill Clean-up	EnTech	925 6260
Water Delivery	Flowers Water Company	949 5299
Welding	Campbell's Welding	926 1864
Welding	Peter's Welding	916 4055

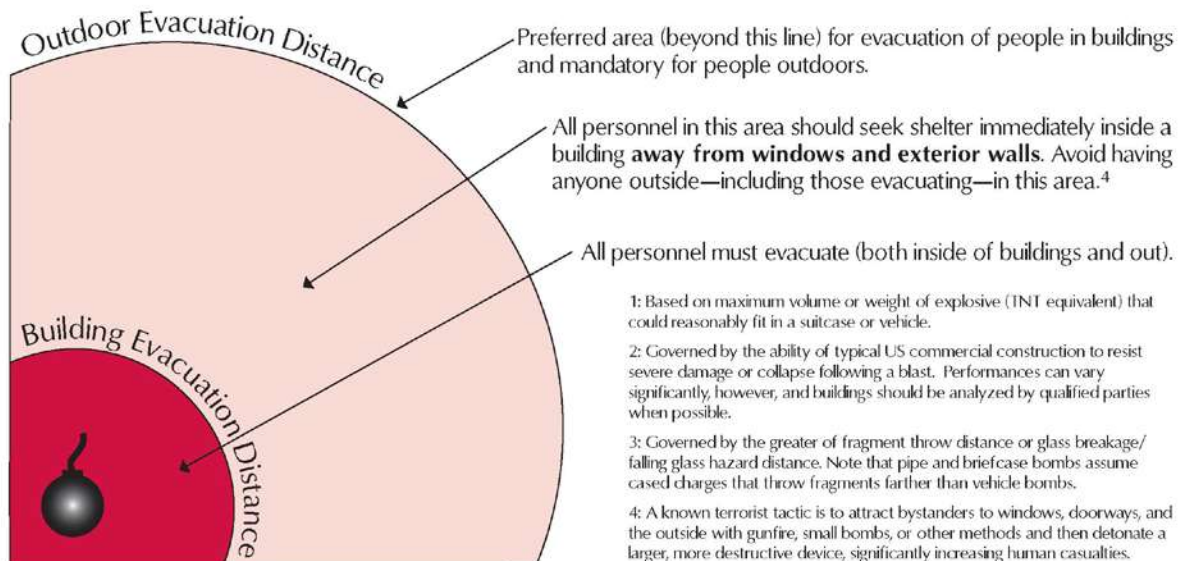
Appendix 2 - Airport Grid Map



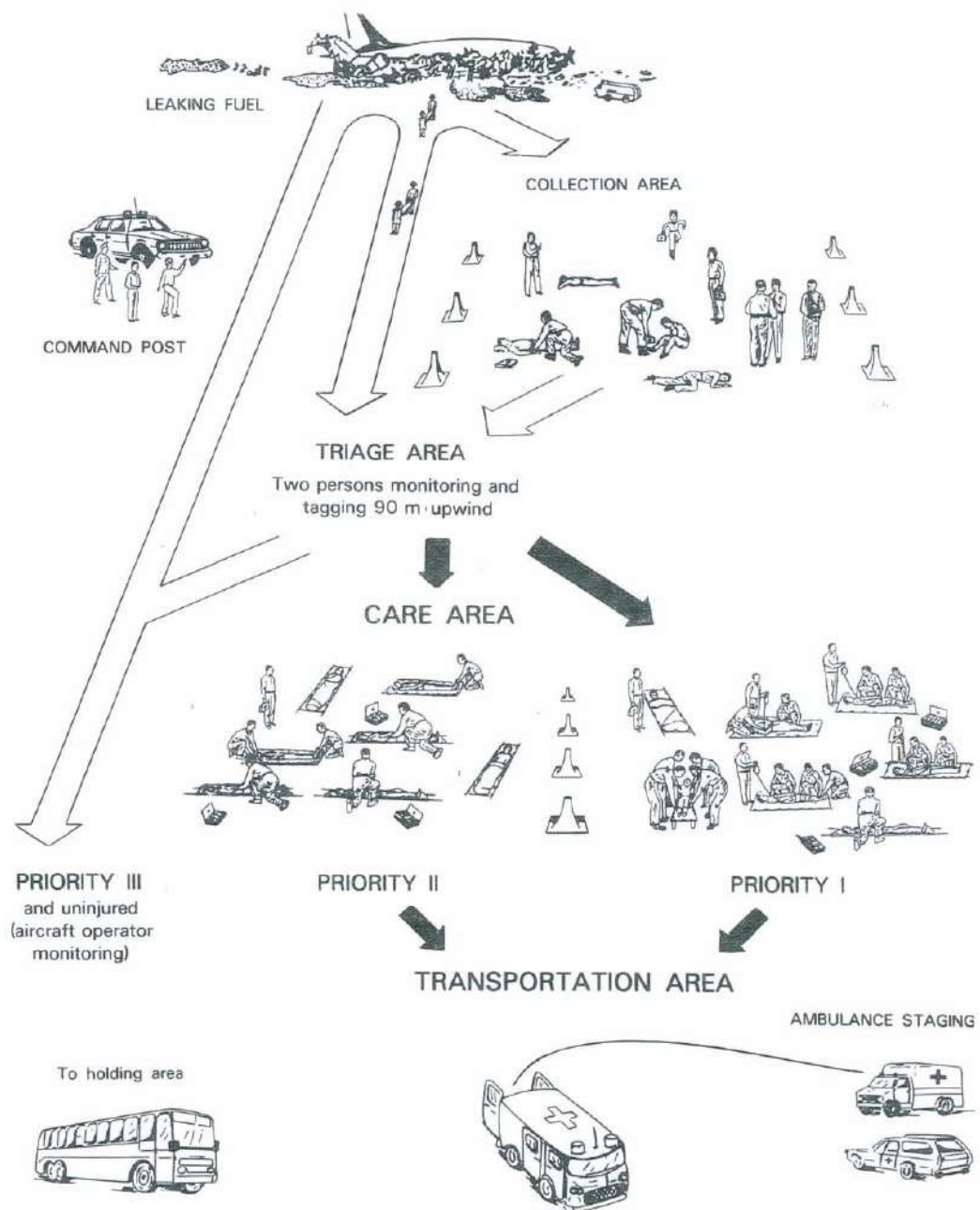
## Appendix 3 - Terrorist Bomb Threat Stand-off Distances

Bomb Threat Stand-Off Distances			
Threat Description	Explosives Capacity <sup>1</sup> (TNT Equivalent)	Building Evacuation Distance <sup>2</sup>	Outdoor Evacuation Distance <sup>3</sup>
 Pipe Bomb	5 LBS/ 2.3 KG	70 FT/ 21 M	850 FT/ 259 M
 Briefcase/ Suitcase Bomb	50 LBS/ 23 KG	150 FT/ 46 M	1,850 FT/ 564 M
 Compact Sedan	500 LBS/ 227 KG	320 FT/ 98 M	1,500 FT/ 457 M
 Sedan	1,000 LBS/ 454 KG	400 FT/ 122 M	1,750 FT/ 533 M
 Passenger/ Cargo Van	4,000 LBS/ 1,814 KG	600 FT/ 183 M	2,750 FT/ 838 M
 Small Moving Van/ Delivery Truck	10,000 LBS/ 4,536 KG	860 FT/ 262 M	3,750 FT/ 1,143 M
 Moving Van/ Water Truck	30,000 LBS/ 13,608 KG	1,240 FT/ 378 M	6,500 FT/ 1,981 M
 Semi-Trailer	60,000 LBS/ 27,216 KG	1,500 FT/ 457 M	7,000 FT/ 2,134 M

This table is for general emergency planning only. A given building's vulnerability to explosions depends on its construction and composition. The data in these tables may not accurately reflect these variables. Some risk will remain for any persons closer than the Outdoor Evacuation Distance.



Appendix 4 - Emergency Response Field Setup at Aircraft Accident Site



## Appendix 5 – Airport Emergency Plan Exercise Critique Forms

## Table-Top Exercise Evaluation Checklist

<b>Airport name:</b> _____ <b>Date:</b> _____				
Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
<b>1. Initial Response and Incident Command</b>				
a) Identify immediate response requirements.				
b) Immediately carry out those action requirements necessary to preserve life and or property, including the deployment of required resources.				
c) Establish command post(s) as needed.				
d) Establish an incident staging area for resources.				
e) Evaluate overall situational awareness based on incident information.				
f) Establish the “hot zone” for operations.				
g) Establish traffic control in the area as well as scene access control, i.e., ingress and egress routes.				
h) Establish communications with responding mutual aid units.				
i) Establish or facilitate unified command with agencies likely to respond as necessary, such as RFFS, RCIPS, EMS, etc.				
j) Establish an exercise planning committee based on needs of the incident.				
k) Activate the AEOC as appropriate. (AEOC Manager) <ul style="list-style-type: none"> <li>• Organize or establish the AEOC based on operational procedures and the needs of departments and agencies involved</li> <li>• Identify key personnel, their roles, and responsibilities for the initial operating period</li> <li>• Establish who will be responsible for normal day-to-day operations during the incident</li> <li>• Establish objectives and tasks to be carried out by the AEOC staff to support the Incident Commander in the field</li> </ul>				
l) Issue alerts and warnings based on procedures, as warranted				
m) Establish communications with responding agencies.				
n) Establish a written communication plan.				
o) Through communications with responding agencies determine as quickly as possible: <ul style="list-style-type: none"> <li>• Approximate number of fatalities or injured</li> <li>• The general boundary of the affected area</li> <li>• The general extent of damages</li> </ul>				

<ul style="list-style-type: none"> <li>• The general extent of power or other utility disruption</li> <li>• Immediate needs of response agencies</li> <li>• If voluntary evacuations of the population have begun</li> <li>• Location of any triage area</li> <li>• Location of any congregate care area established or ad hoc.</li> </ul>				
p) Establish communications with a liaison from the airline, airport if appropriate to do so.				
q) On order, evacuate effected areas with assistance from RCIPS.				
r) Brief HMCI and Ministry officials as soon as practical.				
s) Provide GIS with updated information.				
t) Provide RCIPS with updated information, as appropriate.				
u) Issue action guidance as appropriate to responders and Incident Command staff.				
v) Activate an event log utilizing AEOC tools.				
w) Activate damage assessment and follow damage assessment procedures.				
x) Develop an initial incident action plan (12 hours) with objectives to be accomplished.				
y) Conduct a “second shift” or relieving shift briefing.				
z) Discuss with and present to your relief, a review of the initial incident action plan and any continuing incident action plans if available, as required.				
<b>2. Media Functions</b>				
a) Establish who will be the on-scene Public Information Officer and who will be the designated media spokesperson.				
b) Activate or establish rumor control through the GIS officer.				
c) Determine what social media management procedures should be put in place, monitoring.				
d) Cause public information to be released, via the GIS officer as soon as practical, in coordination with airline and airport.				
e) Establish a media plan and discuss with the AEOC manager regarding approval for media releases. <ul style="list-style-type: none"> <li>• An initial Media Release should be written in coordination with other agencies.</li> <li>• A media staging area (Beacon House) established away from the incident and updates planned at regular intervals as appropriate.</li> </ul>				

<ul style="list-style-type: none"> <li>Discuss who will liaison with the AEOC and who will manage written releases and interviews given if any.</li> </ul>				
<b>3. Expanding Response and Stabilizing the Scene</b>				
a) Develop a 12-hour incident action plan for the second operational period outlining actions that must be accomplished.				
b) Designate who will be the relief AEOC manager for the second operation period.				
c) Coordinate with Airport Operations Manager and ATC Manager on the status of the runway and determine the impact on flight safety.				
d) Establish communications with the CAACI and UK AAIB as appropriate regarding the aircraft crash.				
e) Conduct hazard analysis of vital facilities, utilities, and traffic corridors and the impact of an aircraft accident near one or more of those resources.				
f) Determine the availability of mobile and or portable mortuary services. Where will a temporary morgue be established, and who will provide security?				
g) Establish a Family Assistance Center (FAC) for family members and victims. Communicate how many facilities will be established and where.				
h) Determine what community services such as psychosocial support and welfare support may be needed and designate a person to coordinate those services.				
i) Coordinate with the airline (if applicable) for response and information regarding the aircraft involved and the passengers and crew.				
j) Coordinate with HMCI for shelter as needed and other facilities related to the public welfare.				
k) Coordinate with HMCI the opening of appropriate number of shelters, based on shelter procedures.				
l) Activate formal resource request procedures and resource tracking.				
m) Review and follow resource procurement procedures.				
n) Establish 24/7 duty roster for the AEOC and/or command post.				
o) Develop and post any required maps or diagrams of the impacted area.				
p) Develop a plan for multi day perimeter security and establish facilities for investigators.				
q) Determine what if any additional resources or equipment that may be used or called upon for use in the field and AEOC over the duration of the incident.				
r) Determine what requirements are needed to rehabilitate/maintain any equipment that may be deployed.				

s) Determine what services or resources are required to support and rehabilitate responders in the field, to support AEOC and support groups for extended periods of time.				
<ul style="list-style-type: none"> <li>• Food, water, clothes, personal equipment, etc.</li> <li>• Demobilization procedures.</li> </ul>				
t) Determine if a dedicated communications line needs to be established for this incident and who will carry out that function if necessary.				
<b>4. Recovery Phase</b>				
a) HMCI gather damage assessment information (public, housing, business) from damage assessment teams.				
b) Obtain information from HMCI regarding number of persons sheltered and support necessary for continued operation.				
c) Obtain from HMCI an estimated duration period for continued shelter operations, if any.				
d) Obtain information from HSA regarding disposition of victims hospitalized/treated for injuries.				
e) Coordinate with the Coroner to identify and give final disposition on all remains of victims deceased.				
f) Obtain information from the airline or airport regarding safety, debris removal, UK AAIB guidelines, etc.				
g) Establish location and necessary personnel to support the UK AAIB with their investigative functions.				
h) Maintain scene security and prevent persons from interfering with the on-going investigation.				
i) Establish when the site can be recovered to include: <ul style="list-style-type: none"> <li>• Removal of the aircraft and debris (UK AAIB)</li> <li>• Determine the procedures for removal of the wreckage and what location will be utilized to house the wreckage for evaluation (UK AAIB)</li> <li>• Inspection of the buildings and facilities involved</li> <li>• Return of residents to the affected areas</li> </ul>				
j) Determine what services for crisis counseling services and support teams will be needed on an ongoing basis.				
k) Assess citizen/community needs for individual assistance and or public assistance, if applicable.				
l) Activate financial tracking plan coordinated by the Finance Officer, as appropriate and coordinate with other agencies.				
m) Gather financial information from the Finance Officer. As appropriate gather additional information to include:				



<ul style="list-style-type: none"> <li>• Personnel that responded and the time involved in the response.</li> <li>• Time sheets or time logs.</li> <li>• Supplies used</li> <li>• Contracts issued if applicable</li> <li>• Purchase orders issued</li> <li>• Any other expenditures</li> <li>• Damages to public buildings, equipment, utilities, etc.</li> <li>• Loss of life of any public servant</li> <li>• Documents regarding economic impact.</li> </ul> <p>Notation: Most costs associated with an aircraft accident are borne by the airline or the aircraft owner and are billable as such. Such items as volunteer response, if not a contracted service (i.e., volunteer fire department personnel) may not be reimbursable.</p>				
n) Develop or generate reports of the incident as appropriate for internal use and outside agencies.				
o) Perform an incident critique as soon as possible with all possible response organizations.				
p) Review agency and self-performance.				
q) Review the weaknesses of the emergency plan.				
r) Brief public officials with updated information and incident recovery progress.				
s) Complete exercise evaluation report.				

N/A = Not Applicable

N/O = Not Observed

## Accident Exercise Evaluation Checklist

<b>Airport Name:</b>				
<b>Date:</b>				
<b>Review Item</b>	<b>Yes (□)</b>	<b>No (□)</b>	<b>N/A (□)</b>	<b>N/O (□)</b>
<b>I. Pre-exercise activities</b>				
A. Was an exercise planning committee established?				
B. Were drills/tabletops conducted in preparation for the full-scale exercise?				
C. Were exercise objectives developed?				
1. Did they adequately test the emergency plan?				
2. Were they realistic?				
3. Were they measurable?				
4. Were they coordinated with participating agencies?				
D. Was a scenario developed?				
1. Was it realistic?				
2. Was there a timeline?				
3. Did the scenario support the objectives?				
E. Was the site satisfactory?				
1. If no, explain:				
F. Were evaluators assigned?				
1. Were there enough?				
2. Were they qualified?				
3. Were they trained?				
4. Was an evaluation checklist provided?				
G. Were exercise safety guidelines established?				
1. Did they include:				
a) An emergency termination procedure?				
b) A code word for individuals in the event an actual injury occurs?				
2. Was there a safety briefing for all participants?				
3. Briefly describe the termination procedure.				
H. Were liability issues addressed in advance?				
I. Was advance notice of the exercise given to:				
1. the public?				
2. the media?				
3. airport tenants?				
J. Were there exercise controllers?				
1. Were there enough?				
2. Were they qualified?				
3. Were they trained?				
K. "Casualties"				
1. Was there a sufficient number?				
<b>Review Item</b>	<b>Yes (□)</b>	<b>No (□)</b>	<b>N/A (□)</b>	<b>N/O (□)</b>

a) Number of "injured"				
b) Number of "uninjured"				
c) Number of "deceased"				
2. Were they briefed on responsibilities?				
3. Were they given a safety briefing?				
4. Were they moulaged?				
5. Were adequate sanitary facilities available?				
6. Was food/drink available?				
7. Was there a "casualty" accountability/tracking				
8. Was first aid available?				
9. Were there comfort provisions for inclement				
L. Spectators				
1. Were there adequate provisions for viewing				
2. Were they given a safety briefing?				
3. Were they adequately controlled?				
<b><u>REMARKS:</u></b>				

N/A = Not Applicable

N/O = Not Observed

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
<b>II. Exercise Activities</b>				
<b>A. Personnel Mobilization</b>				
1. Describe initial exercise activation procedure:				
a) Note time exercise commenced:				
2. Indicate mobilization procedure(s) for on-airport response personnel: ___ Pager ___ Radio Call ___ Telephone Call List ___ Alarm System ___ Other _____				
a) Note time mobilization commenced:				
b) Note time first unit arrived on scene:				
3. Indicate mobilization procedure for off-airport response personnel: ___ Pager ___ Radio Call ___ Telephone Call List ___ Other _____				
a) Note mobilization time commenced: _____				
b) Note time first units/personnel arrived at the scene/staging area: _____				
c) Describe who made the notifications:				
d) Were contacts made in accordance with established plans/procedures?				
4. Were contact lists current and complete?				
5. Was there a system to track responding agencies/personnel?				
a) Describe the system:				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
6. Did all agencies called for in the scenario respond?				
a) If not, who was missing: _____				
<b><u>REMARKS:</u></b>				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
<b>B. Direction and Control</b>				
1. Was an individual in charge?				
a) If yes, Name: _____ Title: _____				
(1) Did this individual provide effective leadership?				
(2) Was this individual readily identifiable? If yes, describe how:				
2. Was decision-making coordinated with key staff?				
3. Was decision-making coordinated with other participating agencies?				
a. Air Traffic Control				
(1) Communications				
(2) Notification				
(3) Operational control				
(4) Guidance				
4. Were periodic briefings held?				
5. Was a copy of the emergency plan/procedures available?				
a) Were they current?				
b) Were they used?				
6. Was an Incident Command System (ICS) used?				
a) If yes, was it effective?				
7. Were there any direction and control problems? If yes, describe: _____				
<b><u>REMARKS:</u></b>				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
<b>C. Communications</b>				
1. Identify the systems used: Radio ___ Fire/EMS Net     ___ Police Net ___ Ground Control ___ Airport ___ Emergency Management ___ Air/ground ___ Amateur Radio ___ Other ___ Discrete Emergency Frequency <sup>9</sup> Telephone ___ Commercial ___ Cellular ___ Computer links ___ Other Facsimile				
2. Was there a common dedicated frequency for managing the				
a) If no, should there be one?				
3. Could the primary communications system(s) handle the flow of information with undue delay?				
4. Were back-up systems available?				
a) Were they demonstrated?				
5. Were communications protocols for information gathering/dissemination				
a) If yes, were they properly used?				
b) If no, should they be developed?				
6. Was there a message flow system for incoming/ outgoing messages?				
a) Were copies of all messages kept?				
7. Were messengers used in high noise areas?				
8. Were there any communications problems? If yes, describe:				
<b><u>REMARKS:</u></b>				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
<b>D. Facilities, Equipment, and Displays</b>				
1. Was a mobile command post established?				
a) Was it easily identifiable?				
b) Was it properly equipped?				
(1) Was adequate communications equipment				
(2) Was a copy of the emergency plan/ procedures available?				
(a) Were they current?				
(b) Were they used?				
2. Was an Emergency Operations Center (EOC) established?				
a) Was it properly equipped?				
(1) Were adequate communications available?				
(2) Was a copy of the emergency plan/ procedures available?				
(a) Were they current?				
(b) Were they used?				
b) Was access controlled?				
c) Was back-up power available?				
d) Were maps and status boards available?				
(1) Were they prominently displayed?				
e) Was a computer used in support of the emergency operation?				
(1) If yes, describe how:				
f) Was a log of events/actions taken maintained?				
3. Was there a remote staging area for vehicles (ambulances/buses, etc.)				
a) If yes:				
(1) How many were there?				
(2) Was each readily identifiable?				
(3) Was each one adequate in terms of:				
(a) Location?				
(b) Size?				
(c) Ingress/egress routes?				
(4) Was there an individual in charge of the staging area?				
(a) If yes, was this individual readily identifiable?				
If yes, describe how: _____				



Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
(5) Were adequate communications available?				
(6) Was the flow of vehicles to the scene from the staging area adequately controlled?				
(7) Did drivers always remain with their vehicles?				
b) If no, is a transportation staging area needed?				
4. Was there a staging area for support aircraft (helicopters, fixed wing)?				
a) If yes:				
(1) How many were there?				
(2) Was each readily identifiable?				
(3) Was each one adequate in terms of:				
(a) Location?				
(b) Size?				
(c) Ingress/egress routes?				
(4) Was there an individual in charge of the staging area				
(a) If yes, was this individual readily identifiable?				
If yes, describe how:				
(5) Were adequate air/ground communications				
b) If no, is an aircraft staging area needed?				
5. Was there a staging area for personnel				
a) If yes:				
(1) How many were there?				
(2) Was each readily identifiable?				
(3) Was each one adequate in terms of:				
(a) Location?				
(b) Size?				
(c) Ingress/egress routes?				
(4) Was there an individual in charge of the staging area				
(a) If yes, was this individual readily identifiable?				
If yes, describe how:				
(5) Were adequate communications available?				
b) If no, is a personnel staging area needed?				
<b>REMARKS:</b>				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
<b>E. Emergency Response</b>				
<b>1. Aircraft Rescue and Firefighting (ARFF)</b>				
a) Identify how they were notified about the emergency: ___Alarm system ___Telephone ___Radio ___Other				
b) Was their response timely?				
Identify the first unit to arrive: Time first unit arrived:____ Time last unit arrived:_____				
c) Did all designated units arrive at the scene?				
(1) If no, explain:				
d) Was their response effective and accomplished in accordance with established procedures?				
e) Was the ARFF IC able to communicate with the Flight Crew?				
f) Was the Desecrate Emergency Frequency used?				
g) Were ARFF personnel properly equipped?				
h) Was all proper protective gear worn?				
i) Was an individual clearly in charge?				
(1) Was this individual readily identifiable? Describe how:				
i) Was the situation properly assessed?				
j) Was a passenger manifest available?				
k) Was a cargo manifest available?				
(1) Were any hazardous materials involved? If yes, Describe:				
(a) Were they properly handled?				
i) Were preservation of evidence rules followed? ___Notes/diagrams___Pictures ___Video ___Other				
j) Were uninjured "casualties" directed to safe areas?				
k) Were ARFF personnel able to reliably communicate with:				
(1) the Command Post/EOC?				
(2) each other?				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
<b>2. Medical Assistance</b>				
a) Hospitals, medical facilities				
(1) Did any participate in the exercise?				
(a) If yes, list:				
(2) Were they given regular status reports?				
(a) If yes, By whom?				
(b) How?				
(3) Could they communicate with:				
(a) the Command Post/EOC?				
(b) transport units?				
b) Medical personnel (doctors, nurses)				
(1) Did any medical personnel participate in the exercise at the scene?				
(a) If yes, Approximate number of doctors:				
(b) Approximate number of nurses:				
(c) Did they arrive in a timely manner? Time first medical person arrived:				
(d) Were they familiar with their responsibilities under the emergency plan/procedures (where to go/what to do)?				
(e) Was an individual in charge?				
(f) Was this individual readily identifiable? Describe how:				
(g) Could this individual communicate with:				
(i) the Command Post/EOC?				
(ii) the hospital(s)				
c) Rescue squads, ambulance services				
(1) Did any rescue squads, ambulance services				
(a) Were they familiar with their responsibilities under the emergency plan/procedures (where to go/what to				
(b) Was an individual in charge?				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
(d) Was the individual readily identifiable? Describe how:				
(e) Could this individual communicate with:				
(i) the Command Post/EOC?				
(ii) the hospital(s)?				
(iii) field personnel?				
(iv) other agencies? Identify: _____				
b) Were there adequate emergency medical supplies?				
c) Were the injured transported from the scene? Time started: _____				
(1) By what means?				
(2) To what location?				
(3) Was there an accountability system for the uninjured (who went where)? Describe:				
d) Was a triage system used?				
(1) If yes, Was it set up effectively?				
(2) Were triage tags used?				
(3) Were "casualties" properly classified?				
e) Were injured "casualties" segregated from uninjured and deceased?				
f) Were the injured "casualties" safely and efficiently moved from the scene to a staging area?				
(1) Was the area readily identifiable?				
(a) If yes, describe how:				
b) Were there sufficient trained personnel on hand to move the "casualties" in a timely manner?				
c) Was there sufficient equipment available to move the "casualties" safely and efficiently? Describe: ____ Backboards ____ Stretcher				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
d) Were the “casualties” transported from the staging area in a safe, timely and orderly manner? Time first “casualty” transported:				
e) Was there an accountability system for the injured (who went where)? Describe:				
f) Were drivers provided with maps to hospitals				
<b>3. Coroner</b>				
a) Did the Coroner’s office participate in the exercise?				
(1) If yes, Did they arrive in a timely manner?				
(2) Were they familiar with their responsibilities under the emergency plan/procedure (where to go/what to do)?				
(3) Was an individual in charge?				
(4) Was this individual readily identifiable? Describe how:				
(5) Could this individual communicate with:				
(a) the Command Post/EOC?				
(b) the morgue?				
(c) other agencies?				
(6) Was a temporary morgue established?				
(a) Location: _____				
(7) Were adequate measures taken to mark the location of “dead” before they were moved?				
(8) Was preservation of evidence rules followed? ____ Notes/diagrams      ____ Pictures ____ Video ____ Other				
<b>4. Clergy/Critical Incident Stress Personnel</b>				
a) Did any clergy/critical incident stress personnel participate in the				
(1) If yes: _____ Approximately how many?				
(2) Did they arrive in a timely manner?				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
(3) Were they familiar with their responsibilities under the emergency plan/procedures (where to go/what to do)?				
(4) Were they readily identifiable? Describe how:				
(5) Was someone designated to observe responders for critical incident				
(6) Was an area away from the site designated as a rest and relaxation area for responders?				
(7) Were responders rotated out of the response area to rest and recuperate from the stress imposed by the accident?				
<b>5. Law enforcement</b>				
a) Did any law enforcement personnel participate in the				
(1) If yes: Approximately how many:				
(2) Did they arrive in a timely manner? Identify the first unit to arrive: _____ Time first unit arrived:				
(3) Were they familiar with their responsibilities under the emergency plan/procedure (where to go/what to do)?				
(4) Was an individual in charge?				
(5) Was this individual readily identifiable? Describe how:				
(6) Could this individual communicate with:				
(a) the Command Post/EOC?				
(b) traffic control points?				
(c) access control points/site security?				
b) Was access control/site security established?				
(1) If yes, describe: _____				
c) Were traffic control points established?				
<b>6. Supplementary Assistance</b>				
a) Did off-airport fire companies participate in the exercise?				
(1) If yes, Did they arrive in a timely manner? Identify the first unit to arrive: _____ Time first unit arrived:				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
(2) Were they familiar with their responsibilities under the emergency plan/procedure (where to go/what to do)?				
b) Did the local emergency management agency participate in				
(1) If yes, describe their role:				
c) Did any air carriers or other aircraft owners/operators participate in the exercise?				
(1) If yes, Identify:				
(2) Were they familiar with their responsibilities under the emergency plan/procedures (where to go/what to do)?				
d) Did any support aircraft (helicopters/fixed wing) participate in the exercise?				
(1) If yes, Did they arrive in a timely manner? Identify the first unit to arrive: _____ Time first unit arrived:				
(2) Were they familiar with their responsibilities under the emergency plan/procedures (where to go/what to do)?				
e) Did any other organizations/personnel participate				
(1) If yes, Was it in accordance with established plans/procedures?				
(2) Describe who they were:				
<b>REMARKS:</b>				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
<b>F. Public Information</b>				
1. Was the local community informed about the ongoing exercise?				
a) If yes, describe the method used:				
2. Was the traveling public informed about the ongoing exercise?				
a) If yes, describe the method(s) used: _____				
3. Were airport tenants informed about the ongoing exercises?				
a) If yes, describe the method used:				
4. Were there provisions for handling the media?				
a) If yes, Describe: ____ Joint Information Center (JIC) ____ Media Center ____ Informational briefings ____ Other				
(1) Was the facility adequately equipped?				
(a) Were sufficient telephone lines available?				
(b) Were status boards and maps displayed?				
(c) Was a public address system available?				
(2) Was an individual clearly in charge?				
(a) Name: _____ Title: _____				
(3) Were representatives from all involved agencies present? Name agencies: _____				
(4) Did the briefer(s) have access to timely and accurate information?				
(5) Identify by name and title those individuals authorized to make press releases:				
(6) Were regular briefings held?				
(7) Was the media allowed access to the accident site?				
a) If yes, describe how access was controlled: _____				



Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
<b>G. Exercise Termination</b>				
1. Was the exercise terminated on schedule? Time terminated:				
2. Was it clear to all participants when and how the exercise was to be terminated? Describe termination procedure:				
3. Were all participants, including "casualties," accounted for?				
4. Was all equipment inventories and accounted for?				
<b><u>REMARKS:</u></b>				

Review Item	Yes (□)	No (□)	N/A (□)	N/O (□)
<b>III. Critique</b>				
<b>A. Immediate</b>				
1. Were all participating groups, including the "casualties," assembled immediately after the exercise to solicit their comments?				
a) If yes, were their comments recorded?				
(1) By whom?				
(2) Did the critique appear to be productive?				
<b>B. Follow-up Critique</b>				
1. Was a follow-up critique scheduled for a later date?				
<b>C. Evaluators</b>				
1. Was the exercise adequately evaluated?				
2. Were evaluator reports collected and reviewed?				
<b>REMARKS:</b>				

Review Item	Yes ( )	No ( )	N/A ( )	N/O ( )
<b>IV. Conclusions</b>				
A. Was the scenario followed?				
B. Were the objectives met?				
1. If not, what changes are needed?				
C. Were the plans/procedures followed?				
1. If no, explain: _____				
D. Is there a process for putting lessons learned back into the planning process?				
E. Were there any safety problems noted during the exercise?				
1. If yes, describe: _____				
F. Was the exercise an overall success?				
1. If no, explain: _____				
<b><u>REMARKS:</u></b>				

**Exercise Debrief Log**

	<b>Evaluation Findings Requiring Corrective Action</b>	<b>Corrective Action Plan</b>	<b>Responsible Party</b>	<b>Target Date</b>
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

## Appendix 6 - ORIA Emergency Evacuation Procedures

### 1. General

- 1.1 If an emergency requires evacuation of Owen Roberts International Airport Terminal building, the following procedures will apply.
- 1.2 Instructions to evacuate will be announced by the Automated Fire Alarm System, Airport Security Unit, or Airport Operations staff. All occupants of the building must make every effort to leave the building immediately and proceed via the designated routes to an assembly area, based on their location at time of the evacuation (**see enclosure 2**).
- 1.3 Managers/Supervisors or appointed Fire Marshalls of CIAA and each tenant organization are responsible for confirming that all their staff members are accounted for once the evacuation has been completed. A member of the CIAA staff will be available at each assembly area to take the head count.
- 1.4 All tenants (including HM Border Control, Airline, Concessionaires and Handling Agents) of the Terminal building will guide and assist passengers during evacuation, as best as possible. Please be aware that special assistance will be required for the elderly, handicapped and very young.

**Note- The entire Terminal building must be evacuated within 3 minutes after receiving the initial evacuation instruction.**

### 2. Activation of Fire Alarm

- 2.1 All occupants of the Terminal building should be familiar with the location of fire alarm pull stations in your area. If you witness the outbreak of a fire or a fire in progress, please pull the nearest fire alarm station immediately. Then notify the nearest airport security officer or call the Airport Operations Command Centre @ 244-5835 or 1-800-534-AOCC (2622) and give full details of the reason for initiating the fire alarm system. The following are some safety guidelines to follow in this situation:
  - a) If you smell or see smoke within the building, immediately follow evacuation procedures;
  - b) Notify other colleagues in your immediate area and proceed immediately to the designated assembly area via the assigned route;
  - c) Remain in the designated assembly area and await further instruction.

Note - Once notified by any means the Airport Operations Command Centre Personnel will activate Emergency Callout using the chart in **Enclosure 2**.

### 3. Building Fire or Fire Alarm Activated

3.1 All electronic doors will be de-activated once the fire alarm system is activated, egress will be allowed without the use of the access card. The following is a list by organization of the responsibilities during a terminal evacuation:

#### a) Airport Security Located Landside

Once the fire alarm is activated the Security Manager or Shift Supervisor will report immediately if access is available to the passenger screening area on the ground floor of the terminal and assist the security screeners in ensuring anyone who has not been screened is escorted out of the building using the front entrance and proceed straight ahead and across the street to **Assembly Area 1** in the short-term parking lot. All other security officers will take up post a safe distance outside of the airport terminal or as assigned in this document.

Note: To guarantee the safety of passengers crossing the street and avoid vehicles blocking access to the terminal for the Cayman Islands Fire Service, Airport Security personnel will block off traffic first in the street in front of GTU Desk and restrict any further vehicles from entering CP7 (located just after Andy's Car Rental Center), allowing vehicles to enter the short/long term and employee parking lots. Once this has been accomplished any taxis/vehicles that are parked in front of the airport should be asked to exit the terminal area and if needed they can circle the parking lot and form a line at CP7 and wait for the all clear.

#### b) Airport Security Located Airside

Upon activation or sounding of the fire alarm any Airport Security Officer located on the airside shall position themselves outside of the terminal doors between departure Hall and Arrival Hall where they will be able to direct passengers to Assembly Area 2 or Assembly Area 3, depending on which hall they exit from, while at the same time ensuring no one is allowed access to or from the apron areas and into the building.

#### c) Airport Hold Baggage Screening Personnel

Upon activation or sounding of the fire alarm proceed through the emergency exits and out to Assembly Area 2. Once all personnel have been moved to this area **the most Senior CIAA person available** will make an account of all airport/airline and contracted employees and immediately transmit this information to the Airport Duty Officer in charge (Fire Marshalls or Management personnel from the various airlines and businesses will be expected to assist with accounting for their personnel). Every attempt should be made by airline personnel to verify that all passengers in the departure hall have been safely moved out of the building.

#### d) Airport Safety and Operations Personnel

Upon activation or sounding of the fire alarm the AOCC Officer in Charge will notify ARFFS, ATC and proceed out of their offices with the recall roster along with the AOCC IPAD (to be used to send emergency text message) and assist with a sweep of all second floor offices and workspaces. This is conducted to ensure all employees or members of the public present are evacuating the building. Any assistance should be offered in helping these people down the

stairs in a safe orderly fashion and across the street to **Assembly Area 1** in the short-term parking lot. The elevator should not be used in the event of any type of evacuation or emergency. Once downstairs the AOCC Officer in charge will continue the Emergency Callout using the chart in Enclosure 2.

Note: Airport Safety, Security and AOCC Officer in Charge should proceed to a point in the street directly in front of the airport terminal to wait for the Fire Service response team and meet with other management team members to assist with ensuring all personnel have vacated the terminal building.

**e) Airside Duty Officer Located Airside**

Upon activation or sounding of the fire alarm **the Airside Duty Officer** located on the airside shall go to the CBC Arrivals Hall and ensure that all personnel who have not cleared customs exit the building and go to **Assembly Area 3**. Once all personnel have been moved to this area they will make an account of all airport/airline and contracted employees and immediately transmit this information to the AOCC Officer in Charge (Fire or Management personnel from the various airlines and businesses will be expected to assist with accounting for their personnel).

**f) CIAA Customer Service Personnel**

The CIAA Customer Service personnel will immediately exit the building and monitor the conditions at all Assembly Points to ensure all concessionaires, contracted workers, and passengers receive the best treatment and protection from the elements as far as practicable depending on the weather and current circumstances.

Note- The CIAA Chief Commercial Services Officer/Customer Service Manager will be responsible to ensure that all personnel who have exited the building are cared for as best as possible under the current situation. This includes calling for Maintenance personnel to deploy Pop-Up tents and distribute water in the short-term and encompass coordinating with Public Works or other entities for shelter, food and suitable temporary lodging should the emergency escalate.

**g) CIAA Front Office Personnel**

**CIAA Front Office Personnel staff** located upstairs will proceed out of the building and to **Assembly Area 1**. Once all personnel have been moved to this area, they will assist the AOCC officer with accounting for airport personnel (Fire Marshalls or Management personnel from the various airlines and businesses will be expected to assist with accounting for their personnel).

**h) Customs and Border Control near Customs Hall Exit**

Upon activation or sounding of the fire alarm all Customs and Border Control personnel who are near the exit of the customs hall, beyond the customs screening desks, will assist all passengers who have been screened in immediately exiting the terminal through the front doors and across the street to **Assembly Area 1** in the short-term parking lot.

i) **Customs and Border Control near Baggage Conveyors and Screening Desk**

Upon activation or sounding of the fire alarm all customs officers located at the screening desk or in the back of the customs hall near baggage conveyors will render appropriate assistance to passengers who **have not yet cleared goods** and assist them in exiting the airport terminal via the nearest fire exit to the airside and **direct them to the Assembly Area 3** near Gate 1.

j) **Customs and Border Control in Arrival Immigration Hall**

Upon activation or sounding of the fire alarm all Customs and Border Control officers in the arrival hall will leave their desk and assist arriving passengers in exiting the arrival hall to the airside and direct them to **Assembly Area 3** near the Gate 1.

k) **Airline Operator**

**Personnel Assigned to Passenger Check-In Hall**

All airline operator personnel assigned to the passenger check-in hall will, upon activation or sounding of the fire alarm, exit from behind the ticket counters and office area and assist passengers or customers to immediately exit the terminal through the front doors and across the street to **Assembly Area 1** in the short-term parking lot.

Note- If passenger levels are so great that the crosswalk area is insufficient to allow a smooth crossing of the street, airport security personnel should then block off traffic to allow maximum travel of passengers to the appropriate meeting areas.

**Airline Operator Personnel Assigned to Departure Hall**

All airline operator personnel in the departure hall, upon activation or sounding of the fire alarm, will aid all passengers and immediately direct them outside of the building on the airside, down the sidewalk and to **Assembly Area 2** north of apron stand 1 near Gate 18. At that time utilizing the Airport Evacuation Roster for Airport Partners (**Enclosure 3**) take a headcount which will be transmitted to the CIAA Operations Officer in Charge by whatever means possible. All airlines, airport contractor and concessionaire employees working on the airside will report to this same area.

**4. Designated Assembly Areas and Evacuation Routes**

The following assembly areas and evacuation routes are designated with consideration to their proximity to certain areas of occupancy. Please be aware that the location of a fire could render these areas/routes un-accessible and as such, the instructions at the time of evacuation should be followed. The general premise is that assembly will be in a location of least risk. Please refer to **Enclosure 1** terminal building evacuation maps.



#### 4.1 Assembly Area 1 - Short term Parking

##### **WHO**

If located in: Check-in concourse, baggage screening, central screening checkpoint, arrival hall Customs & Border Control exit, Customs screening area and offices, and upstairs offices.

##### **EVACUATION ROUTES**

Exit building through front doors and assemble across the street in Short Term Parking Lot.

#### 4.2 Assembly Area 2 - Grass Area North of Apron Stand 1

##### **WHO**

Persons in: Departure Hall including concessionaires, VIP and Sir Turtle Lounges, Baggage Makeup Area

##### **EVACUATION ROUTES**

Departure Hall Emergency exit doors and BMA exit (airside), then assemble on grass area north of apron stand 1.

#### 4.3 Assembly Area 3 – Gate 1

##### **WHO**

Persons in: Customs and Border Control arrival hall.

##### **EVACUATION ROUTES**

Arrival Hall Emergency Exit doors (airside), then assemble next to Gate 1.

#### 4.4 Assembly Area 4 – Long Term Parking Lot

In the event of a bomb or bomb threat, all persons should immediately evacuate the Terminal as per the above instructions and then promptly proceed to assembly Area 4 – long term parking lot.

### **5. Accounting for Personnel**

5.1 The AOCC representative shall use the most current CIAA Recall Roster and Partner Accountability Roster (**see Enclosure 3**) to determine an account of persons who exited the building. This information will be used to assist the Fire Service in determining whether the building is empty. In executing this process, the AOCC Officer will:

- a) Contact each CIAA person assigned to an Assembly Area to find out by organization exactly who is present;
- b) Document the names/number of personnel present from each organization on the appropriate form;
- c) Calculate the total persons present from each organization at all assembly areas and use this information to determine with the supervisor or manager of each organization if all personnel who were present at the time of the evacuation have exited the building.

Note- The Manager, Supervisor or Fire Marshall of each tenant organization shall ensure their organization has a method to account for all personnel under their care in the event of an emergency evacuation of the terminal. This information must be passed to the CIAA person at the respective assembly area when requested.

## **6. Re-occupancy of the Terminal**

6.1 Upon the advice of the senior Fire Officer on the scene, CIAA Management will make the final decision and issue instructions as to the re-occupancy of the Terminal building. No one shall re-enter the building until such instructions have been issued by the CIAA. Airport Security will orchestrate the gradual admittance of personnel into the terminal. The following order of priority should be used:

- a) Airport Security Officers;
- b) Central Search Screening Personnel;
- c) Cayman Islands Customs and Border Control Officers;
- d) Airline Personnel and Concessionaires;
- e) Safety/Ops personnel (to inspect all areas prior to re-opening);

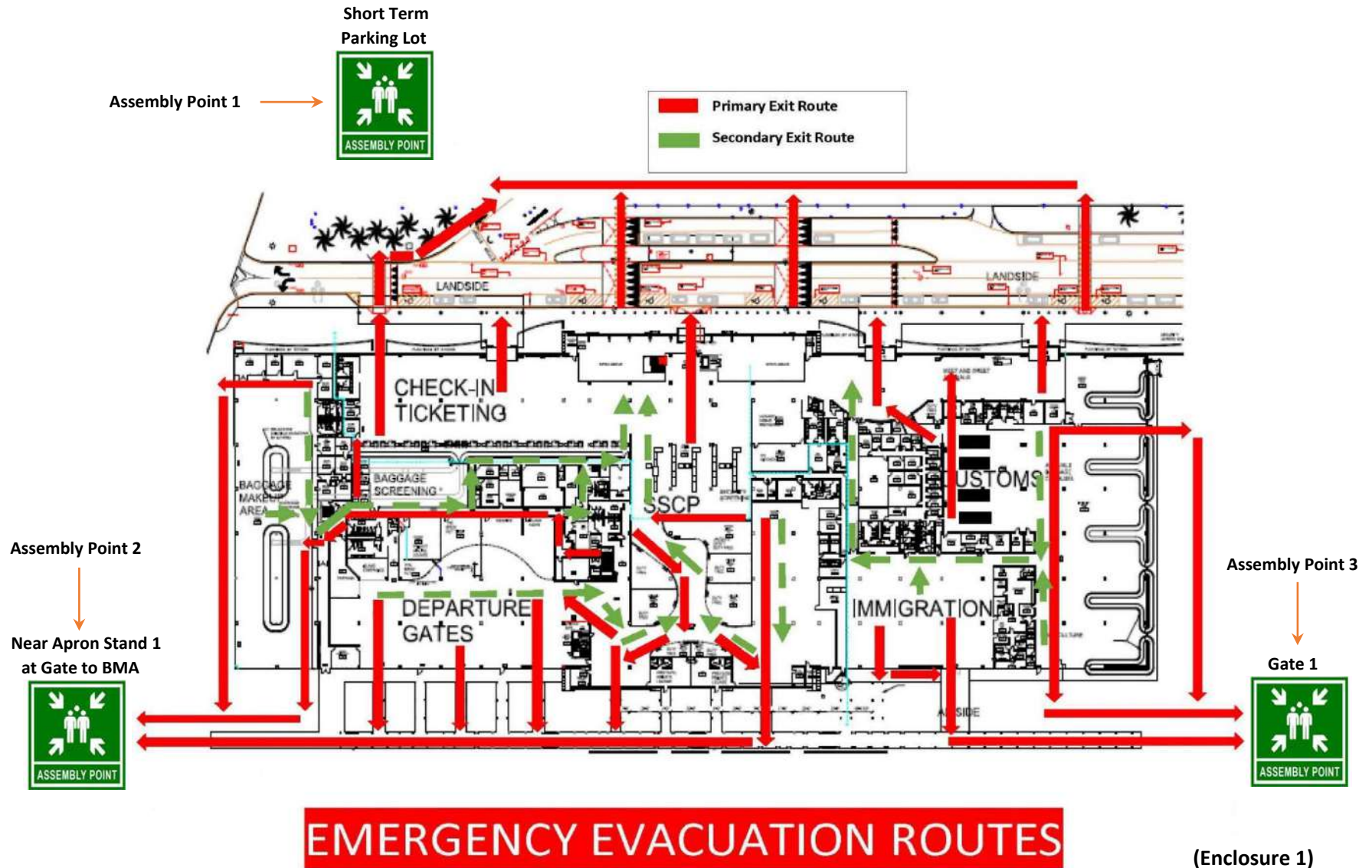
The AOCC will send the "All Clear" message once the airport is ready and allow the entrance of:

- 1) Assembly Point Fire Marshalls and Passengers.
- 2) Passengers being held on the Apron or in arriving aircraft.

## **7. Fire Drills & System Testing**

Testing the alarm system and the evacuation process will be done semi- annually by means of partial or full fire drills. Relevant notification will be issued accordingly.

**ORIA Evacuation Routes and Assembly Points**



# EMERGENCY EVACUATION ROUTE



## AOCC STRUCTURAL FIRE NOTIFICATION FORM

- a) LOCATION OF INCIDENT \_\_\_\_\_
- b) NATURE OF TROUBLE \_\_\_\_\_
- c) HAS EVACUATION OF BUILDING TAKEN PLACE? \_\_\_\_\_

TIME	NOTIFY	PHONE	PERSON NOTIFIED	REMARKS
	Rescue and Firefighting Service	949-2276		
	Chief Executive Officer	925-6430		
	Chief Airport Operations Officer	925-6585		
	ATC Tower	244-5826		
	Chief Airport Operations Officer	926-0955		
	Airport Operations Manager	926-2789		
	Chief Safety Management Officer	916-5317		
	Chief Security Officer	926-2836		
	Chief Commercial Officer	926-1761		
	ATC Manager	916-5774		
	Facilities & Projects Manager	916-2163		
	Maintenance Supervisor	939-1136		
	Electrical Supervisor	916-5952		
	Airport Communication Officer	925-8651		
	Airport Manager (CKIA)	926-8735		
	Airport Operations Officer (CKIA)	938-0596		
	Director General Civil Aviation	949-7811 916-6285		

DUTY AOCC OFFICER \_\_\_\_\_ DATE \_\_\_\_\_

STAND DOWN TIME \_\_\_\_\_

(ENCLOSURE 2)

**Airport Evacuation Roster for Airport Partners**

		Muster/Assembly Points			Total
Company Name	Total No. of Staff on Current Shift	1	2	3	
Air Agencies					
Air Canada					
Airport Professional Service					
American Airlines					
British Airways					
Caribbean Airlines					
Cayman Airways					
Cayman Dispatch Service					
Churchill's Cigar					
Customs and Border Control					
Delta Airlines					
Department of Agriculture					
Department of Tourism					
Flowers Air Dispatch Services					
Health Services Authority					
Island Jewelers					
Jacques Scott Duty Free					
JetBlue Airways					
Kirk Freeport					
Last Chance Island Souvenirs					
Protocol Diplomatic Lounge					
Southwest					
Subway					
The Brew Hut					
Tortuga Rum Co.					
United Airlines					
Wendy's					
WestJet					
Workforce Opportunities & Residency Cayman					

Information Received By: \_\_\_\_\_ Date: \_\_\_\_\_

**(ENCLOSURE 3)**