

Jersey Airport Emergency Orders 2015

Issue 3

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Jersey Airport Emergency Orders

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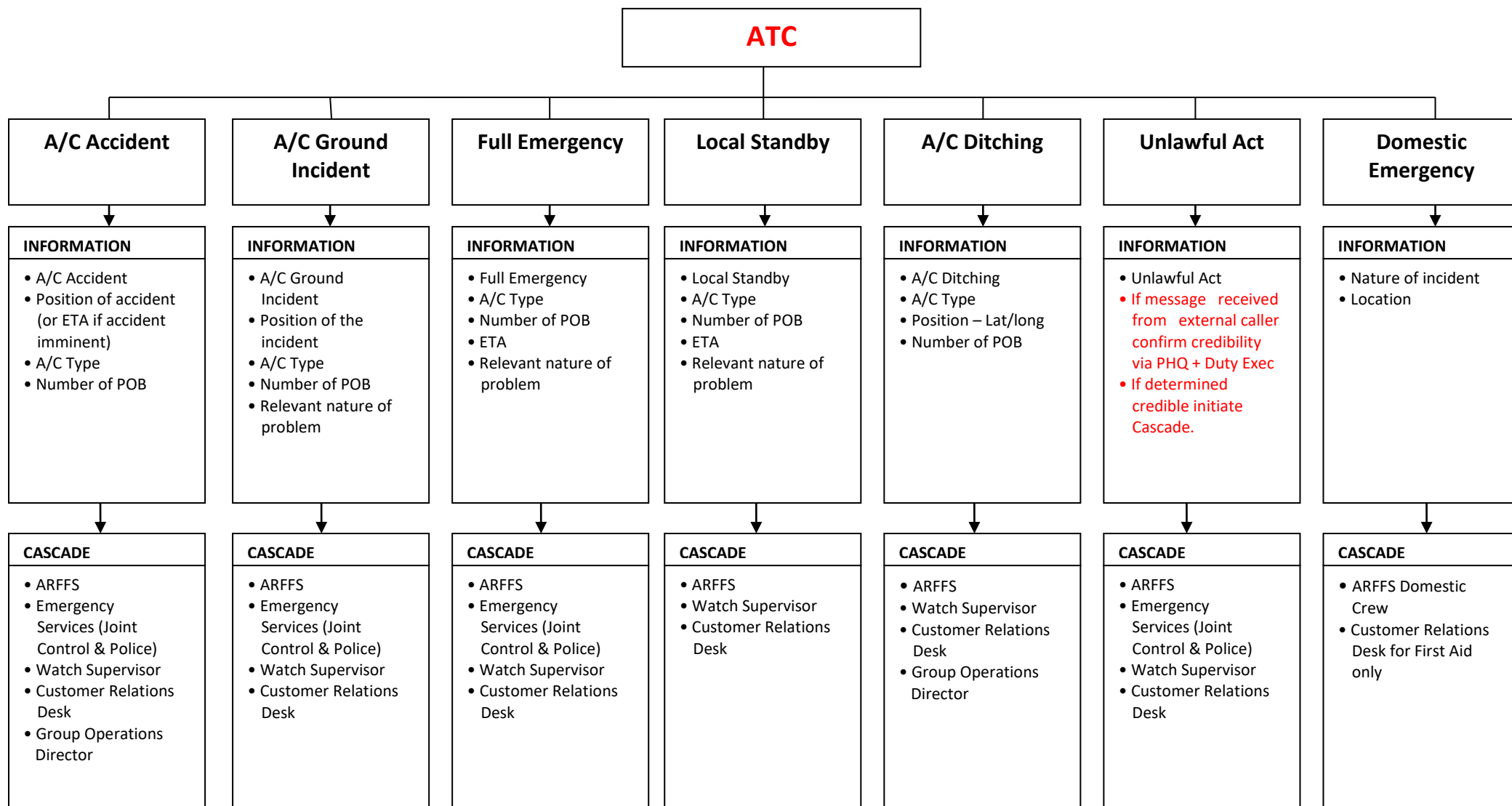
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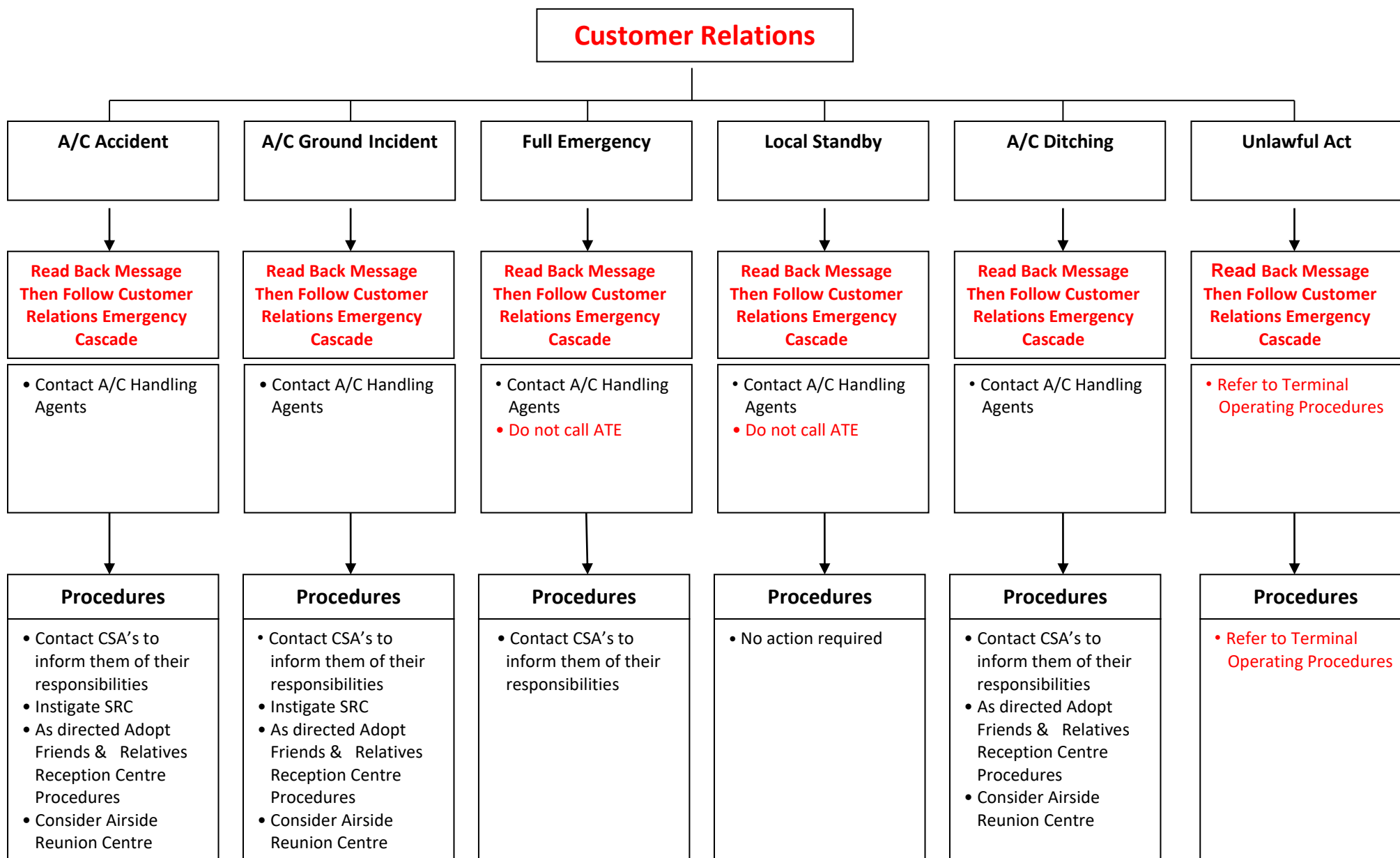
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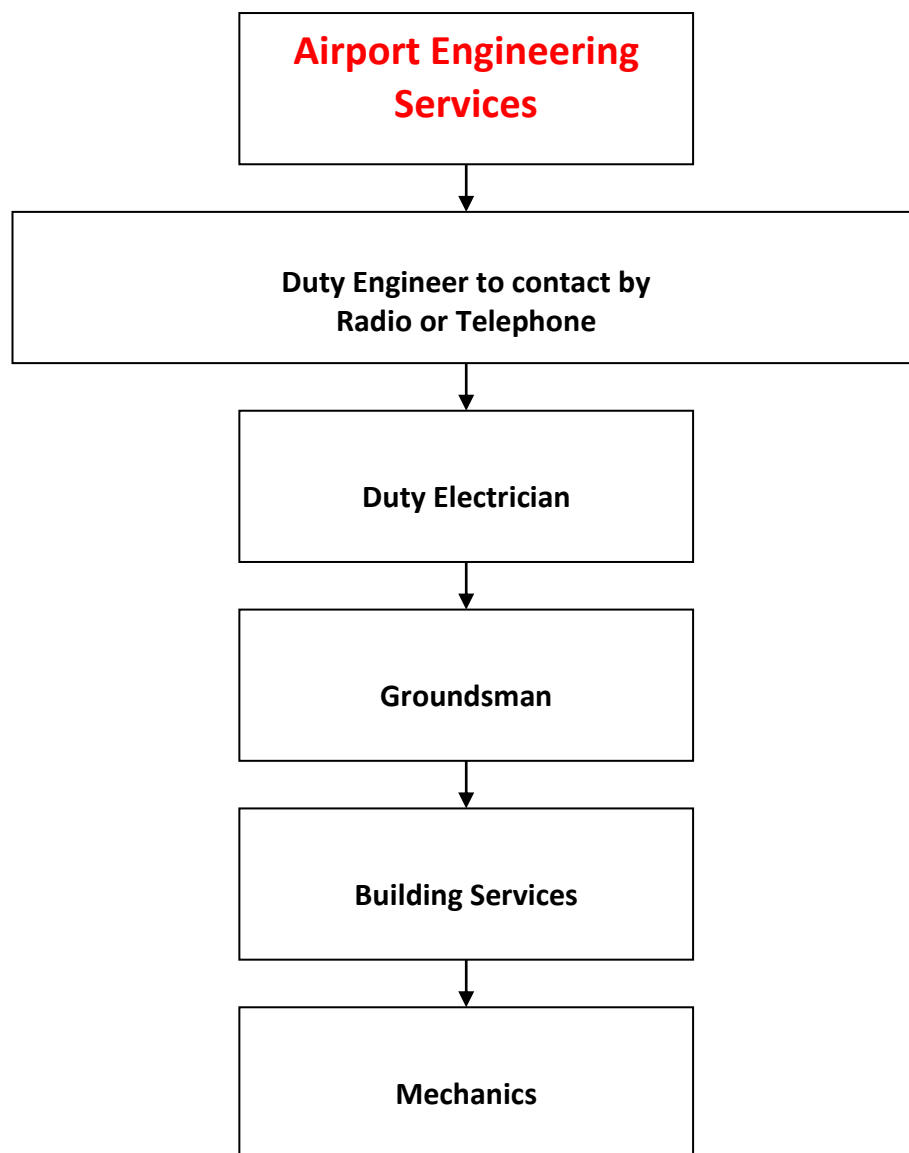
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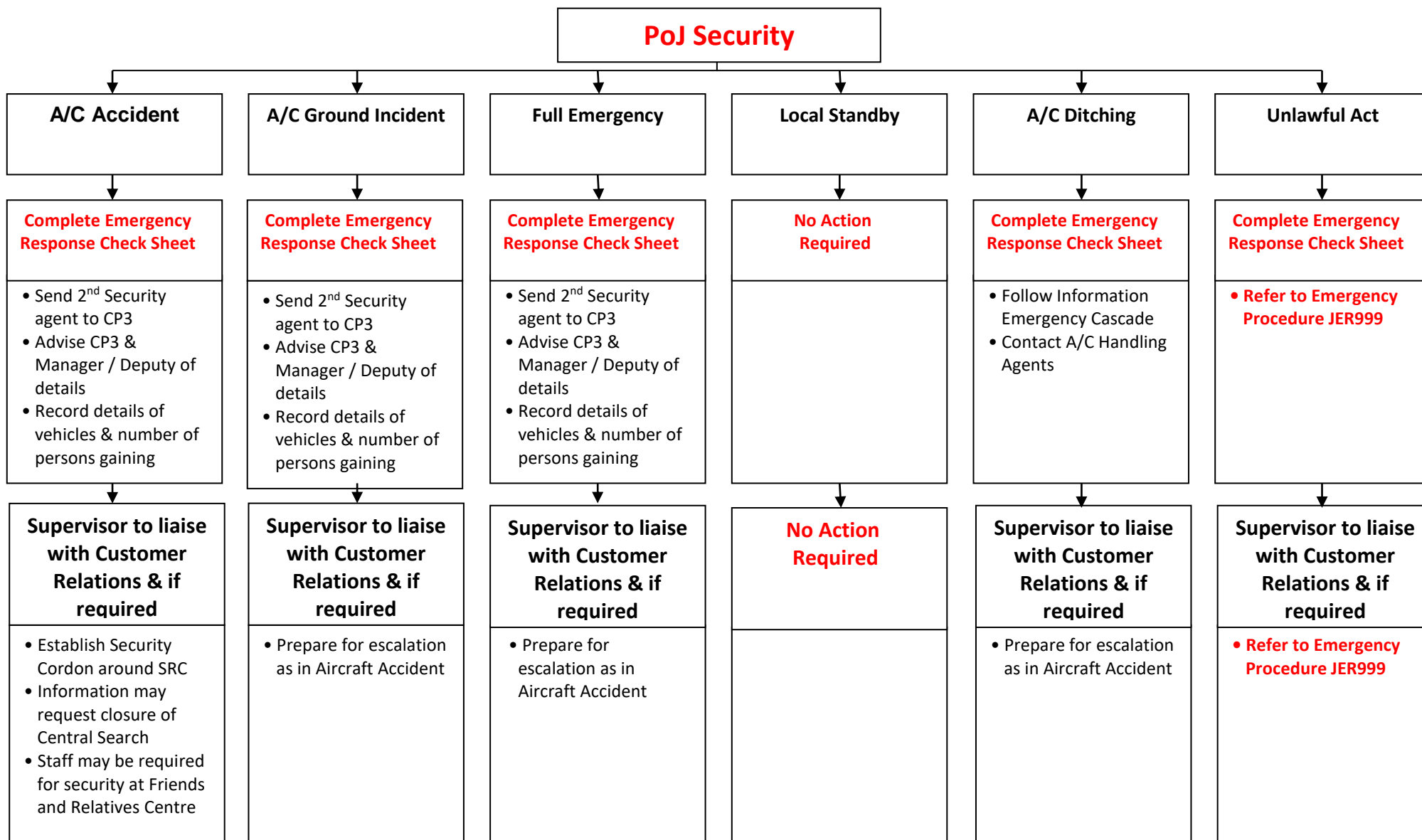
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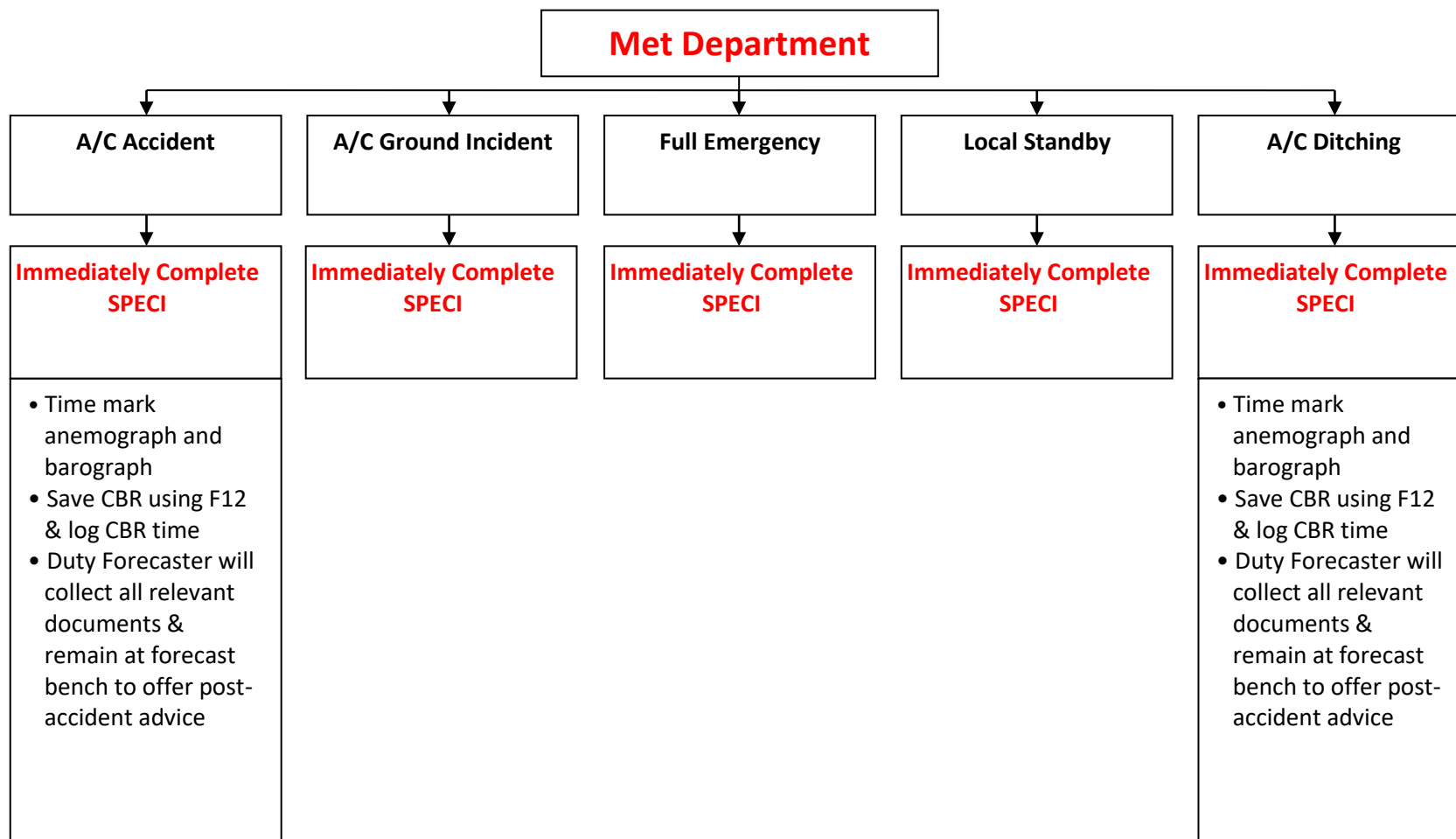
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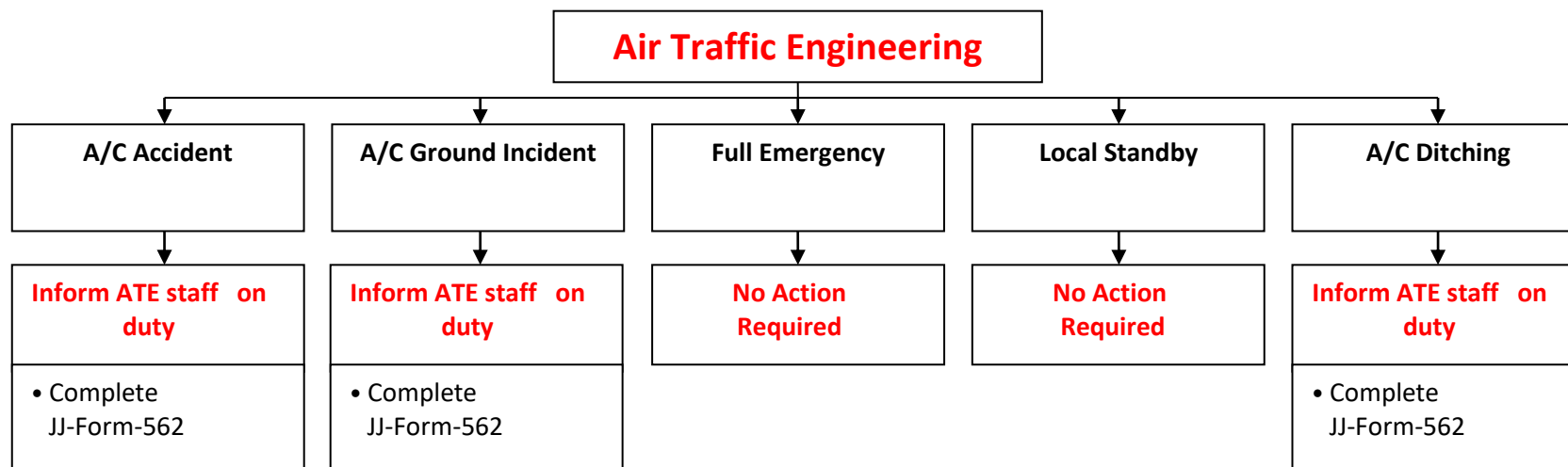












Duty Exec

Under Development

Section 2

Aims, Situation & Description of Roles

Section 2

Emergency Orders

Aims, Situation and Description of Roles

1. Aims

These Emergency Orders provide an outline of responsibility and plan of action for all those involved in any emergency situation at Jersey Airport.

2. Situation

Those who have had experience of an emergency or disaster situation agree that unless there is a well-defined emergency response plan, there is a high risk of confusion in the early stages of an emergency. The plan must have clear Command and Control procedures and everyone involved must make sure they understand their role and carry it out faithfully and on time. Hence, in the event of any sort of emergency at Jersey Airport, it is essential that all airport staff and all those from outside the airport who provide valuable assistance, or have legal obligations to fulfil, should understand each other's roles and how all these roles fit together into the overall emergency plan.

This echoes the ethos of the Joint Emergency Services Interoperability Principle (JESIP) within which it states to achieve the best possible outcomes, all responders will need to be able to work together effectively as soon as they arrive at the scene. This will ensure that public expectation is met and common objectives to save life and prevent suffering are achieved.

Principles for joint working include –

- Co-location
- Communication
- Co-ordination
- Joint understanding of risk
- Shared situational awareness

These clear, simple principles help when taking action under pressure and will enable the achievement of successful outcomes.”

3. Description of Roles

In an emergency situation at Jersey Airport, the following organisations bear specific broad responsibilities or assigned roles.

3.1 Ports of Jersey

- is responsible for the operation of the Airport and will provide and maintain the Airport Rescue & Firefighting Service

3.2 The Airport Rescue & Firefighting Service (ARFFS)

- will conform to the requirements and procedures laid down in Chapters 8 and 9 of document CAP 168 (Licensing of Aerodromes).

3.3 Air Traffic Control

- is responsible for initiating action by the ARFFS via the Air Traffic Control Assistant (Checker Base) who will then inform External Emergency Services of the emergency.

3.4 The External Emergency Services

- are responsible for appropriate back-up service following their own departmental instructions. For this purpose, the agencies involved are:

States of Jersey Fire & Rescue Service

States of Jersey Ambulance Service

States of Jersey Police Force

States of Jersey Health Services

Ports of Jersey Coastguard Service

States of Jersey Emergency Planning Unit / Officer

However, while command cannot be exercised by one organisation over another, the authority to exercise control of an organisation's personnel or assets, for a specified time period to attain defined objectives, can be granted or delegated to another organisation. The granting of control does not imply that the responsibility for those resources has been transferred.

Given the above, where there is conflict at the tactical level the Police Incident Officer (Silver Commander) will assume overall control (at the tactical level).

Specific Emergency Plans reflecting the detailed aims and objective of the Airport Emergency Orders have been prepared by the above authorities. Emergency instructions / orders produced by on-site organisations at Jersey Airport are also required to reflect the content of the overall Emergency Orders.

4. States of Jersey Emergency Planning Board

Airport emergency planning procedures and policies are considered at all stages by Senior Officers / Managers of the States of Jersey Emergency Planning Board (SEPB). This Committee meets approximately every six months.

The SEPB is supplemented by a smaller Airport Emergency Planning Group (AEPG), which meets more frequently to discuss the specific responsibilities and actions of all concerned in

the handling of emergencies at the airport. Specific details of both SEPB and the Planning Group are held at Section 19.

5. Provision of Emergency Facilities

At Jersey Airport, as at all UK airports, it is necessary for the Airport Authority to identify facilities that could be used in the event of an emergency. Such facilities are tested for suitability during exercises and changed if necessary. Specific details of Reception Centres and other Emergency Facilities and plans are identified in Section 20.

6. Exercises

It is imperative once the Emergency Orders are produced and actions agreed for all Airport Departments and External Agencies, that these procedures are tested on a regular basis. Different types and scales of exercises can be undertaken for this purpose. These are detailed in Section 21.

7. Important!

Each department is to have its own Emergency Instructions relating to their organisation.

It is the responsibility of all senior managers within airport organisations / companies to ensure that all personnel will familiarise themselves with their specific responsibilities, so that maximum and prompt assistance can be given when required.

Airport line managers are to ensure that all personnel within their department read these orders, and regularly familiarise themselves with any updates. This is particularly important when new staff join the company.

Section 3

Definitions of **Emergencies &** **Incidents**

Section 3

Definitions of Emergencies & Incidents

AIRCRAFT ACCIDENT:

Aircraft accidents which have occurred or are inevitable on, or in the vicinity of, the aerodrome. (The vicinity extends to the shoreline of Jersey)

Outside emergency services will be required.

AIRCRAFT GROUND INCIDENT:

Where an aircraft on the ground is known to have an emergency situation other than an accident, requiring the attendance of emergency services. (Non-aviation related incidents requiring the attendance of ARFFS shall be defined as Ground Incident – Non -Aviation)

Outside emergency services may be required

FULL EMERGENCY:

When it is known that an aircraft in the air is, or is suspected to be in such difficulties that there is a danger of an accident.

Outside emergency services will be required.

LOCAL STANDBY:

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

Outside emergency services are unlikely to be required

AIRCRAFT DITCHING:

When an aircraft ditching has occurred or is inevitable on, or in the vicinity of the operational areas relating to Jersey Harbours Search and Rescue Procedures. (The vicinity extends from the shoreline of Jersey to the operational area within the plan, please Refer to Territorial Waters Chart).

Outside emergency services will be required.

UNLAWFUL ACTS:

Inclusive of Aviation Bomb Scare, Domestic Bomb Scare & Acts of Terrorism

DOMESTIC EMERGENCY CATEGORY

First Aid

Fuel Spillage

Flame Alert: Code message passed by Joint Control requesting ARFFS assistance in dealing with an incident at La Collette Fuel Storage Depot.

Fire Alarm

Domestic Crew: Non-Specific Emergency Attendance. (Smell of burning, ashtray fire etc.)

WEATHER STANDBY:

When weather conditions are such as to render a landing difficult or difficult to observe.

STOP MESSAGE:

A stop message indicates that no further assistance is required, the personnel and appliances already in attendance or requested are sufficient. This message is sent back to all outside emergency services, in respect of all incidents.

It does not indicate that the incident / accident has been completely dealt with, or that full fire cover is available.

AIRPORT GREEN:

This message indicates to all concerned that the accident / incident has completely finished. The Emergency Services are to be informed when the OIC declares Airport Green.

N.B. Any responsible person; i.e. ATC, Fire & Rescue or Police can upgrade a declared Emergency state.

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Section 4

Air Traffic Control

Aircraft Accident

Action by Air Traffic Control

Air Traffic Control is responsible for initiating emergency actions as follows:

1.1 Immediate Action

1.1.1 Aircraft accidents which have occurred or are inevitable on, or in the vicinity of, the aerodrome.

1.1.2 ATC (Checker Base) passes the following information to those listed in 1.1.3:-

Aircraft Accident

Position of the Accident (or ETA if accident imminent)

Aircraft type

Number of persons on board

1.1.3 ATC to Inform the following staff and departments:-

ARFFS

Emergency Services (Joint Control & Police)

Watch Supervisor

Customer Relations Desk

Group Operations Director

1.2 Downgrade / Stop Message / Green

Downgrade Incident

1.2.1 ATC is to pass the downgrade message if received by the Officer in Charge to all agencies / departments

1.3 Stop Message & Green

1.3.1 On receipt of the 'Stop' message from the Officer in Charge, ATC is to inform Emergency Services + ARFFS Silver Commander.

On receipt of the "Green" message from the Officer in Charge, ATC is to inform all agencies / departments.

1.4 Off Airfield Aircraft Accident

1.4.1 In the event of an Off Airfield Aircraft Accident, ARFFS Rescue Leader will contact ATC to request permission to leave the airfield. The controller should establish what Category of Fire Cover, if any, will be remaining.

Aircraft Ground Incident

Action by Air Traffic Control

Air Traffic Control is responsible for initiating emergency actions as follows:

1.1 Immediate Action

- 1.1.1 When an aircraft on the ground is known to have an emergency situation other than an accident, requiring the attendance of the emergency services. **(Non –aviation related incidents requiring the attendance of ARFFS shall be defined as Ground Incident Non – Aviation)**

The following action is to be taken.

- 1.1.2 ATC (Checker Base) passes the following information for those in 1.1.3:-

Aircraft Ground Incident
Position of the Incident
Aircraft type
Number of persons on board
Relevant nature of problem

- 1.1.3 ATC to Inform the following staff and departments:-

ARFFS
Emergency Services (Joint Control & Police)
Watch Supervisor
Customer Relations Desk

1.2 Upgrade / Downgrade / Stop Message & Green

Upgrade Incident

- 1.2.1 ATC is to pass the upgrade message to all agencies / departments.

1.3 Stop Message & Green

- 1.3.1 On receipt of the 'Stop' message from the Officer in Charge, ATC is to inform Emergency Services + ARFFS Silver Commander.

On receipt of the "Green" message from the Officer in Charge, ATC is to inform all agencies / departments.

Full Emergency

Action by Air Traffic Control

Air Traffic Control is responsible for initiating emergency actions as follows:

1.1 Immediate Action

1.1.1 Where an aircraft is known or is suspected to be in such trouble that there is a danger of an accident.

1.1.2 ATC (Checker Base) passes the following information to those listed in 1.1.3:-

Full Emergency
Aircraft type
Number of persons on board
ETA
Relevant nature of problem

1.1.3 ATC to Inform the following staff and departments:-

ARFFS
Emergency Services (Joint Control & Police)
Watch Supervisor
Customer Relations Desk

1.2 Upgrade / Downgrade/ Stop Message & Green

Upgrade Incident

1.2.1 ATC is to pass the upgrade message to all agencies / departments.
Upgrade Aircraft Accident

Downgrade Incident

1.2.2 ATC is to pass the downgrade message if received by the Officer in Charge to all agencies / departments

1.3 Stop Message & Green

1.3.1 On receipt of the 'Stop' message from the Officer in Charge, ATC is to inform Emergency Services + ARFFS Silver Commander.

On receipt of the "Green" message from the Officer in Charge, ATC is to inform all agencies / departments.

Local Standby

Action by Air Traffic Control

Air Traffic Control is responsible for initiating emergency actions as follows:

1.1 Immediate Action

1.1.1 When it is known that an aircraft has, or suspected to have, developed some defect but the trouble would not normally involve any serious difficulty in effecting a safe landing. The following actions are to be taken.

1.1.2 ATC (Checker Base) passes the following information to those in 1.1.3:-

Local Standby
Aircraft type
Number of persons on board
ETA
Relevant nature of problem

1.1.3 ATC to Inform the following staff and departments:-

ARFFS
Watch Supervisor
Customer Relations Desk

1.2 Upgrade / Downgrade / Stop Message / Green

Upgrade Incident

1.2.1 ATC is to pass the upgrade message to all agencies / departments.

Downgrade Incident

1.2.2 ATC is to pass the downgrade message if received by the Officer in Charge to all agencies/departments

1.3 Stop Message & Green

1.3.1 On receipt of the 'Stop' message from the Officer in Charge, ATC is to inform Emergency Services + ARFFS Silver Commander.

On receipt of the "Green" message from the Officer in Charge, ATC is to inform all agencies / departments.

Aircraft Ditching

Action by Air Traffic Control

Air Traffic Control is responsible for initiating emergency actions as follows:

1.1 Immediate Action

1.1.1 Whenever the ATCO on duty becomes aware that an aircraft is going to ditch, the following actions is to be taken. (Please Refer to Territorial Waters Chart)

1.1.2 Inform most appropriate agency as per MATS II Section 7 Chapter 3;

<http://ports/controleddocuments/ATC/JJ-MAN-001%20-%20MATS%20II.pdf>

1.1.3 ATC (Checker Base) passes the following information to those in 1.1.4

Aircraft Ditching

Aircraft Type

Position – Lat / Long, Manche Grid, geographical location (as appropriate)

Number of persons on board

1.1.4 ATC to Inform the following staff and departments:-

ARFFS

Watch Supervisor

Customer Relations Desk

MRCC

Group Operations Director

1.2 Stop Message / Green

1.2.1 On receipt of the 'Stop' message from the Officer in Charge, ATC is to inform Emergency Services + ARFFS Silver Commander.

On receipt of the "Green" message from the Officer in Charge, ATC is to inform all agencies / departments.

Unlawful Act

Action By Air Traffic Control

Air Traffic Control is responsible for initiating emergency actions as follows:

1 Bomb Warning - Aircraft

1.1 Immediate Action

If the Aircraft is Airborne; ATC will initiate a Full Emergency

If the Aircraft is on the Ground; ATC will initiate a Ground Incident

For further guidance please refer to;

Manual of Air Traffic Services Part II Section 7;

<http://ports/controleddocuments/ATC/JJ-MAN-001%20-%20MATS%20II.pdf>

CAP 493 Section 5 Chapter 9 Bomb Warnings Aircraft;

<http://www.caa.co.uk/application.aspx?catid=33&pagetype=65&appid=11&mode=detail&id=6036>

1.1.2 ATC (Checker Base) passes the following information to those in 1.1.3:-

Full Emergency or Ground Incident

Aircraft type

Number of persons on board

ETA

Relevant nature of problem (Possible Location of Device)

1.1.3 ATC to Inform the following staff and departments:-

ARFFS

Emergency Services (Joint Control & Police)

Watch Supervisor

Customer Relations Desk

1.2 Stop Message / Green

1.2.1 On receipt of the 'Stop' message from the Officer in Charge, ATC is to inform Emergency Services + ARFFS Silver Commander.

On receipt of the "Green" message from the Officer in Charge, ATC is to inform all agencies / departments.

2 Bomb Warning - Terminal Building

2.1 Immediate Action

- 2.1.1 If message received from external caller complete "Telephone Threat- Caller Evaluation Form" and confirm credibility via PHQ + Duty Exec + Customer Relations Desk.

If threat determined credible by any of the above initiate Cascade.

ATC (Checker Base) passes the following information to those in 2.1.2:-

Bomb Scare or Suspicious Package

Location of package or details of information if received from outside caller

- 2.1.2 ATC to Inform the following staff and departments:-

ARFFS

Emergency Services (Joint Control & Police)

Watch Supervisor

Customer Relations Desk

2.2 Stop Message / Green

- 2.2.1 On receipt of the 'Stop' message from the Officer in Charge, ATC is to inform Emergency Services + ARFFS Silver Commander.

On receipt of the "Green" message from the Officer in Charge, ATC is to inform all agencies / departments.

3. Act of Terrorism including Marauding Terrorism and Firearms (MTFA)

3.1 Immediate Action

- 3.1.1 ATC (Checker Base) passes the following information to those in 3.1.3:-

Any relevant details relating to incident

- 3.1.3 ATC to Inform the following staff and departments:-

ARFFS

Emergency Services (Joint Control & Police)

Watch Supervisor

Customer Relations Desk

4. Stop Message / Green

- 4.1 On receipt of the 'Stop' message from the Officer in Charge, ATC is to inform Emergency Services + ARFFS Silver Commander.

On receipt of the "Green" message from the Officer in Charge, ATC is to inform all agencies / departments.

Domestic Emergency

Action by Air Traffic Control

Air Traffic Control is responsible for initiating emergency actions as follows:

1.1 Immediate Action

1.1.1 Categories include;

First Aid

Fuel Spillage

Flame Alert: Code message passed by Joint Control requesting ARFFS assistance in dealing with an incident at La Collette Fuel Storage Depot

Fire Alarm

Domestic Emergency: Non Specific Emergency Attendance. (Smell of burning, ashtray fire etc.)

The following actions are to be taken.

1.1.2 ATC (Checker Base) passes the following information to those in 1.1.3:-

Nature of Incident

Location

1.1.3 ATC to Inform the following staff and departments:-

ARFFS Domestic Crew

Customer Relations Desk for First Aid Only

1.2 Stop Message / Green

1.2.1 On receipt of the 'Stop' message from the Officer in Charge, ATC is to inform Emergency Services + ARFFS Silver Commander.

On receipt of the "Green" message from the Officer in Charge, ATC is to inform all agencies / departments.

Weather Standby

Action by Air Traffic Control

Air Traffic Control is responsible for initiating actions as follows:

1.1 Immediate Action

1.1.1 When weather conditions are such as to render a landing difficult or difficult to observe.

1.1.2 ATC Assistant to alert ARFFS via PA and Tetra giving the following information:

Weather Standby

Relevant nature of weather difficulties

1.2 Cancellation of Weather Standby

1.2.1 ATC Assistant is to pass the cancellation message to the ARFFS.

Section 5

Airport Rescue & Fire Service

Aircraft Accident

Action by Airport Rescue & Firefighting Service

Responsibility for informing the Airport Rescue & Fire Fighting Service (ARFFS) in the event of an Aircraft Accident rests with the ATC Assistant (Checker Base).

1.1 Immediate Action

1.1.1 The ARFFS crews are notified by the following:-

The message is announced over the station PA system

The station alarm is sounded

All station doors opened

Message is repeated on the Tetra radio system if requested

1.1.2 The Emergency Message will have the following information:-

Aircraft Accident

Position of the Aircraft

Aircraft type

Number of persons on board

1.1.3 All crew will be in full PPE and will attend the accident by the most direct route taking into consideration ATC permission, weather, ground and surface conditions. All extraneous duties to be suspended and crews to attend Aircraft Accident site within the response time as per CAP 168.

The ATCA is to advise the OIC of the arrival of outside emergency services. Initiate recall of off duty personnel as required and relay further information as necessary.

The airport Duty Engineer is to arrange for the escort and / or clearance for emergency vehicles to enter manoeuvring area if appropriate from the designated **RVP**.

1.1.4 Passenger Evacuation Management will be established in the event of an evacuation.

2.1 For off the Airfield incidents the following Attendance will apply:-

2.1.1 Aircraft Category 1 – 3

With the agreement of ATC an Officer qualified at or above Crew Commander plus two crew will respond with one Major Foam Tender (MFT)

2.1.2 Aircraft Category 4 & above

With the agreement of ATC the Duty Station Manager and all crews will attend, with the exception of one major foam tender appliance and Crew, who will remain on airfield for committed aircraft. Once airfield is closed, the remaining Crew Manager and crew will respond subject to requirement of Station Manager at the scene.

For further guidance please refer to ARFFS Order & Procedure A3;[L:\Operations\Airport Rescue & Fire Service\Procedure & Instruction Files\Orders & Procedures\O&P's \(A\)\Active](L:\Operations\Airport Rescue & Fire Service\Procedure & Instruction Files\Orders & Procedures\O&P's (A)\Active)

Aircraft Ground Incident

Action by Airport Rescue & Firefighting Service

Responsibility for contacting the Airport Rescue & Fire Fighting Service (ARFFS) in the event of an Aircraft Ground Incident rests with the ATC Assistant (Checker Base).

Non –aviation related incidents requiring the attendance of ARFFS shall be defined as Ground Incident Non –Aviation)

1.1 Immediate Action

1.1.1 The ARFFS crews are notified by the following:-

The message is announced over the station PA system

The station alarm is sounded

All station doors opened

Message is repeated on the Tetra radio system if required

1.1.2 The Emergency Message will have the following information:-

Aircraft Ground Incident

Position of Aircraft

Aircraft type

Number of persons on board

Relevant nature of problem

1.1.3 All crew will be in full PPE and will attend the incident by the most direct route taking into consideration weather, ground and surface conditions.

All extraneous duties to be suspended in order to meet the response time as per CAP 168.

The ATCA is to advise the OIC of the arrival of outside emergency services; it is not a requirement at this stage for their attendance.

The airport Duty Engineer is to arrange for the escort and / or clearance for emergency vehicles to enter manoeuvring area if appropriate from the designated **RVP**.

1.1.4 Passenger Evacuation Management will be established in the event of an evacuation.

Full Emergency

Action by Airport Rescue & Firefighting Service

Responsibility for contacting the Airport Rescue & Fire Fighting Service (ARFFS) in the event of a Full Emergency rests with ATC Assistant (Checker Base).

1.1 Immediate Action

1.1.1 The ARFFS crews are notified by the following:-

The message is announced over the station PA system

The station alarm is sounded

All station doors opened

Message is repeated on the Tetra radio system if required

1.1.2 The Emergency Message will have the following information:-

Full Emergency

Latest position of the Aircraft

Aircraft type

ETA

Number of persons on board

Relevant nature of problem

1.1.3 All crew will be in full PPE and will attend the standby positions by the most direct route taking into consideration weather, ground and surface conditions.

All extraneous duties to be suspended in order to meet the response time as per CAP 168.

The ATCA is to advise the OIC of the arrival of outside emergency services. Initiate recall of off duty personnel as required and relay further information as necessary.

The airport Duty Engineer is to arrange for the escort and / or clearance for emergency vehicles to enter manoeuvring area if appropriate from the designated **RVP**.

1.1.4 Passenger Evacuation Management will be established in the event of an evacuation.

Local Standby

Action by Airport Rescue & Firefighting Service

Responsibility for contacting the Airport Rescue & Fire Fighting Service (ARFFS) in the event of a Local Standby rests with ATC Assistant (Checker Base).

1.1 Immediate Action

1.1.1 The ARFFS crews are notified by the following:-

The message is announced over the station PA system

The station alarm is sounded

All station doors opened

Message is repeated on the Tetra radio system if required

1.1.2 The Emergency Message will have the following information:-

Local Standby

Latest position of the Aircraft

Aircraft type

ETA

Number of persons on board

Relevant nature of problem

1.1.3 All crew will be in full PPE and will attend the standby positions by the most direct route taking into consideration weather, ground and surface conditions.

All extraneous duties to be suspended in order to meet the response time as per CAP 168.

Aircraft Ditching

Action by Airport Rescue & Firefighting Service

Responsibility for contacting the Airport Rescue & Fire Fighting Service (ARFFS) in the event of an Aircraft Ditching rests with the ATC Assistant (Checker Base).

1.1 Immediate Action

1.1.1 The ARFFS crews are notified by the following:-

The message is announced over the station PA system

The station alarm is sounded

All station doors opened

Message is repeated on the Tetra radio system if required

1.1.2 The Emergency Message will have the following information:-

Aircraft Ditching

Latest position of the Aircraft

Aircraft type and Registration

Number of persons on board

Relevant nature of problem

1.1.3 The Officer in Charge (OIC) will assess the need to deploy resources off station and make the decision on what Appliances and Crews to dispatch to given locations once clearance has been gained from ATC. Checker Base to update the OIC of any information received.

Unlawful Act

Action by Airport Rescue & Firefighting Service

Responsibility for contacting the Airport Rescue & Fire Fighting Service (ARFFS) in the event of an Unlawful Act rests with the ATC Assistant (Checker Base).

1 Bomb Warning - Aircraft

1.1 Immediate Action

If the Aircraft is Airborne; ATC will initiate a Full Emergency

If the Aircraft is on the Ground; ATC will initiate a Ground Incident

For further guidance please refer to;

Manual of Air Traffic Services Part II Section 7;

<http://ports/controleddocuments/ATC/JJ-MAN-001%20-%20MATS%20II.pdf>

CAP 493 Section 5 Chapter 9 Bomb Warnings Aircraft;

<http://www.caa.co.uk/application.aspx?catid=33&pagetype=65&appid=11&mode=detail&id=6036>

1.2 The ARFFS crews are notified by the following:-

The message is announced over the station PA system

The station alarm is sounded

All station doors opened

Message is repeated on the Tetra radio system if required

1.3 The Emergency Message will have the following information:-

Bomb Scare or Suspicious Package on Aircraft including carrier and A/C registration

Location of package or details of information if received from outside caller

1.4 All crew will be in full PPE and attend their appliances as per Full emergency

Extraneous duties (Bird Control) to be suspended, and only resumed at the discretion of the Officer in Charge

Rescue Leader to liaise with Police Incident Commander via Tetra and to provide assistance at their discretion, **(Police have Incident Command)**

Rescue Leader to coordinate with ATC

The aircraft is to be moved to the Remote Search Area by the company / handling agents

If in flight, A/C will land and then Taxi to the Remote Search Area where passengers will undertake a controlled evacuation with the assistance of Checker 1 (Consideration should be given to coach and A/C Stairs)

JAL Hanger to be evacuated and Emergency Gate 4 monitored to prevent access

Crews will standby on Stand 20

2 Remote Search Area

- 2.1 Whenever a search of the aircraft and / or its contents is required this must be done at the Remote Search Area. This is nominated as the midpoint of the Bravo taxiway with the associated equipment to be placed on the grass area south of that point.
- 2.2 Only the Police Bomb Disposal Officer should approach the aircraft. Everyone else must remain at a “safe distance” away. (A “safe distance” from an aircraft that is thought to have a bomb aboard is 100 metres.)
- 2.3 Priority is to be given to the movement of ground equipment or vehicles connected with the incident which are proceeding to the area.

3 Bomb Warning - Terminal Building

3.1 Immediate Action

If threat is determined to be credible, the Terminal must be evacuated, if threat identified in Arrivals Hall the whole of the 1937 stack must be evacuated (Departures to remain open) and vice versa. ARFFS OIC will liaise with Police and Fire (Hazchem Officer) to determine the scale of further evacuation, including safe distances.

- 3.2 The ARFFS crews are notified by the following:-
 - The message is announced over the station PA system
 - The station alarm is sounded
 - All station doors opened
 - Message is repeated on the Tetra radio system if required
- 3.3 The Emergency Message will have the following information:-
 - Bomb Scare or Suspicious Package
 - Location of package or details of information if received from outside caller
- 3.4 All crew will be in full PPE and attend their appliances as per Full Emergency
Extraneous duties (Bird Control) to be suspended, and only resumed at the discretion of the Officer in Charge
Rescue Leader to liaise with Police Incident Commander via Tetra and to provide assistance at their discretion, **(Police have Incident Command)**

4. Act of Terrorism including Marauding Terrorism and Firearms (MTFA)

4.1 Immediate Action

- 4.2 The ARFFS crews are notified by the following:-
 - The message is announced over the station PA system

The station alarm is sounded

All station doors opened

Message is repeated on the Tetra radio system if required

4.3 The Emergency Message will have the following information:-

Any relevant details relating to incident

4.4 All crew will be in full PPE and attend their appliances as per Full Emergency

Extraneous duties (Bird Control) to be suspended, and only resumed at the discretion of the Officer in Charge

Rescue Leader to liaise with Police Incident Commander via Tetra and to provide assistance at their discretion, **(Police have Incident Command)**

Rescue Leader to consider crews providing assistance with building evacuation.

At no time should ARFFS personnel commit to the risk area unless under Police Instruction!

Domestic Emergency

Action by Airport Rescue & Firefighting Service

Responsibility for contacting the Airport Rescue & Fire Fighting Service (ARFFS) in the event of a Domestic Emergency rests with ATC Assistant (Checker Base).

1.1 Immediate Action

1.1.1 The ARFFS domestic crew are notified by the following:-

The message is announced over the station PA system

The station alarm is sounded

Message is repeated on the Tetra radio system if required

1.1.2 The Emergency Message will have the following information:-

Nature of Incident

Location

1.1.3 The domestic crew will be in full PPE and will respond to the incident by the most direct route taking into consideration weather, ground and surface conditions.

All extraneous duties to be suspended in order to meet the response time as per CAP 168.

1.1.4 Categories include;

First Aid

Fuel Spillage

Flame Alert: Code message passed by Joint Control requesting ARFFS assistance in dealing with an incident at La Collette Fuel Storage Depot

Fire Alarm

Domestic Crew: Non Specific Emergency Attendance. (Smell of burning, ashtray fire etc.)

1.2 Stop Message / Green

1.2.1 The 'Stop' message and 'Green' will be received from the Officer in Charge by ATC. ATC is to inform all agencies / departments.

Weather Standby

Action by Airport Rescue & Firefighting Service

Responsibility for contacting the Airport Rescue & Fire Fighting Service (ARFFS) in the event of a Weather Standby rests with the ATC Assistant.

1.1 Immediate Action

1.1.1 Alert the ARFFS crews by the following:-

Announce the message over the station PA system.

Give relevant nature of weather standby - (e.g. strong crosswinds, ice or slush on the runway, poor visibility).

1.1.2 All crews will don boots and leggings.

1.2 Cancellation of Weather Standby

1.2.1 The ATC Assistant is to pass the cancellation message to all crews.

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Section 6

States of Jersey Fire & Rescue Service

**All SFRS Standard Operating Procedures relating to Jersey Airport
will be provided to ARFFS
Aircraft Accident**

**Action by
States of Jersey Fire & Rescue Service**

Responsibility for contacting the States of Jersey Fire & Rescue Service (SFRS) in the event of an aircraft accident via Joint Control rests with the ATC Assistant (Checker Base).

1.1 Immediate Action

1.1.1 When an aircraft accident has occurred or is inevitable on, or in the vicinity of, the aerodrome.

The following actions are to be taken.

1.1.2 Receive the message from the ATCA (Checker Base)

Read back the message for accuracy.

1.1.3 Emergency Message will have the following information:-

Aircraft Accident

Position of the Accident

Aircraft type

Number of persons on board

1.1.4 Combined Control Officer to Inform the following staff and departments:-

Pre-Determined Attendance as per Standard Operating Procedures

1.2 Downgrade/ Stop Message/Green

Downgrade Incident

1.2.1 The Combined Control Officer is to pass the downgrade message to all agencies / departments; following the procedure to action:-

1.3 Green in Operation

1.3.1 On receipt of the Green in operation, the Combined Control Officer will inform:-

Confirm Green with other Emergency Services

Inform all Appliances

Inform all Officers

Aircraft Ground Incident

Action by **States of Jersey Fire & Rescue Service**

Responsibility for contacting the States of Jersey Fire & Rescue Service (SFRS) in the event of an Aircraft Ground Incident via Joint Control rests with the ATC Assistant (Checker Base).

1.1 Immediate Action

1.1.1 When an aircraft on the ground is known to have an emergency situation other than an accident, requiring the attendance of the emergency services.
The following action is to be taken.

1.1.2 Receive the message from the ATCA (Checker Base)

Read back the message for accuracy.

1.1.3 Emergency Message will have the following information:-

Aircraft Ground Incident
Position of Aircraft
Aircraft type
Number of persons on board
Relevant nature of problem

1.1.4 Combined Control Officer to inform the following staff and departments:-

Pre-Determined Attendance as per Standard Operating Procedures
ARFFS Involvement only at this time

1.2 Upgrade/Downgrade/ Stop Message/Green

Upgrade Incident

1.2.1 The Combined Control Officer is to pass the upgrade message to all agencies/departments.

Downgrade Incident

1.2.2 The Combined Control Officer is to pass the downgrade message to all agencies/departments

1.3 Green in Operation.

On receipt of the Green in operation, the Combined Control Officer will inform:-
Inform all Appliances
Inform all Officers

Full Emergency

Action by **States of Jersey Fire & Rescue Service**

Responsibility for contacting the States of Jersey Fire & Rescue Service (SFRS) in the event of a Full Emergency via Joint Control rests with the ATC Assistant (Checker Base).

1.1 Immediate Action

- 1.1.1 Where an aircraft is known or is suspected to be in such trouble that there is a danger of an accident.

The following actions are to be taken.

- 1.1.2 Receive the message from the ATCA (Checker Base)

Read back the message for accuracy.

- 1.1.3 Emergency Message will have the following information:-

Full Emergency

Aircraft type

ETA

Number of persons on board

Relevant nature of problem

- 1.1.4 Combined Control Officer to Inform the following staff and departments:-

Pre-Determined Attendance as per Standard Operating Procedures

1.2 Upgrade/Downgrade/ Stop Message/Green

Upgrade Incident

- 1.2.1 The Combined Control Officer is to pass the upgrade message to all agencies / departments.
Upgrade Aircraft Accident; following the procedure to action:-

Downgrade Incident

- 1.2.2 The Combined Control Officer is to pass the downgrade message to all agencies/departments; following the procedure to action:-

1.3 Green in Operation

- 1.3.1 On receipt of the Green in operation, the Combined Control Officer will inform:-
Confirm Green with other Emergency Services
Inform all Appliances
Inform all Officers

Local Standby

Action by
States of Jersey Fire & Rescue Service

No Action Required

Aircraft Ditching

Action by States of Jersey Fire & Rescue Service

Responsibility for contacting the States of Jersey Fire & Rescue Service (SFRS) in the event of an Aircraft Ditching via Joint Control rests with the Jersey MRCC.

1.1 Immediate Action

1.1.1 Whenever the SFRS becomes aware of an Aircraft Ditching, the following actions is to be taken.

1.1.2 Receive the message from the ATCA (Checker Base)

Read back the message for accuracy.

1.1.3 Emergency Message will have the following information:-

Aircraft Ditching

Location of the Ditching

Aircraft type

Number of persons on board

1.1.4 Joint Control Officer to Inform the following staff and departments:-

Pre-Determined Attendance as per Standard Operating Procedures

1.2 Upgrade/Downgrade/ Stop Message/Green

Upgrade Incident

1.2.1 The Combined Control Officer is to pass the upgrade message to all agencies/departments. Upgrade Aircraft Accident; following the procedure to action:-

Downgrade Incident

1.2.2 The Combined Control Officer is to pass the downgrade message to all agencies/departments; following the procedure to action:-

1.3 Green in Operation

1.3.1 On receipt of the Green in operation, the Combined Control Officer will inform:-

Confirm Green with other Emergency Services

Inform all Appliances

Inform all Officers

Section 7

States of Jersey **Ambulance Service**

Aircraft Accident

Action by States of Jersey Ambulance Service

Responsibility for contacting the States of Jersey Ambulance Service (SOJAS) in the event of an aircraft accident via Joint Control rests with the ATC Assistant (Checker Base).

1.1 Immediate Action

1.1.1 Aircraft accidents which have occurred or are inevitable on, or in the vicinity of, the aerodrome.

The following actions are to be taken.

1.1.2 Receive the message from the ATCA (Checker Base).
Read back the message for accuracy.

1.1.3 Emergency Message will have the following information:-

Aircraft Accident
Position of the Accident
Aircraft type
Number of persons on board

1.1.4 Joint Control Officer to Inform the following staff and departments:-

Notify D.S.O, Duty Station Officer & CCM
Tannoy – Station Announcement – Deploy 2 vehicles to incident
Notify crews on the road by Radio to include PTS
Page all Pagers Major Incident Call in
Notify G/H Switchboard
Copy other Agency – (Fire)
Notify Police

1.2 Downgrade / Stop Message / Green

Downgrade Incident

1.2.1 The Joint Control Officer is to pass the downgrade message to all agencies/departments; following the procedure to action:-

1.3 Green in Operation

1.3.1 On receipt of the Green in operation, the Joint Control Officer will inform:-

Tannoy – Station Announcement
Page all pagers – Situation Green – Stand down
Notify D.S.O
Notify Duty Station Manager
Notify CCM
Notify G/H Switchboard on Tel 299
Notify all vehicles on the road by Radio including PTS

Aircraft Ground Incident

Action by States of Jersey Ambulance Service

Responsibility for contacting the States of Jersey Ambulance Service (SOJAS) in the event of an Aircraft Ground Incident via Joint Control rests with the ATC Assistant (Checker Base).

1.1 Immediate Action

1.1.1 When an aircraft on the ground is known to have an emergency situation other than an accident, requiring the attendance of the emergency services.
The following action is to be taken.

1.1.2 Receive the message from the ATCA (Checker Base).
Read back the message for accuracy.

1.1.3 Emergency Message will have the following information:-

Aircraft Ground Incident
Position of Aircraft
Aircraft type
Number of persons on board
Relevant nature of problem

1.1.4 Joint Control Officer to inform the following staff and departments:-

Notify DSO & Duty Station Officer
Tannoy – Station Announcement
Copy other Agency (Fire)
Notify Police
Pre-Determined Attendance
ARFFS Involvement only at this time

1.2 Upgrade / Downgrade / Stop Message / Green

Upgrade Incident

1.2.1 The Joint Control Officer is to pass the upgrade message to all agencies/departments.

Downgrade Incident

1.2.2 The Joint Control Officer is to pass the downgrade message to all agencies/departments

1.3 Green in Operation.

On receipt of the Green in operation, the Joint Control Officer will inform:-

Page all pagers – Situation Green – Stand down
Notify D.S.O
Notify Duty Station Manager

Full Emergency

Action by States of Jersey Ambulance Service

Responsibility for contacting the States of Jersey Ambulance Service (SOJAS) in the event of a Full Emergency via Joint Control rests with the ATC Assistant (Checker Base).

1.1 Immediate Action

- 1.1.1 When it is known that an aircraft in the air is, or is suspected to be, in such difficulties that there is a danger of an accident.

The following actions are to be taken.

- 1.1.2 Receive the message from the ATCA (Checker Base).

Read back the message for accuracy.

- 1.1.3 Emergency Message will have the following information:-

Full Emergency

ETA & Runway in use

Aircraft type

Number of persons on board

Relevant nature of problem

Joint Control Officer to inform staff and departments:-

- 1.1.4 Tannoy – Station Announcement

Deploy 2 Vehicles to Incident

Page all Pagers Major Incident Standby

Notify D.S.O

Notify Duty Station Manager

Notify CCM

Tannoy – Station Announcement

Copy other Agency – (Fire)

Notify G/H Switchboard

Page all Pagers Full Emergency Standby

Notify Police

Notify crews on the road by Radio to include PTS

1.2 Upgrade / Downgrade / Stop Message / Green

Upgrade Incident

- 1.2.1 The Joint Control Officer is to pass the upgrade message to all agencies/departments.

Upgrade Aircraft Accident; following the procedure to action:-

Downgrade Incident

- 1.2.2 The Joint Control Officer is to pass the downgrade message to all agencies/departments; following the procedure to action:-

1.3 Green in Operation

- 1.3.1 On receipt of the Green in operation, the Joint Control Officer will inform:-

Page all pagers – Situation Green – Stand down

Notify D.S.O

Notify Duty Station Manager

Notify CCM

Notify G/H Switchboard on Tel 299

Notify all vehicles on the road by Radio including PTS

Local Standby

Action by States of Jersey Ambulance Service

No Action Required

Aircraft Ditching

Action by States of Jersey Ambulance Service

Responsibility for contacting the States of Jersey Ambulance Service (SOJAS) in the event of an Aircraft Ditching via Joint Control rests with the Jersey MRCC.

1.1 Immediate Action

1.1.1 Whenever the SOJAS becomes aware of an Aircraft Ditching.
The following action is to be taken.

1.1.2 Receive the message from the ATCA (Checker Base).
Read back the message for accuracy.

1.1.3 Emergency Message will have the following information:-

Aircraft Ditching
Location of Ditching
Aircraft type
Number of persons on board

1.1.4 Joint Control Officer to Inform the following staff and departments:-

Tannoy – Station Announcement
Deploy Vehicle to Incident
Page all Pagers Major Incident - Call In
Notify D.S.O
Notify Duty Station Manager
Notify CCM
Copy other Agency – (Fire)
Notify G/H Switchboard on Tel 299
Notify Police
Notify crews on the road by Radio to include PTS

1.2 Upgrade / Downgrade / Stop Message / Green

Upgrade Incident

1.2.1 The Joint Control Officer is to pass the upgrade message to all agencies/departments.
Upgrade Aircraft Accident; following the procedure to action:-

Downgrade Incident

1.2.2 The Joint Control Officer is to pass the downgrade message to all agencies/departments;
following the procedure to action:-

1.3 Green in Operation

- 1.3.1 On receipt of the Green in operation, the Joint Control Officer will inform:-
- Tannoy – Station Announcement
 - Page all pagers – Situation Green – Stand down
 - Notify D.S.O
 - Notify Duty Station Manager
 - Notify CCM
 - Notify G/H Switchboard on Tel 299
 - Notify all vehicles on the road by Radio including PTS

Section 8

States of Jersey Police

Aircraft Accident

Action by States of Jersey Police Force

Responsibility for contacting the States of Jersey Police Force (SOJPF) in the event of an aircraft accident rests with the ATC Assistant (Checker Base).

1.1 Immediate Action

- 1.1.1 Aircraft accidents which have occurred or are inevitable on, or in the vicinity of, the aerodrome.

The following actions are to be taken.

- 1.1.2 Receive the message from the ATCA (Checker Base).
Read back the message for accuracy.

- 1.1.3 Emergency Message will have the following information:-

Aircraft Accident
Position of the Accident
Aircraft type
Number of persons on board

- 1.1.4 Police HQ Control Officer to Inform the following staff and departments:-

Create Incident log
Broadcast incident on Public Address system.
Inform Joint Ambulance and Fire Service Control Room.
Deploy an initial unit to the scene to assess report back and establish a Rendezvous Point (RVP Central or South).
Remind the attending unit to report back using METHANE.
Consider deploying second unit in support and establish a Forward Command Post (FCP) at the Jersey Airport Fire and Rescue Service building.
Allocate a Loggist to Force Control.
Deploy on duty Special Branch Ports Officer (if available) to designated RVP.
Deploy Duty Officer to either FCR or to FCP as initial Silver Commander.
Establish appropriate Bronze / Silver / Gold command structure.
Deploy Patrol Sergeant as initial Bronze to consider initial cordon (scene preservation), RVP management, Vehicle marshalling, traffic management, road closures/diversions, reception centres & or evacuations.
Advise Duty Centenier St Peter and consider activation of Red Alert.
Consider use of Honorary Police to assist with road closures/diversions.
Consider advising Media (public warning and informing) *Office Hours via Press Officer* Out of office hours via Duty Officer.
Consider use of social media (public warning and informing)
Consider advising Liberty Bus on Twitter / Bus Company direct if bus route affected.

Recall trained officers to prepare the Major Incident Command Vehicle and Major Incident Support Vehicle for deployment.

Advise General Hospital re likely casualties.

Consider Traffic Management issues at and around the airport.

Consider Traffic Management issues at the General Hospital.

Muster available on duty Police personnel.

If air accident investigation branch is to be notified, ensure that the Chief Officer of the Bailiffs Chambers has been consulted.

Refer to SOJP Jersey Airport Power plan for further tactical information.

Consider wider tactical options to include –

Identification procedures – including Senior Identification Manager, Senior Investigating Officer, Casualty Bureau, Hospital Procedures, Survivors Reception Centre, Friends and Family Reception Centre, Disaster Victim Identification (including body recovery), Scene Evidence Recovery Manager, body storage, Temporary Mortuary.

Tactical Co-ordination Group

Strategic Co-ordination Group

Strategic Co-ordination Centre (to include logistical support at tactical level).

Media strategy and activation of the press bureau

Recovery Working Group.

Business Continuity Management

1.2 Downgrade / Stop Message / Green

Downgrade Incident

- 1.2.1 The Police Force Control Room Supervisor must ensure the downgraded message is passed to all notified agencies and departments. This also applies to the **“Green in Operation”** message.

Aircraft Ground Incident

Action by States of Jersey Police Force

Responsibility for contacting the States of Jersey Police Force (SOJPF) in the event of a Ground Incident rests with the ATC Assistant (Checker Base).

1.1 Immediate Action

1.1.1 When an aircraft on the ground is known to have an emergency situation other than an accident, requiring the attendance of the emergency services.
The following action is to be taken.

1.1.2 Receive the message from the ATCA (Checker Base).
Read back the message for accuracy.

1.1.3 Emergency Message will have the following information:-

Aircraft Ground Incident
Position of Aircraft
Aircraft type
Number of persons on board
Relevant nature of problem

The Police HQ Control Room Officer will read back the message to check for accuracy.

1.1.4 The Police Force Control Room Supervisor will ensure reference is made to the appropriate action card and the following actions

Create an Incident log
Broadcast incident on Public Address system;
Deploy an initial unit to the scene to assess and report back and establish a Rendezvous Point (RVP Central or South whichever is nominated);
If declaring a Major Incident that they report back using METHANE;
Consider deploying second unit in support and establish a Forward Command Post (FCP) at the Jersey Airport Fire building;
Inform Fire and Ambulance Joint Control Room;
Allocate a Loggist;
Deploy on duty Special Branch Ports Officer to designated RVP;
Deploy Duty Officer as initial Silver Commander. Duty Officer is to declare a "Critical Incident" where appropriate. Inform Chief Inspector (Ops) or Standby Chief Inspector, when not on duty. They in turn will inform ACPO rank. Establish appropriate Bronze / Silver / Gold command structure;
Deploy Patrol Sergeant as initial Bronze to consider requirement for Initial Cordon (scene preservation), Reception centres, RVP management, Vehicle marshalling, traffic management, road closures/diversions & or evacuations;

Inform the Duty Centenier St Peter;
Make the following considerations;
Activation of Red Alert;

Notify Press officer, advise media, use social media (public warning and informing);
Preparation of the Major Incident Command Vehicle and Major Incident Support Vehicle for deployment;
Advise Hospital of the incident and either to standby or likely casualties and extent of injuries;
Consider traffic management plan around Hospital;
Dependant on the nature and scale of the incident, all Police Staff on duty to the Major Incident Recall Assembly Point;
Refer to Jersey Airport Power plan for further tactical information.

1.2 Upgrade/Downgrade/ Stop Message/Green

1.2.1 Upgrade Incident

The Police Force Control Room Supervisor is to ensure the upgrade message is passed to all agencies previously notified or those intended to be notified.

If upgraded – follow appropriate Action Card as appropriate.

1.2.2 Downgrade Incident

The Police Force Control Room Supervisor must ensure the downgraded message is passed to all notified agencies and departments. This also applies to the **“Green in operation”** message.

Full Emergency

Action by States of Jersey Police Force

Responsibility for contacting the States of Jersey Police Force (SOJPF) in the event of a full emergency rests with ATC assistant (Checker Base).

1.1 Immediate Action

- 1.1.1 When it is known that an aircraft in the air is, or is suspected to be, in such difficulties that there is a danger of an accident.

The following actions are to be taken.

- 1.1.2 Receive the message from the ATCA (Checker Base).
Read back the message for accuracy.

- 1.1.3 Emergency Message will have the following information:-

Full Emergency
ETA & Runway in use
Aircraft type
Number of persons on board
Relevant nature of problem

- 1.1.4 Police HQ Control Officer to Inform the following staff:-

Create an Incident log
Deploy on duty SB Officer (if available) to RV point (Central) at the Airport adjacent to the Airport Rescue and Fire Service.
Deploy a double crewed unit or two mobile units to RVP CENTRAL at the Airport adjacent to the Airport Rescue and Fire Service to stand by, one unit to maintain radio contact and update Force Control Room.
Inform States of Jersey Fire and Rescue Service.
Inform States of Jersey Ambulance Service.
Standby Phase - Alert Duty Officer and if potential to be upgraded recall to FCR as initial Silver Commander and follow control room action card.
Consider recalling trained officers to prepare Major Incident Command Vehicle and Major Incident Support Vehicle ready for deployment and/or standby.
Inform Duty Centenier.
Inform States Emergency Planning Officer.
All actions to be recorded on I log, to include Aircraft Registration and type, the declared fault, and number of passengers and crew on board.

1.2 Upgrade/Downgrade/ Stop Message/Green

Upgrade Incident

- 1.2.1 The Police Force Control Room Supervisor is to ensure the upgrade message is passed to all agencies previously notified or those intended to be notified.

If upgraded – follow appropriate Action Card as appropriate.

Downgrade Incident

- 1.2.2 The Police Force Control Room Supervisor must ensure the downgraded message is passed to all notified agencies and departments. This also applies to the **“Green in operation”** message.

Local Standby

Action by States of Jersey Police Force

No Action Required

Aircraft Ditching

Action by States of Jersey Police Force

Responsibility for contacting the States of Jersey Police Force (SOJPF) in the event of an Aircraft Ditching rests with the Jersey MRCC.

1.1 Immediate Action

1.1.1 Whenever the SOJPF Control Room Officer on duty becomes aware of an Aircraft Ditching, the following actions is to be taken.

1.1.2 Receive the message from the ATCA (Checker Base).
Read back the message for accuracy.

1.1.3 Emergency Message will have the following information:-

Aircraft Ditching
Location of Ditching
Aircraft type
Number of persons on board

1.1.4 The Police Force Control Room Supervisor will ensure reference is made to the appropriate action card and the following actions:

Broadcast incident on Public Address system
Inform Duty Harbour Master on designated mobile
Inform Ambulance and Fire Service Joint Control
Inform Coast Guard
Inform States Fire and Rescue Service
Deploy an initial unit to the nearest coastline to assess and report back and establish a RVP.
Remind the attending unit that if they consider declaring a Major incident to report back using METHANE
Consider deploying second unit in support and establish a Forward Command Post
Allocate one trained loggist and recall to FCR.
Advise Duty Officer. (Duty officer to attend either FCR or RVP as Initial Silver)
Duty Officer to declare Critical Incident where appropriate and Inform
Duty/Standby Chief Inspector who will inform ACPO rank / Standby ACPO rank. Establish appropriate Bronze / Silver / Gold command structure.
Deploy Patrol Sergeant to liaise with Coastguard at Maritime House and thereafter appoint a Maritime Liaison Officer as appropriate.
Prepare Major Incident Command and Major Incident Support Vehicles for deployment.
The Major Incident grab box, tabards and also any other equipment required is to be collected from the Major Incident Store (Summerland Garage). The Store and Major Incident Vehicle keys are held in FCR.

Advise Hospital re likely casualties
Consider traffic management plan around Hospital
Ensure that Special Branch Airport & SB Harbour is aware

All Police Staff on duty to RV in the Major Incident Recall Assembly Point to await further instructions regarding deployment.

Other Considerations –

- Consider advising Duty Centenier
- Consider advising Media
- Consider advising the Emergency Planning Officer

Casualties Coming Ashore

Deploy an initial unit to shore to assess and report back and establish a Rendezvous Point and Forward Control Point if required.

Inform States Ambulance Service

Inform Coast Guard

Utilising current available resources create an immediate traffic management plan with route in and route out of shore landing area working in a circular flow.

- Consider use of Honorary Police to assist. (Activate Red Alert on advice from Silver).
- Consider advising Liberty Bus on Twitter / Bus company direct if on bus route.

1.2 Upgrade/Downgrade/ Stop Message/Green

1.2.1 Upgrade Incident

The Police Force Control Room Supervisor is to ensure the upgrade message is passed to all agencies previously notified or those intended to be notified.

If upgraded – follow appropriate Action Card as appropriate.

1.2.2 Downgrade Incident

The Police Force Control Room Supervisor must ensure the downgraded message is passed to all notified agencies and departments. This also applies to the **“Green in Operation”** message.

Section 9

Airport Customer Relations Desk

Aircraft Accident

Action by Airport Customer Relations Desk

Responsibility for contacting the Airport Customer Relations Desk in the event of an aircraft accident rests with Air Traffic Control.

1.1 Immediate Action

1.1.1 Aircraft accidents which have occurred or are inevitable on, or in the vicinity of, the aerodrome.

The following actions are to be taken.

Read back the message for accuracy.

1.2 Pass on the emergency message to the following:-

1.2.1 Follow the Customer Relations Desk Emergency Cascade

Duty Exec
Duty Engineering Manager
Ports Terminal Co-Ordinator
MET
ATE
Swiss Port
BA Handling Agent
G4S Supervisor
Aviation Beauport
CSA Chargehand
Coach Driver

1.2.2 Emergency Procedures Customer Relations Desk:-

Contact CSA's to inform them of their responsibilities
Instigate set up of the Survivors Reception Centre
As directed adopt Friends and Relatives Reception Centre Procedures
Consideration to be given for Airside Reunion Centre

1.3 Pass on the Green in Operation message to the following:-

1.3.1 Follow the Customer Relations Desk Emergency Cascade

Aircraft Ground Incident

Action by Airport Customer Relations Desk

Responsibility for contacting the Airport Customer Relations Desk in the event of an Aircraft Ground Incident rests with Air Traffic Control.

1.1 Immediate Action

- 1.1.1 When an aircraft on the ground is known to have an emergency situation other than an accident, requiring the attendance of the emergency services.
The following action is to be taken.

Read back the message for accuracy.

1.2 Pass on the emergency message to the following:-

Follow the Customer Relations Desk Emergency Cascade

Duty Exec
Duty Engineering Manager
Ports Terminal Co-Ordinator
MET
ATE
Swiss Port
BA Handling Agent
G4S Supervisor
Aviation Beauport
CSA Chargehand
Coach Driver

1.2.1 Emergency Procedures Customer Relations Desk:-

Contact CSA's to inform them of their responsibilities
Instigate set up of the Survivors Reception Centre
As directed adopt Friends and Relatives Reception Centre Procedures
Consideration to be given for Airside Reunion Centre

1.3 Pass on the Green in operation to the following:-

- 1.3.1 Follow the Customer Relations Desk Emergency Cascade

Full Emergency

Action by Airport Customer Relations Desk

Responsibility for contacting the Airport Customer Relations Desk in the event of a full emergency rests with Air Traffic Control.

1.1 Immediate Action

- 1.1.1 When it is known that an aircraft in the air is, or is suspected to be, in such difficulties that there is a danger of an accident.
The following actions are to be taken.

Read back the message for accuracy.

1.2 Pass on the emergency message to the following:-

Follow the Customer Relations Desk Emergency Cascade

Duty Exec
Duty Engineering Manager
Ports Terminal Co-Ordinator
MET

Do not call ATE

Swiss Port
BA Handling Agent
G4S Supervisor
Aviation Beauport
CSA Chargehand
Coach Driver

- 1.2.1 Contact CSA's to inform them of their responsibilities

1.3 Pass on the Green in Operation message to the following:-

- 1.3.1 Follow the Customer Relations Desk Emergency Cascade

Local Standby

Action by Airport Customer Relations Desk

Responsibility for contacting the Airport Customer Relations Desk in the event of a Local Standby rests with Air Traffic Control.

1.1 Immediate Action

- 1.1.1 When it is known that an aircraft has, or suspected to have, developed some defect but the trouble would not normally involve any serious difficulty in effecting a safe landing. The following actions are to be taken.

Read back the message for accuracy.

1.2. Pass on the emergency message to the following:-

Follow the Customer Relations Desk Emergency Cascade

Duty Exec

Duty Engineering Manager

Ports Terminal Co-Ordinator

1.3 Pass on the Green in operation to the following:-

- 1.3.1 Follow the Customer Relations Desk Emergency Cascade

Aircraft Ditching

Action by Customer Relations Desk

Responsibility for contacting the Airport Customer Relations Desk in the event of an Aircraft Ditching rests with Air Traffic Control.

1.1 Immediate Action

- 1.1.1 Whenever the Customer Relations Desk becomes aware of an aircraft ditching, the following actions is to be taken.

Read back the message for accuracy.

- 1.1.2 **Pass on the emergency message to the following:-**

Follow the Customer Relations Desk Emergency Cascade

Duty Exec

Ports Terminal Co-Ordinator

MET

ATE

Swiss Port

BA Handling Agent

Aviation Beauport

- 1.1.3 Emergency Procedures Customer Relations Desk:-

If required adopt Friends and Relatives Reception Centre Procedures

1.2 Pass on the Green in operation to the following:-

- 1.2.1 Follow the Customer Relations Desk Emergency Cascade

Unlawful Act

Action by Customer Relations Desk

Please Refer to Terminal Operating Procedures Section 5

<https://ports/controleddocuments/Terminal%20Operating%20procedures/John%20Le%20Fondre%20Terminal/TOP%20-%20Section%205%201%20-%20Bomb%20Threats.doc>

Responsibility for contacting the Airport Customer Relations Desk in the event of an Unlawful Act rests with Air Traffic Control.

1 Bomb Warning - Aircraft

1.1 Immediate Action

If the Aircraft is Airborne; ATC will initiate a Full Emergency

If the Aircraft is on the Ground; ATC will initiate a Ground Incident

1.1.2 ATC (Checker Base) will inform Customer Relations of the following details

Full Emergency or Ground Incident

Aircraft type

Number of persons on board

ETA

Relevant nature of problem (Possible Location of Device)

1.1.3 Pass on the emergency message to the following:-

Follow the Customer Relations Emergency Cascade

Duty Exec

Ports Terminal Co-Ordinator

Swiss Port

BA Handling Agent

1.2 Pass on the Green in operation to the following:-

1.2.1 Follow the Customer Relations Desk Emergency Cascade

2 Bomb Warning - Terminal Building

2.1 Immediate Action

2.1.1 ATC (Checker Base) will inform Customer Relations of the following details

Bomb Scare or Suspicious Package

Location of package or details of information if received from outside caller

2.1.2 Pass on the emergency message to the following:-

Follow the Customer Relations Emergency Cascade

Duty Exec

Ports Terminal Co-Ordinator

2.2 Stop Message / Green

2.2.1 Pass on the Green in operation to the following:-

2.2.2 Follow the Customer Relations Desk Emergency Cascade

3. Act of Terrorism including Marauding Terrorism and Firearms (MTFA)

3.1 Immediate Action

3.1.1 ATC (Checker Base) will inform Customer Relations of the following details

Any relevant details relating to incident

3.1.2 Pass on the emergency message to the following:-

Follow the Customer Relations Emergency Cascade

Duty Exec

Ports Terminal Co-Ordinator

4. Pass on the Green in operation to the following:-

4.1 Follow the Customer Relations Desk Emergency Cascade

Domestic Emergency

Action by Customer Relations Desk

Responsibility for contacting the Airport Customer Relations Desk in the event of a Domestic Emergency rests with Air Traffic Control.

1.1 Immediate Action

- 1.1.1 Categories include;
First Aid
Fuel Spillage
Fire Alarm

The following actions are to be taken.

- 1.1.2 Customer Relations passes the following information to those in 1.1.3:-

Nature of Incident
Location

- 1.1.3 **Pass on the emergency message to the following:-**

Follow the Customer Relations Emergency Cascade
Duty Exec
Ports Terminal Co-Ordinator

1.2 Pass on the Green in operation to the following:-

- 1.2.1 Follow the Customer Relations Desk Emergency Cascade

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Section 10

Airport Engineering Services

Aircraft Accident

Action by Airport Engineering Services

Responsibility for contacting the Airport Engineering Services in the event of an Aircraft Accident rests with the Customer Relations Desk.

1.1 Immediate Action

1.1.1 Aircraft accidents which have occurred or are inevitable on, or in the vicinity of, the aerodrome.

The following actions are to be taken.

1.1.2 Depending on the nature of the standby, incident or accident the Airport Duty Engineer will make contact with the following Engineering personnel:

Duty Electrician: To be contacted by radio or telephone.

Groundsman: To be contacted by radio or telephone.

Building Services: To be contacted by radio or telephone.

Mechanics: To be contacted by radio or telephone.

1.1.3 Pass the Emergency Message to all contacts, they are to be informed of the nature of the standby, incident or accident and should be reminded of their duties.

The Duty Engineer will detail a suitably qualified person to respond immediately to the designated Rendezvous Point to escort the Emergency Services to the incident site. The request to proceed from the RVP will be relayed to the staff member by the Duty Engineer who is in contact with Rescue Leader on the Tetra system. On receipt of this request the staff member will contact tower for permission to escort vehicles on to the manoeuvring area.

Post incident the Duty Electrician must be prepared to hitch-up the emergency generator(s) flood lighting towers and to remain available while listening out to the radio frequency in use. There may also be a need to replace damaged AGL fittings immediately post-accident or incident subject to accessibility and the preservation of evidence.

The Groundsman will need to ensure the runway sweeper is available for use to minimize runway closure subject to accessibility and the preservation of evidence. Similarly, other lifting and towing equipment, environmental clean-up equipment, and aircraft recovery equipment may be required for incapacitated aircraft. Consideration will also be given to the deployment of an airport bus for the transportation of passengers and, in more serious cases, the use of a bus may be considered as shelter and possible treatment of casualties. The Groundsman must remain available and listen out to the radio frequency in use.

Building Services personnel will be available for escorting and other duties. Depending on the nature of the accident or incident consideration may have to be given to the setting up of areas, such as a gate lounge, to receive passengers or casualties. Personnel must remain available and listen out to the radio frequency in use.

Mechanics are to remain available in case of failure of plant, equipment or vehicles. They can also be used to assist with escort duties and in the lifting and shifting of disabled aircraft etc. Mechanics must remain available and listen out to the radio frequency in use.

1.2 Downgrade/ Stop Message/Green

Downgrade Incident

- 1.2.1 The Duty Engineer is to pass the downgrade message to all Engineering contacts; following the procedure to action:-

1.3 Green in Operation

- 1.3.1 On receipt of the Green in operation, the Duty Engineer will inform:-
- Groundsman
 - Building Services
 - Mechanics
 - Electricians

Aircraft Ground Incident

Action by Airport Engineering Services

Responsibility for contacting the Airport Engineering Services (AES) in the event of an Aircraft Ground Incident rests with the Customer Relations Desk.

1.1 Immediate Action

1.1.1 When an aircraft on the ground is known to have an emergency situation other than an accident, requiring the attendance of the emergency services.
The following action is to be taken.

1.1.2 Depending on the nature of the standby, incident or accident the Airport Duty Engineer will make contact with the follow Engineering personnel:

Duty Electrician: To be contacted by radio or telephone.

Groundsman: To be contacted by radio or telephone.

Building Services: To be contacted by radio or telephone.

Mechanics: To be contacted by radio or telephone.

1.1.3 Pass the Emergency Message to all contacts, they are to be informed of the nature of the standby, incident or accident and should be reminded of their duties.

The Duty Engineer will detail a suitably qualified person to respond immediately to the designated Rendezvous Point to escort Emergency Services to the incident site. The request to proceed from the RVP will be relayed to the staff member by the Duty Engineer who is in contact with Rescue Leader on the Tetra system. On receipt of this request the staff member will contact tower for permission to escort vehicles on to the manoeuvring area.

Post incident the Duty Electrician must be prepared to hitch-up the emergency generator(s) flood lighting towers and to remain available while listening out to the radio frequency in use. There may also be a need to replace damaged AGL fittings immediately post-accident or incident subject to accessibility and the preservation of evidence.

The Groundsman will need to ensure the runway sweeper is available for use to minimise runway closure subject to accessibility and the preservation of evidence. Similarly, other lifting and towing equipment, environmental clean-up equipment, and aircraft recovery equipment may be required for incapacitated aircraft. Consideration will also be given to the deployment of an airport bus for the transportation of passengers and, in more serious cases, the use of a bus may be considered as shelter and possible treatment of casualties. The Groundsman must remain available and listen out to the radio frequency in use.

Building Services personnel will be available for escorting and other duties. Depending on the nature of the accident or incident consideration may have to be given to the setting up of areas, such as a gate lounge, to receive passengers or casualties. Personnel must remain available and listen out to the radio frequency in use.

Mechanics are to remain available in case of failure of plant, equipment or vehicles. They can also be used to assist with escort duties and in the lifting and shifting of disable aircraft etc. Mechanics must remain available and listen out to the radio frequency in use.

1.2 Upgrade/Downgrade/ Stop Message/Green

Upgrade Incident

- 1.2.1 The Duty Engineer is to pass the upgrade message to all Engineering contacts.
Upgrade Full Emergency / Aircraft Accident; following the procedure to action:-

Downgrade Incident

- 1.2.2 The Duty Engineer is to pass the downgrade message to all Engineering contacts; following the procedure to action:-

1.3 Green in Operation

- 1.3.1 On receipt of the Green in operation, the Duty Engineer will inform:-
Groundsman
Building Services
Mechanics
Electricians

Full Emergency

Action by Airport Engineering Services

Responsibility for contacting the Airport Engineering Services (AES) in the event of a full emergency rests with the Customer Relations Desk.

1.1 Immediate Action

- 1.1.1 When it is known that an aircraft in the air is, or is suspected to be, in such difficulties that there is a danger of an accident.

The following actions are to be taken.

- 1.1.2 Depending on the nature of the standby, incident or accident the Airport Duty Engineer will make contact with the following Engineering personnel:

Duty Electrician: To be contacted by radio or telephone.

Groundsman: To be contacted by radio or telephone.

Building Services: To be contacted by radio or telephone.

Mechanics: To be contacted by radio or telephone.

- 1.1.3 Pass the Emergency Message to all contacts, they are to be informed of the nature of the standby, incident or accident and should be reminded of their duties.

The Duty Engineer will detail a suitably qualified person to respond immediately to the designated Rendezvous Point to escort Emergency Services to the incident site. The request to proceed from the RVP will be relayed to the staff member by the Duty Engineer who is in contact with Rescue Leader on the Tetra system. On receipt of this request the staff member will contact tower for permission to escort vehicles on to the manoeuvring area.

Post incident the Duty Electrician must be prepared to hitch-up the emergency generator(s) flood lighting towers and to remain available while listening out to the radio frequency in use. There may also be a need to replace damaged AGL fittings immediately post-accident or incident subject to accessibility and the preservation of evidence.

The Groundsman will need to ensure the runway sweeper is available for use to minimize runway closure subject to accessibility and the preservation of evidence. Similarly, other lifting and towing equipment, environmental clean-up equipment, and aircraft recovery equipment may be required for incapacitated aircraft. Consideration will also be given to the deployment of an airport bus for the transportation of passengers and, in more serious cases, the use of a bus may be considered as shelter and possible treatment of casualties. The Groundsman must remain available and listen out to the radio frequency in use.

Building Services personnel will be available for escorting and other duties. Depending on the nature of the accident or incident consideration may have to be given to the setting up of areas, such as a gate lounge, to receive passengers or casualties. Personnel must remain available and listen out to the radio frequency in use.

Mechanics are to remain available in case of failure of plant, equipment or vehicles. They can also be used to assist with escort duties and in the lifting and shifting of disable aircraft etc. Mechanics must remain available and listen out to the radio frequency in use.

1.2 Upgrade/Downgrade/ Stop Message/Green

Upgrade Incident

- 1.2.1 The Duty Engineer is to pass the upgrade message to all Engineering contacts.
Upgrade Aircraft Accident; following the procedure to action:-

Downgrade Incident

- 1.2.2 The Duty Engineer is to pass the downgrade message to all Engineering contacts; following the procedure to action:-

1.3 Green in Operation

- 1.3.1 On receipt of the Green in operation, the Duty Engineer will inform:-
Groundsman
Building Services
Mechanics
Electricians

Local Standby

Action by Airport Engineering Services

Responsibility for contacting the Airport Engineering Services (AES) in the event of a local standby rests with the Customer Relations Desk.

No Action Required

Aircraft Ditching

Action by Airport Engineering Services

No Action Required

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Section 11

PoJ Security

Aircraft Accident

Action by PoJ Security

Responsibility for contacting PoJ Security in the event of an Aircraft Accident rests with the Customer Relations Desk.

1.1 Security Responsibilities

AIRCRAFT ACCIDENT:

Aircraft accidents which have occurred or are inevitable on, or in the vicinity of, the aerodrome. *Outside emergency services will be required to access RVP Central (via CP3).*

G4S Response:

- 1.1.1 Complete a PoJ – Emergency Response Check Sheet. Include as much relevant information as possible.
- 1.1.2 Supervisor to send a 2nd Security Agent to CP3.
- 1.1.3 Advise CP3 and Manager/Deputy of details.
- 1.1.4 Advise CP3 staff to open both gates and raise the barrier in preparation for a 'Blue Light' response.
- 1.1.5 Record details of vehicles & number of persons gaining access.

FOLLOWING DISCUSSION BETWEEN THE SUPERVISOR AND INFORMATION POSTAL CLERKS (IPC'S), THE SUPERVISOR MAY BE REQUESTED TO:

- 2 Establish a Security Cordon surrounding the Survivors Reception Centre (SRC) at Gate 14. The cordoned area will be within the Passenger Pier from Gate 14 to the west to include the toilets at Gate 12. Dependant on numbers, Gates 12 & 13 may be used as a Casualty Clearing & Assessment Area.
- 2.1 Initially two staff will be allocated to guard the above area in order to prevent access to persons apart from those advised by the SURC Leader. One staff member located in front of the doors, the 2nd within the Pier. Normal policy will be to restrict access to the following: Jersey Airport Staff, Airline & Handling Agent staff, States of Jersey Police, Honorary Police, States of Jersey Ambulance staff, St Johns Ambulance, Social Services, Religious Representatives. *The SRC is to be a controlled area due to the occupants having come from what will initially be considered a Crime Scene related area.*
- 2.1.1 The SURC Leader staff will allocate CSA's to provide Tensator barriers and a table in order that logs can be written regarding access control.

- 2.1.2 The Supervisor is to contact all Checkpoints and inform them of the situation. All must be aware that survivors plus friends and relatives may well be distraught and may try any means to access cordons or via Checkpoints etc.
- 2.1.3 The IPC staff may well request the closure of Central Search in order to prevent an airside build-up of passengers.
- 2.1.4 **Airlines & Handling Agents will initially escort their passengers back from the gates** into the Departures Hall to await further information.
- 2.1.5 The IPC staff will communicate further requirements as necessary. Dependant on the circumstances, the IPC staff may consider removing passengers from the Atrium Viewing Lounge plus the possibility of allowing smoking in access controlled external areas.
- 2.1.6 Consideration should be given to the fact that normal operations may not resume for a considerable number of hours.
- 2.1.7 G4S may also be asked to provide a security cordon at the Friends and Relatives Reception Centre (FRRRC) – Communicare Centre, St Brelades. *Provisions should be put in place for the possible need of having to call in other staff in order to assist.*
- 2.1.8 There may well be considerable media interest and reporters may try to gain access to Reception Centres via various means. The Media are not to gain access. Any media enquiries are to be directed to the Airport Customer Relations Desk.

Aircraft Ground Incident

Action by PoJ Security

Responsibility for contacting PoJ Security in the event of an Aircraft Accident rests with the Customer Relations Desk.

When an aircraft on the ground is known to have an emergency situation other than an accident, requiring the attendance of the emergency services. ***Outside emergency services may require access to RVP Central (via CP3).***

Security Response:

- 1.1 Complete a PoJ – Emergency Response Check Sheet. Include as much relevant information as possible.
- 1.2 Supervisor to send a 2nd Security Agent to CP3.
- 1.3 Advise CP3 and Manager/Deputy of details.
- 1.4 Advise CP3 staff to open both gates and raise the barrier in preparation for a possible 'Blue Light' response.
- 1.5 Record details of vehicles & number of persons gaining access.
- 1.6 Prepare for possible escalation as in AIRCRAFT ACCIDENT (above)

Full Emergency

Action by PoJ Security

Responsibility for contacting G4S Security in the event of an Aircraft Accident rests with the Customer Relations Desk.

When it is known that an aircraft in the air is, or is suspected to be, in such difficulties that there is a danger of an accident. *Outside emergency services will be required to access RVP Central (via CP3).*

Security Response:

- 1.1 Complete a PoJ – Emergency Response Check Sheet. Include as much relevant information as possible.
- 1.2 Supervisor to send a 2nd Security Agent to CP3.
- 1.3 Advise CP3 and Manager/Deputy of details.
- 1.4 Advise CP3 staff to open both gates and raise the barrier in preparation for a 'Blue Light' response.
- 1.5 Record details of vehicles & number of persons gaining access.
- 1.6 Prepare for possible escalation as in AIRCRAFT ACCIDENT (above)

Local Standby

Action by PoJ Security

No Action Required

Aircraft Ditching

Action by PoJ Security

Responsibility for contacting G4S Security in the event of an Aircraft Ditching rests with the Customer Relations Desk.

When an aircraft ditching has occurred or is inevitable on, or in the vicinity of the operational areas relating to Jersey Harbours Search and Rescue Procedures. (The vicinity extends from the shoreline of Jersey to the operational area within the plan). *Outside emergency services may be required to access RVP Central (via CP3).*

Security Response:

- 1.1 Complete a PoJ – Emergency Response Check Sheet. Include as much relevant information as possible.
- 1.2 Supervisor to send a 2nd Security Agent to CP3.
- 1.3 Advise CP3 and Manager/Deputy of details.
- 1.4 Advise CP3 staff to open both gates and raise the barrier in preparation for a 'Blue Light' response for possible exit and receipt of Emergency Vehicles.
- 1.5 Record details of vehicles & number of persons gaining access.
- 1.6 Prepare for possible escalation as in AIRCRAFT ACCIDENT (above)

OFF Airfield Incident

Action by PoJ Security

Responsibility for contacting G4S Security in the event of an Aircraft Ditching rests with the Customer Relations Desk.

OFF AIRFIELD INCIDENT:

When an incident occurs outside of the confines of Jersey Airport. This may require the services of the ARFFS and thus reduce operational cover, possibly causing the Airport to close. *Outside emergency services may require access to RVP Central (via CP3).*

Security Response:

- 1.1 Complete a PoJ – Emergency Response Check Sheet. Include as much relevant information as possible.
- 1.2 Supervisor to send a 2nd Security Agent to CP3.
- 1.3 Advise CP3 and Manager/Deputy of details.
- 1.4 Advise CP3 staff to open both gates and raise the barrier in preparation for a 'Blue Light' response for possible exit and receipt of Emergency Vehicles.
- 1.5 Record details of vehicles & number of persons gaining access.
- 1.6 Prepare for possible escalation as in AIRCRAFT ACCIDENT (above)

Unlawful Act

Action by PoJ Security

Please Refer to Emergency Procedure JER999

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Section 12

Jersey Meteorological Department

Aircraft Accident

Action by Meteorological Department

The responsibility for contacting the Meteorological Department in the event of an Aircraft Accident rests with the Customer Relations Desk.

Met Responsibilities

When the Duty Meteorological Officer receives a call from the Customer Relations Desk to confirm an aircraft accident; the following action is to be taken.

Aircraft Accident

- 1.1 The Duty Observer will immediately complete a special observation (SPECI), then time mark the anemograph and barograph, save the cloud base recorder (CBR) image using F12 and log the CBR time.
- 1.2 The Duty Forecaster will collect all relevant documents for any subsequent AAIB enquiry (TAF and METAR, Flight Forecast, LAP Form 214 and 215, satellite images, actual and forecast tephigrams etc.) and leave these in a secure place for the PMO.
- 1.3 The Duty Forecaster will remain at the forecast bench to offer post-accident advice if requested (wind direction for smoke or fire, likelihood of rain etc.)
- 1.4 When the scene of an accident is known, if the Duty Forecaster has information relevant to the recovery (e.g. change of wind direction, rain arriving or clearing) he should pass this information to ATC (Checker Base).

General

Should any member of staff witness an accident or incident at any time, the Duty Observer will immediately complete a special observation (SPECI), time mark manual instruments and save the cloud base recorder image, without awaiting notification from ATC.

Aircraft Ground Incident

Action by Jersey Meteorological Department

Met Responsibilities

The responsibility for contacting the Meteorological Department in the event of a Aircraft Ground Incident rests with the Customer Relations Desk.

Aircraft Ground Incident

- 1.1 On notification the Duty Observer will immediately complete a special observation (SPECI) and time mark the anemograph and barograph.

General

Should any member of staff witness an accident or incident at any time, the Duty Observer will immediately complete a special observation (SPECI), time mark manual instruments and save the cloud base recorder image, without awaiting notification from ATC.

Full Emergency

Action by Meteorological Department

Met Responsibilities

The responsibility for contacting the Meteorological Department in the event of a Full Emergency rests with the Customer Relations Desk.

Full Emergency

- 1.1 The Duty Observer will remain at the observing bench ready to complete a special observation (SPECI) until ATC notify that the full emergency has ended.

General

Should any member of staff witness an accident or incident at any time, the Duty Observer will immediately complete a special observation (SPECI), time mark manual instruments and save the cloud base recorder image, without awaiting notification from ATC.

Local Standby

Action by Meteorological Department

Met Responsibilities

The responsibility for contacting the Meteorological Department in the event of a Local Standby rests with the Customer Relations Desk.

Local Standby

- 1.1 The Duty Observer will remain at the observing bench ready to complete a special observation (SPECI), until the Customer Relations Desk notify that the standby has ended.

General

Should any member of staff witness an accident or incident at any time, the Duty Observer will immediately complete a special observation (SPECI), time mark manual instruments and save the cloud base recorder image, without awaiting notification from the Customer Relations Desk.

Aircraft Ditching

Action by Meteorological Department

Met Responsibilities

The responsibility for contacting the Meteorological Department in the event of an Aircraft Ditching rests with Customer Relations Desk.

Aircraft Ditching

- 1.1 The Duty Observer will immediately complete a special observation (SPECI), then time mark the anemograph and barograph, save the cloud base recorder (CBR) image using F12 and log the CBR time.
- 1.2 The Duty Forecaster will collect all relevant documents for any subsequent AAIB enquiry (TAF and METAR, Flight Forecast, LAP Form 214 and 215, satellite images, actual and forecast tephigrams etc.) and leave these in a secure place for the PMO.
- 1.3 The Duty Forecaster will remain at the forecast bench to offer post-accident advice if requested (wind direction for smoke or fire, likelihood of rain etc.)
- 1.4 When the scene of an accident is known, if the Duty Forecaster has information relevant to the recovery (e.g. change of wind direction, rain arriving or clearing) he should pass this information to ATC (Checker Base).

General

Should any member of staff witness an accident or incident at any time, the Duty Observer will immediately complete a special observation (SPECI), time mark manual instruments and save the cloud base recorder image, without awaiting notification from ATC.

Section 13

Air Traffic Engineering **(ATE)**

Aircraft Accident

Action by Air Traffic Engineering (ATE)

The responsibility for contacting Air Traffic Engineering in the event of an Aircraft Accident rests with the Customer Relations Desk.

ATE Responsibilities

When the ATE Duty Engineering Officer receives a call from Customer Relations Desk to confirm an aircraft accident; the following actions are to be taken.

1.1 Immediate Action

- 1.1.1 Inform all relevant ATE engineering staff on duty and at his discretion recall on duty engineers to the ATE equipment floor.
- 1.1.2 Fill out 'JJ-FORM-562 - ATE ATC Equipment Handover - Hand back Serviceability Status' and annotate it with 'Aircraft Accident' then file it along with the routine daily JJ-FORM-562 form.

1.2 Green in Operation

- 1.2.1 Inform all relevant ATE engineering staff on duty of the "Green in Operation" and at his discretion release any on duty engineers previously recalled to the ATE equipment floor.

Aircraft Ground Incident

Action by Air Traffic Engineering

Electronics Responsibilities

Responsibility for contacting the Air Traffic Engineering in the event of a Ground Incident rests with the Customer Relations Desk.

1.1 Immediate Action

- 1.1.1 Inform all relevant ATE engineering staff on duty and at his discretion recall on duty engineers to the ATE equipment floor.
- 1.1.2 Fill out 'JJ-FORM-562 - ATE ATC Equipment Handover - Hand back Serviceability Status' and annotate it with 'Aircraft Ground Incident' then file it along with the routine daily JJ-FORM-562 form.

1.2 Green in Operation

- 1.2.1 Inform all relevant ATE engineering staff on duty of the "Green in Operation" and at his discretion release any on duty engineers previously recalled to the ATE equipment floor.

Full Emergency

Action by Air Traffic Engineering (ATE)

No action required

Local Standby

Action by Air Traffic Engineering

No action required

Aircraft Ditching

Action by Air Traffic Engineering (ATE)

Aircraft Ditching

Responsibility for contacting the Air Traffic Engineering in the event of an Aircraft Ditching rests with the Customer Relations Desk.

1.1 Immediate Action

- 1.1.1 Inform all relevant ATE engineering staff on duty and at his discretion recall on duty engineers to the ATE equipment floor.
- 1.1.2 Fill out 'JJ-FORM-562 - ATE ATC Equipment Handover - Hand back Serviceability Status' and annotate it with 'Aircraft Accident' then file it along with the routine daily JJ-FORM-562 form.

1.2 Green in Operation

- 1.2.1 Inform all relevant ATE engineering staff on duty of the "Green in Operation" and at his discretion release any on duty engineers previously recalled to the ATE equipment floor.

Section 14

Duty Executive Officer

Under Development

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Section 15

States of Jersey **Coast Guard**

Aircraft Ditching

Action by Coastguard

Responsibility for contacting the Coastguard Services in the event of an Aircraft Ditching rests with Air Traffic Control.

AIRCRAFT DITCHING – STAND BY for POSSIBLE DITCHING

Jersey Coastguard:

- Advise Duty Acting Harbour Master
- Issue “Pan-Pan” “All Ships” possible aircraft ditching in position....., or - please stand by for further information.
- Maintain communications between MRCC and vessels in area.
- Page St Helier ILB and ALB “LAUNCH”
- Page St Catherine ILB “LAUNCH”
- Call Fire & Ambulance control – Fire IRB to Stand By
- Call out “Duke of Normandy” crews
- Call duty TTS Manager – to call Diving Team to stand by.

ST HELIER LIFEBOATS	Standby off La Platte and await instructions from MRCC of position of possible ditching.
DUKE OF NORMANDY	Standby off La Platte and await instructions from MRCC of position of possible ditching.
PILOT CUTTER	Standby to take TTS dive team to scene.
ST CATHERINE ILB	Standby in St Catherine’s Bay and await instructions from MRCC of position of possible ditching.
FIRE SERVICE RESCUE	Proceed to nearest beach (conditions permitting) of proposed ditching and await instructions.
GUERNSEY MRCC	Advise and request assistance if required.
CROSS JOBOURG	Advise and request assistance if required.
POLICE	Advise proposed position of ditching and possible number of persons involved.
NOTIFY	Air Traffic Control with present state of readiness.
AMBULANCE	Advise of likely number of casualties.

All rescue vessels to advise Marine Rescue Co-ordination Centre (MRCC) of landing place and the number of passengers rescued to ensure all persons are accounted for.

AIRCRAFT DITCHING – DITCHED

Jersey Coastguard:

- Issue “MAYDAY” “All Ships” aircraft ditching in position.....
- Advise duty Harbour Master
- Maintain Comms between MRCC and vessels in area.
- Call Fire & Ambulance control – Fire IRB to nearest suitable launch position
- Page St Helier ILB and ALB “LAUNCH”
- Page St Catherine ILB “LAUNCH”
- Call out “Duke of Normandy” crews
- Call duty TTS Manager – to callout diving Team

ST HELIER ALB, ILB	As required proceed to position of ditching.
DUKE OF NORMANDY	Proceed to position of ditching.
PILOT CUTTER	If available, standby to take dive team to scene.
ST CATHERINE ILB	Proceed to position of ditching.
FIRE SERVICE RESCUE	Proceed to nearest beach to ditching, if safe, launch if required / possible.
POLICE	Advise proposed position of ditching and possible number of persons involved and proposed landing places / times.
CROSS JOBOURG	Advise and request assistance if required.
NOTIFY	Air Traffic Control with present state of readiness.
AMBULANCE	Advise of likely number of casualties.

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Section 16

Off Airfield Incident

Section 16

Off- Airfield Incident

1. General

No single organisational arrangement will be appropriate to each and every possible off-airfield incident, nor could a single plan meet every need. Off-airfield Incidents could vary from a small domestic / grass fire on the perimeter of the airfield which may affect flying operations, to a major disaster such as a large passenger aircraft crashing at a location on Jersey. Each response would therefore depend on the scale and severity of the incident, which can only be decided at the time.

However, whatever the scale, a combined and co-ordinated response will be given by linking the expertise and resources of the local emergency services. The objectives for a combined response are:

1. To save life
2. To prevent escalation of the incident
3. To relieve suffering
4. To safeguard the environment
5. To protect property
6. To facilitate criminal investigation and judicial, public, technical or other inquiries
7. To continue to maintain normal services at an appropriate level
8. To inform the public
9. To promote self-help and recovery
10. To restore normality as soon as possible
11. To evaluate the response and identify lessons to be learnt.

Therefore the following merely indicate the basic level of actions by all concerned and act as general guidance.

Off- Airfield Incident

Response Actions

1. Response by Jersey Air Traffic Control

Should an aircraft accident occur within the boundary of the shore line of Jersey; ATC (Checker Base) will notify the ARFFS using the cascade procedure as per Aircraft Accident.

In accordance with Jersey Emergency Orders, Air Traffic Control (Checker Base) would notify the relevant Fire, Ambulance & Police Authority of the accident.

2. Response by Airport Rescue & Firefighting Service (ARFFS)

It is the prime objective of the Airport Rescue & Firefighting Service to provide cover for all arriving / departing aircraft only and to maintain the relevant fire cover category for these aircraft.

Should an incident / accident occur outside the airfield boundary and in the vicinity (or over water) of the airport, it is the decision of the ARFFS Officer in Charge / Chief Fire Officer, in consultation with ATC, whether or not fire appliances shall respond.

ARFFS appliances will normally be sent to aircraft accidents or other emergencies involving aircraft occurring on Jersey.

When deciding, consideration shall be given to the following:

- a) Fires which may constitute a danger to flying or to airport property
- b) In response to calls from the other emergency services on humanitarian grounds
- c) Expected aircraft movements and the fire category required for such movements at the time.

The ARFFS Officer in Charge may wish to send a token attendance to an off airport incident for specialist knowledge at the scene. If this is decided, he will inform ATC immediately and advise them of any Category change that may apply.

3. Response by States of Jersey Fire & Rescue Service (SFRS)

On receiving an emergency call from Air Traffic Control (Checker Base) or other points of notification, appliances and personnel will be sent as per SFRS procedures. Joint Control will then follow the cascade list informing other emergency services, departments etc.

The Senior States of Jersey Fire & Rescue Officer in attendance will assume control of firefighting and rescue operations (Incident Commander), and be assisted by ARFFS crews (if in attendance).

4. **Response by States of Jersey Police Force (SOJPF)**

The States of Jersey Police will respond with sufficient resources to isolate area and manage the incident scene. Actions will follow Force procedures and their initial duties can be summarised as:

- a) Establish Forward Command Post.
- b) Establish a Rendezvous Point.
- c) Implement traffic management plan which includes access and egress, road closures and diversions as necessary.
- d) Establish appropriate inner and outer cordons as necessary to allow emergency services to work unhindered, protect the scene, and to keep the public safe.
- e) Ensure appropriate command and control structure is in place.
- f) Activate rest centre procedures as required.

5. **Response by the States of Jersey Ambulance Service (SOJAS)**

Jersey Ambulance Service will respond in accordance with the Services Major Incident Plan (MIMMS). Their responsibilities will include, if necessary:

- a) Immediate mobilisation of personnel and resources to deal with incident management and the medical needs of any casualties
- b) Alerting all receiving and supporting hospitals
- c) Requesting mobile Medical / Nursing Team if required
- d) Transportation of the injured in order of priority to receiving hospitals
- e) Establishing a Casualty Clearing Station if required.

6. **Response by Jerseys Emergency Planning Unit**

The Duty Officer on receipt of a call will initiate its Major Emergency Procedures. This will involve the establishment of the Control and Co-ordination Centre, from where the local authority's response will be managed.

The Authority - whilst managing its own response to the incident – will also provide support and assistance to the Airport as and when needed. Information will be co-ordinated between the Airport's Command Centre and the Major Emergency Control and Co-ordination Centre, through an Emergency Planning presence at the Centre.

7. Response by Jersey Coastguard

The Coastguard on receipt of a call from ATC will respond with sufficient resources to the given location.

- a) Alert Air Rescue if required
- b) Alert appropriate RNLI Lifeboats to immediate readiness (crews aboard ready to respond)
- c) Initiate broadcast to ships on all distress frequencies.
- d) Alert SFRS and Harbour vessels as appropriate.

8. Off- Airport Incident Communications

The following communication systems are available as standard communications:

- a) Each Emergency Service (including the honorary police) has use of the island wide Tetra Radio System. Each service has its own discreet Talk groups.
- b) Incident vehicles from the Police, States Fire Service and also Ambulance Service will be at the site of the incident and maintain communications with their own headquarters.
- c) States of Jersey Police, States Fire & Rescue Service and Ambulance Service are equipped with radios with multi talk groups in order to communicate with ARFFS and each other.
- d) States of Jersey Electronics Department may deploy a communications vehicle / repeater to the site to supplement existing base radio communications.

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Section 17

Emergency Access **Gates**

Section 17

Emergency Access Gates

Jersey Airport has a total of four emergency gates around the perimeter of the airfield for use by the ARFFS. The gates are secured using a padlock which can be opened using the crash gate key carried on all appliances; the posts are marked for easy identification. They are listed below;

Description	Location/Exit Point	Width
Emergency Gate 1	North Side. Jubilee Hill	4.5 Metres
Emergency Gate 2	South East. Airport Road	4.5 Metres
Emergency Gate 3	RVP South. Airport Social Club	6 Metres
Emergency Gate 4	South West. Mont La Brune	4.5 Metres

Section 18

Rendezvous Points

Section 18

Rendezvous Points

Licensing of Aerodromes CAP 168 Chapter 9 – Section 9 states:-

9.1 An Aerodrome Emergency Plan must consider that Category 1 Responders are not likely to be familiar with the aerodrome layout, or the incident may occur in weather conditions that could hamper the ability of emergency services to find the accident site. A system must be devised whereby emergency services familiar or unfamiliar with the aerodrome can be easily guided to the accident or incident. One such system is to distribute a plan of the aerodrome overlaid with a grid, such that each square has an individual identifier. Consideration should be given to escort arrangements.

9.2 Suitable Assembly or Rendezvous Points should be established, to which incoming vehicles should report, and from which they can be escorted to the accident or incident site with the minimum of delay. In all cases a person should be posted at the aerodrome main gate and the Rendezvous Point, and a telephone should be made available at both locations.

9.3 The arrangements and facilities for assisting services should be matched against the Emergency Plan, be suitable and fit for purpose

The responsibility for ensuring that the responding Emergency Services are provided with the latest version of Airfield Maps and Hydrant Systems lies with ARFFS Liaison Officer.

Jersey Airport Emergency Orders

Rendezvous Points

Rendezvous Point Central

RVP Central is located airside next to Security Check Point 3 outside of the Fire Station. Access is via L'Avenue de la Reine, following the Airport roundabout and turning right into the slip road leading to Engineering Services and Check Point 3.

Rendezvous Point signs and directional signs are in place. An area of hard standing next to the Fire Station has been marked for attending Emergency Services. The area is lit by night. Guidance on parking will be provided by G4S until engineering make an attendance.

Photos below show the RVP Point and access route.



Jersey Airport Emergency Orders

Rendezvous Points

Rendezvous Point South

RVP South is located airside next to the wash down bay and the Cargo Centre on the southern apron. Access is via Avenue de la Commune, following then turning into the Fuel depot slip road and using Emergency Gate No 3 at Checkpoint 8.

Rendezvous Point signs and directional signs are in place. An area of hard standing next to the wash down bay has been allocated for attending Emergency Services. The area is lit by night. Guidance on parking will be provided by G4S until engineering make an attendance.

The RVP has the following information and equipment on site:-

- Telephone with instructions inside waterproof box
- Informative Signs

Photos below show the RVP Point and Signage.



Jersey Airport Emergency Orders

Emergency Services - Rendezvous Parking

Rendezvous Point Central

An area in close proximity to the Airport Fire Station has been identified as a parking area for responding services and agencies. This area is marked out with red lines painted on the tarmac and a sign placed on the northern wall of the fire station.

Would all attending services park vehicles within this location, the area in front of the fire station appliance doors could also be used if ARFFS appliances are off station.



All vehicles must keep inside the marked area for parking; vehicles are not permitted on to live taxiways, runway or any part of the response area without escort.

In the event that this area is unavailable, Stand 32 will be made available and Engineering will provide a vehicle Marshal to ensure that no incursion of the Taxiway takes place.

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Section 19

Airport Emergency Planning Group

Section 19

Airport Emergency Planning Group

Jersey Airport Emergency Planning Group Terms of Reference

1. The procedures outlined within this document have been agreed by all stakeholders and detail the roles and responsibilities / actions of all concerned should an emergency occur at or near the airport.
2. The group meets at least every four months and is made up of representatives of the following organisations;

Airport	Non Airport
Airport Rescue & Fire Fighting Service	SoJ Emergency Planning Officer (SFRS)
States Fire & Rescue Service	SoJ Police
Group Operations Director	SoJ Ambulance Service
Air Traffic Control	Emergency Services Joint Control
Engineering Services	Jersey Hospital
PoJ Security	Jersey Coastguard
Customer Relations Manager	St Peters Honorary Police
Met Department	Health & Social Services
Group Marketing & Communication Manager	
Airline Operators Committee	

3. Objective:

The objective of the Airport Emergency Planning Group is to anticipate the effects an emergency might have on life, property and aerodrome operations, and to prepare a course, or courses of action to minimise those effects, particularly in the respect of saving lives.

4. Terms of Reference:

- The development of an Airport emergency plan and orders.
- To establish and organise liaison and co-operative training with organisations.
- Testing of the Airport emergency plan through exercises.
- To carry out post-accident and post exercise reviews.
- To ensure issues identified from exercises and incidents are fully debriefed and incorporated into the airport emergency plan.

5. Agenda

Agenda items should be submitted to Chair of the group, 7 working days prior to the meeting.

6. Reports To:

Group CEO
Group Operations Director
Island Emergency Planning Board

Membership of the States of Jersey Emergency Planning Group

- Chief Executive to the Council of Ministers (Chairman)
- Chief Officer States of Jersey Police
- Harbourmaster
- Chief Executive, Health and Social Services
- Chief Officer, Transport and Technical Services
- Medical Officer of Health
- Environment Department
- States of Jersey Chief Fire Officer
- Group CEO, Ports of Jersey
- Group Operations Director, Jersey Airport
- States of Jersey Chief Ambulance Officer
- Emergency Planning Officer

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Section 20

Reception Centres

Section 20

Provision of Reception Centres

Part 1

General

1. The care and treatment of those involved in an aircraft incident lies at the heart of the emergency response. This will apply to the care and treatment not only of those injured and traumatised by the event (including their friends and relatives), but to all those people involved in the response who may be affected.
2. Jersey Airport has a responsibility to provide certain facilities to ensure that such care can be provided. The response to any incident must be undertaken with the minimum of upheaval and procedures must be in place to establish any or all of the necessary facilities at short notice.
3. History has shown that two main, important areas will be required very soon after an incident has occurred. These are the Survivor Reception Centre (SRC gate 14) and the Friends and Relatives Reception Centre (Communicare Centre – St Brelades). The establishment of both facilities is primarily the responsibility of the airport and the airline involved in the incident. However, due to the limited staffing of some airlines the handling agent for that airline must take the leading role and has the main responsibility for both the Survivors and the Friends and Relatives. Nonetheless, it is crucial that a clear understanding should exist between the airline and its appointed handling agent **before** any incident may occur.
4. It is impossible to define when and at what stage each of these facilities will be required. However, it is imperative that each organisation involved in the establishment of both areas is aware of their responsibilities and the actions that have to be taken when and if the time arises.
5. Other areas of importance are listed under Section 22 – Emergency Facilities and Plans.

Provision of Reception Centres

Part 2

Survivor Reception Centre - Gate 14

1. In the event of an aircraft accident, there will be a requirement for the expeditious and sympathetic handling of survivors. Those who have survived an aircraft accident **uninjured** – whether it is a minor incident or a major disaster - may nevertheless be traumatised and suffering from shock, intense anxiety and grief and they will need to be treated with great sensitivity.

There will be a requirement to establish a Survivor Reception Area which will afford any uninjured passengers a comfortable refuge with refreshments and access to toilets and telephones. Additionally, it is preferable if the area can offer protection from the media / public.

At Jersey, the Survivor Reception Centre (SRC) will be facilitated within Gate Lounge 14

2. In the event of an aircraft accident necessitating the use of a Survivor Reception Area, it is the prime responsibility of the Customer Relationships Department to ensure the safe transportation of any survivors to the Survivor Reception Area. **(Procedures contained within CSA responsibilities).**

At this stage, handling agent and airport staff alike must attend to the immediate needs of the survivors. Supplies of blankets should be made available and the airport catering company can be contacted to provide refreshments via the Airport Customer Relations Desk.

It is advisable to tell Survivors to contact a relative to pass on to other friends and relatives the fact that the Survivor is in good health to prevent further unnecessary calls. Internal telephones will be made available for Survivors to make free telephone calls to relatives.

When entering this area, it is important that survivors are advised on arrival that there is a simple documentation procedure for them to go through. Survivors will often be able to provide crucial information about what happened during the incident and they may be important witnesses at any subsequent trial or investigation. A balance has to be struck between the requirement to gather evidence from survivors and the reluctance of some to remain at the scene of their distress. For example, prioritising information might help, so that only names and addresses are taken from those anxious to leave, with further details being obtained later.

It is important for all staff to be aware of their duties to ensure these procedures are effective and give survivors the feeling that they are the subjects of a well organised process. It is the responsibility of the terminal operations department with the assistance of the handling agents and / or airline, to commence such documentation.

Once the documentation process has commenced; a "Bronze Controller" should be allocated to oversee the information gathering process. They will have a direct link to the **Silver** Command Centre.

The Bronze Controller must ensure that the Incident Officer in **Silver** Command is aware of the names of all survivors. A private area for Bronze Controllers has been identified within the office of Gate 14.

After documentation is complete, a small sticker should be given to the Survivor to fix to their clothing. This will ensure that staffs don't approach the same person twice.

All completed documentation must be given to the Bronze Controller for that area, who will pass forms on to **Silver** Command for collation.

It is imperative that those Survivors who are not being met still supply basic information. Once completed, arrangements can be made to allow them to go home or continue their journey elsewhere.

It is suggested that handling agent and / or airport staff offer Survivors the opportunity for a medical check before leaving the area. Depending on the circumstances of the incident, Survivors should be advised not to drive or do anything where the risk of delayed shock could be a danger.

Provision of Reception Centres

Part 3

Friends and Relatives Reception Centre
Communicare Centre – St Brelades

1. At the time of an aircraft accident, there may be a number of friends and relatives of those involved, actually at the airport - awaiting the arrival of the flight. They could be at various locations within the public areas but inevitably, they will be waiting within the Arrivals Hall.

These people will have useful information for the police to help identify those involved and arrangements must be made to look after them away from the public areas, whilst information regarding their relatives etc. is obtained.

Procedures have been put in place for the Customer Relationships Team to locate such persons and escort them to the airport Friends and Relatives Reception Centre - FRRC

Cognisance must also be taken of any further people who could subsequently arrive at the airport, who believe that their friends and relatives may have been involved. If such people arrive at the Customer Relations Desk, the Customer Relationship team should be contacted for them to be collected and escorted to the FRRC.

Such circumstances could also occur should an aircraft - expected at Jersey - be involved in an accident in another country.

Whatever the incident, such friends and relatives - who may be feeling intense anxiety, shock or grief, need to be treated with sympathy and understanding.

2. Should there be a requirement for the establishment of a Friends and Relatives Reception Centre (FRRC), in this scenario this would be facilitated within the Terminal Building or Communicare Centre – St Brelades

The use of this area does not conflict with normal airport operations and also affords privacy for those using the facility.

3. The decision to open up Communicare Centre – St Brelades as a Friends and Relatives Reception Centre will be dependent on the following:

- a) *The type of incident*
- b) *The size of the aircraft*
- c) *The location of incident*
- d) *The number of fatalities involved (if any)*
- e) *The number of flights*

The decision will be a joint decision between **Customer Relationship Team**, and those members of emergency service Silver Command Officers available.

It is imperative that procedures REMAIN FLEXIBLE.

Provision of Reception Centres

Part 4

Re-Union Processes

1. In the event of an Aircraft Accident at the Airport, States of Jersey Police will provide a central point for all those seeking or providing information about persons who might have been involved and to collect data and collate records.

As part of this process, the police will send documentation teams to the airport, hospital and the temporary mortuary. The function of such teams will be:

- a) Collating details of Survivors, their condition and their whereabouts
- b) Collating details from Friends and Relatives to compile a list of persons believed to have been involved in the accidents that are now missing.
- c) Gathering ante-mortem data to assist in the identification of casualties.

2. Once States Police officers attend the FFRC they will commence their documentation processing of the Friends and Relatives. They will work closely with their colleagues and handling agent staff within the Survivor Reception Centre, ensuring all data from both areas is faxed / sent to Police Headquarters for data collation purposes.

Once any remaining survivors and friends are matched, arrangements can be made by police / airport staff for them to be reunited. *The route of this processing will depend on the circumstances at the time of the incident.*

Where information is received and confirmed by Police Casualty Bureau that injured passengers have been taken to hospital, handling agents/airline staff may assist in transporting such Friends and Relatives to the hospital, although some may wish to make their own way.

If it is known that the Friends and Relatives of any of the Survivors are present within the Baggage Hall Area, or have been taken to the Friends and Relatives Reception Centre at Communicare Centre – St Brelades, the Survivors can be re-united.

There are no definitive procedures for the re-union of Survivors and Friends and Relatives. The route and area for both parties to follow for the reunion to take place must be decided at the time, as this will be dependent on the number of flights being processed and whether there are large numbers of passengers or press / media present at the airport.

If reconciliations take place in any of the above areas, the exit route from the airport can be made via Check Point 4. If Survivors wish to drive their own vehicles home, arrangements can be made with Airport Management to retrieve their cars from the car park. Or alternatively, Friends and Relatives can be brought through in their own cars in the same

manner. However, if no personal transport is available, it is the responsibility of the handling agent or airline to ensure onward transport is available for any survivors.

Again – dependent on the circumstances at the time, any Survivors can be escorted off airport by police if required.

3. In conjunction with Police Casualty Bureau, the Emergency Procedures Information Centre (EPIC), managed by British Airways at Heathrow may be utilised, if so, its telephone number will be broadcast. EPIC would then act as a central airline information co-ordinating point, collating information about next of kin and other relevant data and would work in support of the police and the local coroner.

Through EPIC, the airline involved is able to provide the information above, to the authority managing the incident, which in Jersey is the States of Jersey Police Force.

EPIC is contracted to over 50 major UK and overseas based carriers and would activate following a major incident involving one of their aircraft operating a service to, from or within, the UK. It should be noted however, that not every airline operator is contracted to EPIC.

Part 5

Advice to Staff Working In Reception Areas

1. EXPECT to deal with people who are in a state of shock. These people will be DESPERATE for information.
2. EXPECT that this information will NOT be forthcoming quickly. In some cases, it may be MANY hours!
3. EXPECT friends and relatives to ask YOU to get information for them "on the quiet". Your response MUST be that this is simply not possible - as soon as any information is available they will be told.
4. STRICT DISCIPLINE must be maintained when in earshot of the press and members of the public, including tight radio discipline. Radio volumes should be kept low or if not required radios should be switched off.
5. ALL STAFF should remain vigilant to detect any unauthorised press intrusion into these areas. If suspicious inform the police.
6. MAKE NO STATEMENTS or comments of any kind to the news media or to those survivors or friends/relatives in any of the Reception Areas.

Section 21

Exercises

Section 21

Exercises

1. General

To ensure that a co-ordinated and successful multi-agency response is made to an incident at or near the airport, it is a requirement of the licence under CAP 168 Chapter 9 Testing & Exercises, that regular exercises are held with all parties concerned.

Such exercises will range from regular testing of small parts of the alerting procedures, up to full scale major emergency exercises, utilising all local emergency authorities.

It is imperative that during any such exercises - whether large or small - any divergence from standard procedures (due to financial constraints or exercise limitations) should be fully discussed before implementation.

2. Communication Exercises

At Jersey Airport, Communications Exercises are held once a year between all relevant alerting agencies. A pre-agreed form is sent out to such agencies and is returned to the Airport with any comments or observations. Forms are then kept and information annotated. Any faults highlighted from such information are then corrected if required.

3. Major Emergency Exercises

A full scale emergency exercise will be held every 4 years, the purpose of which is to ensure the adequacy of the Emergency Order procedures to cope with different types of emergencies and it is usual for all external emergency and support services to take part. As Jersey is licensed for night operations, exercises will alternate between night and day time hours.

All planning for such major exercises is undertaken by the JA Emergency Planning Group and commences approximately six months before the date of the event.

A "hot" debrief is held immediately after a major exercise and also a JA Emergency Planning Group debrief within a week, so that any deficiencies from the exercise are identified quickly and procedures adapted or amended as necessary with the agencies concerned. Such new procedures are then incorporated into the Airport Emergency Orders and circulated to all parties.

4. Table Top Exercises

The purpose of partial exercises is to ensure the adequacy of the response by individual agencies on specific components of the emergency procedures. Such exercises can be held within the intermediate year, between Major exercises and can be used to rectify any specific faults / learning outcomes identified at such larger events.

5. Training

As soon as any emergency procedures are adopted, it is the responsibility of all agencies involved to ensure that all personnel are aware of actions to take in an emergency at the airport. This is particularly important for those companies on-airport who regularly employ seasonal staff and who must ensure such staff have at least a basic knowledge of what to expect should an emergency occur.

Important!

It is the responsibility of each department manager to train individual staff in the finer points of their own emergency procedures and the Airport's Emergency Orders.

A system of auditing has been produced by the Airport Company to periodically inspect third party staff on emergency procedures. Records are kept of the checks and made available for inspection by regulatory bodies.

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Section 22

Emergency Facilities & Plans

Section 22

Emergency Facilities, Plans & Maps

1. General

Please note that the facilities identified below are not exhaustive and, as in any emergency situation, such facilities can be adapted at short notice, or indeed added to when and if the situation dictates. Plans showing the facilities are attached for information.

2. Central & Southern Rendezvous Points

Rendezvous Points (FRP) are established for external emergency services at both locations:

3. Casualty Receiving Centre

The Casualty Receiving Centre will be located in close proximity to the accident, with inflatable survival shelters being used and placed near to hard standing surfaces.

These will be provided by the States of Jersey Ambulance.

4. Survivor Reception Centre

Full details on the Survivor Reception Centre are held in Section 20.

5. Friends and Relatives Reception Centre

Full details on the use of the Centre are held in Section 20.

6. Bronze (Operational) Control Area - Terminal Building

When necessary, the office of Gate 14 on the ground floor, adjacent to Gate 14, has been allocated for use by all Bronze Officers within the Survivor Reception Area, with communications available to Silver Command.

7. Silver (Tactical) Command

At the commencement of any emergency, the Airport Fire Service Appliance Bay has been designated as the Tactical Command Centre. This area is for use by Senior Officers of the local emergency services and airport agencies.

A Silver Command Operational Guide has been prepared and is available for the benefit of the first responding officer within the Security Control Office - copy attached.

8. Media Reception Centre

In the event of a Major Incident, a Media Reception Centre would be established at Vanguard Room (1st Floor Departures); however, depending on the scale of the incident, an alternative venue may be identified by States of Jersey Police.

Should an incident occur that allows the airport to continue with its normal operations, either the Airport Conference Room, or an alternative area identified at the time, can be used for Press Conferences.

All media related enquiries should be relayed through the Group Marketing & Communications Manager Tel. 446020 Speed Dial 35548

9. Mortuary Facilities

The Airport is unable to offer any suitable site within the existing airport boundary which could be used as a Mortuary. However, a temporary body holding area would be located within Hangar 4.

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Section 23

Dangerous Substances

Section 23

Dangerous Substances

1. Action by Air Traffic Control

In the event of an Aircraft Accident or Incident involving an aircraft which is known to be carrying dangerous cargo, ATC will state the identification and the nature of the hazard involved if known, together with any other information available.

2. Action by Aerodrome Fire Service

Calls to an Aircraft Accident or Incident which is known to be carrying dangerous cargo, will be dealt with as directed by the Officer in Charge, who will attempt to identify the substances and if necessary, seek further advice from States of Jersey Fire & Rescue Service Combined Control Room.

3. Airlines / Handling Agents

It is important for airlines / handling agents to notify the ARFFS Officer in Charge or Checker Base of any aircraft containing chemical / radiological or any other dangerous substances which has been involved in an accident or incident; this is vital information so the OIC can take the appropriate action without delay.

4. Other Incidents

If the ARFFS is in attendance at any other incident where no prior notice of dangerous substances has been given, the Officer in Charge will immediately inform Checker Base, requesting the assistance of external emergency services as appropriate.

States of Jersey Police control room have specific procedures in connection with chemical and radiological incidents and will, if necessary, activate as required.

ARFFS Point of Reference –:

- States of Jersey Fire & Rescue Combined Control
- Emergency Response guide book; for the initial phase of a dangerous goods / hazardous materials incident. (Two copies held with ARFFS)

Documentation and other Information used in Air Transport

If an in-flight emergency occurs and the situation permits, the commander must inform the appropriate air traffic services unit of dangerous goods on board as cargo. When possible this should include:-

- Weather it is for carriage on passenger aircraft or for cargo aircraft only
- The proper shipping name (including the technical name, if applicable)
- The Class or Division
- The UN Number
- The packing group
- Any subsidiary risk
- The net quantity, the type of packaging and the number of packages
- The packing instruction number
- The quantity and location on board the aircraft

As an alternative a telephone number can be given from where a copy of the NOTOC giving the same information can be obtained.