

Airport Operating Standard

Incident Reporting & Responding





**INCIDENT
CONTROLLER**

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Introduction

Perth Airport is a complex environment with high operational activity in a security enhanced environment. It is a crowded place and is critical infrastructure to the state and nation. Airport Operating Standards have been produced by Perth Airport to ensure safe and secure operations in this environment at Perth Airport. The ***Incident Reporting & Responding*** standard applies to all businesses and their employees operating at Perth Airport and are to be performed in conjunction with each individual organisations procedures and requirements.

The ***Incident Reporting & Responding*** standard aims to provide information and advice for staff, visitors, operators and passengers to ensure that the intention of this standard is practically adopted by all.

It provides the knowledge for personnel across the PAPL estate to report intervene and support responses to incidents and emergencies in accordance with the Perth Airport's Occupational Safety & Health Management System, Airfield Operations Safety Management System, Emergency Framework and Aerodrome Emergency Plan (AEP).

This Standard and the procedures described within may be amended from time to time by PAPL. PAPL will endeavour to provide sufficient notification of changes; however, it is the responsibility of each business and their employees to keep informed of any amendments. Any information published via a Perth Airport Notice (PAN) or directed by the incident controller in an emergency situation takes precedence over the information contained in this document.

The Standard includes:

- Responsibilities
- What is an incident?
- Reporting an incident
- Initial response to an incident
- First responders
- Controlling Agencies
- Assisting at an Incident
- Information Management

The Standard is designed to be read in conjunction with the ***Perth Airport Operating Protocol***, the Perth Airport ***Occupational Safety & Health Management System***, the ***Perth Airport Emergency Framework*** and the ***Perth Aerodrome Emergency Plan***.

The above documents are available via the Perth Airport Extranet at <https://perthairport.sharepoint.com/sites/Extranet> or via the Corporate page on the Perth Airport website www.perthairport.com.au/AOP noting that the AEP is provided to organisations upon request.

Responsibilities

Perth Airport Pty Ltd (PAPL)

PAPL is responsible for producing this standard and consulting with stakeholders as necessary to determine operating requirements and necessary restrictions.

PAPL has the day-to-day responsibility for planning, development and management of the Occupational Safety & Health (OSH) system and the response and review of incidents and emergencies across the PAPL estate.

PAPL (Security & Emergency Services) has the day-to-day responsibility for development of the emergency response measures around the PAPL estate to protect people, infrastructure and the environment and to monitor and review the appropriateness of the response.

PAPL is also responsible for management and resourcing of dedicated facilities including the Airport Control Centre (ACC), an Emergency Coordination Centre (ECC) and specialist facilities, vehicles and equipment.

The ACC receives all information on developing situations, including incidents and emergencies and conducts incident assessments and ensures appropriate notifications.

Operators and their employees

Operators and their employees are responsible for reporting any near misses, incidents or unplanned events to PAPL where the injury or illness requires assistance from PAPL; or those serious injuries which have occurred as a result of PAPL infrastructure; or where PAPL's infrastructure, plant, equipment or the environment is damaged; or where damage results in a potential risk to others. There is also an expectation that staff can support those in need and assist the emergency responders (e.g. creating a cordon or assisting people to evacuate an area). The Operator must also provide a report on any investigation undertaken of the incident to PAPL when requested.



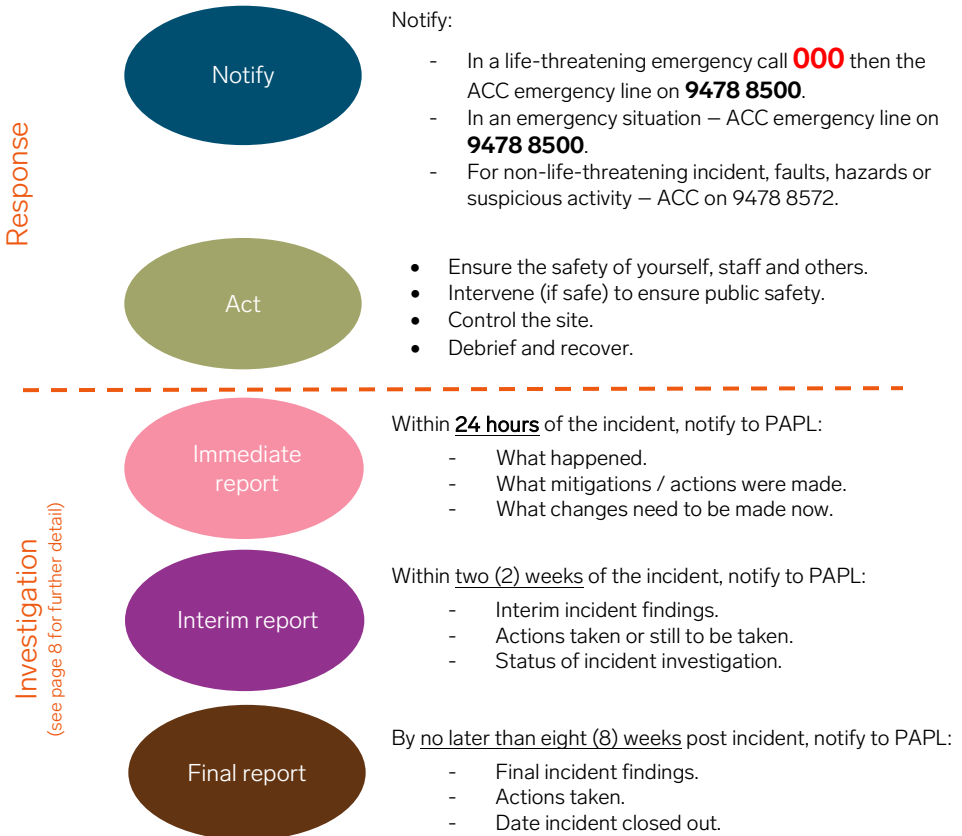
Airport Control Centre

What is an Incident?

An incident is an unplanned event which has the potential to cause harm to persons, property/assets, the environment or unintended disruption to operations. This also includes near misses or non-conformance issues and any incident that has occurred on an aircraft that is returning to, or expected to arrive at, Perth Airport. An incident can be (but is not limited to) the following:

- Risk or threat to people's safety
- Near misses
- Injury or illness
- Crash, spills, releases
- Aviation Incidents
- Fire
- FOD
- Property damage
- Environmental damage
- Suspicious Behaviour
- Storm/weather damage
- Criminal activity (theft etc)

For any incident there are 4 key steps to be taken:



Notifying an incident

All incidents have the potential to escalate (sometimes very quickly) into a larger event, emergency and/or disruption to services.

For example, the evacuation of a building may cause staff and public confusion, misinformation and anxiety, or have an impact on roads which then impacts traffic movements to terminals and ultimately aircraft departures, furthering confusion and wellbeing.

Be aware that as a result of Perth Airport being a location of high activity, a number of responders and agencies will likely attend an incident. Perth Airport, police and emergency services have pre-plans that identify additional resources and specialist support ready to deploy in many scenarios.

Because of this, the ACC is best placed to coordinate response teams for the whole of the PAPL estate.

If you see a hazard and/or an incident anywhere on the PAPL estate it **must** be reported to:

- In a life-threatening emergency **000** then the ACC emergency line on **9478 8500**.
- In an emergency situation – ACC emergency line on **9478 8500**.
- Non-life-threatening incidents, faults, hazards or suspicious activity – ACC on **9478 8572**.

Incidents where PAPL infrastructure or the environment has been damaged or any damage resulting in a potential risk to others must always be reported to ACC as should any security incident, or injury or illness requiring PAPL's assistance, or where the injury or illness has occurred as a result of PAPL infrastructure.



Assisting at an incident

For all incidents there are some basic steps to undertake which will not only assist in the immediate response to an incident, but also in understanding what occurred and how prevent future occurrences. These steps are:

1. Ensure the safety of yourself, staff and visitors
2. Provide first aid and call emergency services and the Airport control Centre (ACC)
3. Take control of the area (but only if safe to do so)
4. Debrief and Recover



Substantial & Hazardous Fuel Spill

1. Ensure the safety of yourself, staff and visitors

The priority at Perth Airport is to ensure the safety of all workers on the Airport and visitors.

In an incident or emergency, as the first on scene you will need to ensure that there is no further threat to you or fellow workers and visitors.

Know there is danger at every scene. Don't put yourself or others at risk.

If you identify immediate dangers to yourself – **STOP and retreat immediately taking others with you.**

Rely on the emergency services, who are better trained and experienced to control the site.

If there is no direct threat to you then you should assist those who need help if you can.

As an airport worker, you will also be the focus of the public for help and support, particularly if there is nearby operational activity, traffic or crowds.

If an armed offender is active on airport, adopt the principal of retreating and withdraw from the area to a safer place taking anyone you can with you.

2. Provide first aid and call emergency services and ACC

ATTEND TO PUBLIC SAFETY

FIRSTLY You & Staff

Make sure you have donned PPE & have an escape route. If you are not comfortable for your welfare or safety then withdraw from the scene. Do not allow unprepared staff to be in harm's way.

THEN Those in need

Provide immediate support if it is safe to do so. Call for emergency help immediately to those hurt or threatened. Be ready to provide as much information as possible.

LOOK OUT FOR Customers

Use cordons to ensure that others are not unknowingly or unnecessarily exposed to confusion or trauma. Identify helpers for this role.

Has emergency services and ACC been contacted? If not, do so now on **000** and 9478 8500.

Know that when you call you will be required to provide additional information such as:

- The nature of the incident
- Your location and nearest cross street
- Access to the site
- Who is threatened or injured
- What structures are involved
- Who is on site assisting
- If there is any further threat
- Confirm your phone number

REPORTING 000 & 9478 8500



Provide your details

- Describe exact location
- Describe best access to site
- Describe the threat, loss, injury
- List support on site
- Confirm who is in control
- Outline actions taken
- List further support needed

It is important that if you ring emergency services that you also provide this information to the ACC so emergency services can be guided and staged at locations across the airport as per response plans.

3. Take Control

If it is safe to do so, the most practical way to control a site is to 'cordon' the site so that people can safely leave and be accounted and to prevent others from entering.

Tools and techniques to implement cordons include using other workers to assist, setting up screens, using cones or vehicles or closing access to ensure others are not hurt or unnecessarily involved. Also use cordons or access control to ensure that visitors and passengers are not unnecessarily exposed to the incident.

Good control will reduce confusion, be welcomed by the emergency services, and will prevent other secondary incidents and events occurring that may cause further harm or impacts to operations.

TAKE CONTROL



- Defend the site
- Be easily identifiable
- Introduce yourself & role
- Be clear in your direction
- Involve those who can help

CLEAR & CORDON



- 'Move on' non-essential persons
- Physically mark the cordon
- Set perimeter guards
- Perth Airport may mobilise the Forward Command Vehicle to site

Response guides have been prepared and are available at Appendix 1 to assist when dealing with an incident or emergency.

4. Debrief & Recover

Take the time to immediately note your observations and actions. This could be simply by saving your phone or message records, or making brief notes afterwards. Make sure that if there is a formal investigation or review that your notes and own observations contribute to the review.

It is important for improving operations and for your own wellbeing that you have the opportunity to discuss the response and what did and did not work well. This will allow you and your organisation to be better prepared for next time. Arrange or participate in a 'hot debrief' at the first opportunity.

Everyone can be affected by an incident and can find themselves challenged in many ways. You should discuss these challenges when you attend a post incident debrief.

Do not hesitate to refer yourself or others to your company's Employee Assistance Program should your/their wellbeing be further challenged as a result of their experience.

Incident investigation

To look to prevent the incident from occurring again, an investigation must be undertaken by the Operator after the incident to address the following matters.

- a) Circumstances of the incident;
- b) The likely cause or causes of the incident;
- c) Actions taken by the operator to mitigate the consequences of the incident;
- d) Actions taken by the operator to prevent the incident or similar incidents from reoccurring; and
- e) Any other information requested by PAPL or external agencies/investigators.

PAPL may request a written report on the above.

PAPL reserves the right to undertake its own investigation of (or appoint an expert to investigate) an incident and in such circumstances the Operator must assist and cooperate with PAPL in respect of any such investigation.

First responders

Often airport workers at Perth Airport are first on scene at an incident.

All Perth Airport frontline employees are trained as 'First Responders' to conduct first intervention to ensure that there is no further threat to any staff, worker or visitor to Perth Airport, or to the safe operations of the airport including airside, landside and terminal operations.

To be able to react as a first responder and intervene you should have basic workplace training.

Ensure that you have consulted your supervisor if you require First Aid, Fire Extinguisher, Warden (terminal operators) or Fuel Spill Response (airside operators) training.

Training can be booked via FlightPath, Perth Airport's learning management system located on the Perth Airport website (www.PerthAirport.com.au/AOP).



Aviation Rescue Fire Fighting (ARFF) Station Perth Airport

Controlling Agencies

In developing incidents that may pose a threat to public safety or airport operations, initial situation reporting will result in an organisation arriving on scene and taking control. The agencies that have this responsibility are usually:

- Police Services (Australian Federal Police and/or WA Police)
- Fire Services (Airport Rescue Fire Fighting and/or Fire and Emergency Services)
- Ambulance Services
- Perth Airport

There are procedures and protocols that determine the agency in charge depending on the incident. The officer in charge is often referred to as the Incident Controller and the agency they represent as the Controlling Agency.



Incident Controller

The person responsible for commanding, coordinating and controlling an incident is referred to as the Incident Controller. The incident controller is normally the most senior member of the controlling agency (i.e. police, fire, ambulance). In Western Australia, the Emergency Management Legislation gives the Incident Controller all authority to protect life and conduct operations even on airport land, in airport structures and facilities and airside. Their directions must be adhered to.

Medical Emergencies

If the incident is perceived as life threatening, **000** must be called first followed by the ACC on (08) 9478 8500.

Medical Assistance

If you encounter a person in or around the airport who appears to be requiring urgent medical attention, contact the ACC on (08) 9478 8500 to arrange a response.

Terminal Duty Managers are able to provide immediate first aid in the Terminals where required.

Ambulance

If an ambulance is required, the ACC must be notified immediately so they can contact the relevant emergency services for immediate assistance. The ACC must always be contacted in an emergency to ensure appropriate vehicle/staff escort is supplied and interim care can be provided.

Defibrillators

There are multiple defibrillators available throughout the terminal in public zones which are clearly identifiable. These defibrillators are public access defibrillators which are designed to be used without specific training by any member of the general public. Once the unit has been switched on or the pads are removed, voice prompts will guide the operator through the process.

Medical Emergency On-Board Aircraft

If an aircraft operator receives notification that a medical emergency has occurred on board an inbound or outbound flight, the airline or ground handling agent must immediately contact 000 (if an emergency) and the ACC and provide the following information:

- passenger name(s);
- passenger gender(s);
- passenger age(s);
- nature/reason for emergency;
- any pre-existing illnesses;
- flight number;
- ETA at terminal; and
- requirement for an ambulance.

The ACC will assess this information and advise the relevant responding agencies.

It is the responsibility of the aircraft operator and/or GHA to provide the above information to emergency services and the relevant border agencies (i.e. ABF and DAWE).

Airside Medical Transfers

If an airside medical transfer is required, the ACC must be notified so they can ensure appropriate vehicle/staff escort is supplied.


Active Armed Offender

A threat to places of mass gathering is the **Active Armed Offender** (sometimes known as an **Active Shooter**).

An active armed offender is an armed person who has used, or is seeking to use, deadly physical force on other persons and actively continues to do so while having access to additional victims. The violence is ongoing and usually brief in duration. The weapon of choice is not restricted to a firearm. Edged weapons, incendiary devices, blunt instruments, improvised explosive devices, and vehicles have also been used by active offenders around the world.

The typical active armed offender will attempt to kill as many people as possible within a short period of time. A scenario of this nature does not generally include a hostage situation but can potentially transition into one.

If faced with an active armed offender situation, follow the actions below:

ARMED OFFENDER	RUN	HIDE	TAKE ACTION
	Stop what you are doing, move away from the threat and quickly leave the area to the safe site calling others to follow.	If you cannot get clear, find somewhere to hide and barricade yourself in. Remain calm.	Fight to defend yourself if you have to. Call 000 if you can and it is safe to do so.

Under immediate gun fire or attack: take cover initially, but attempt to leave the area as soon as possible, if safe to do so.

Nearby gunfire or attack: leave the area immediately, moving away from gunfire if this can be achieved safely.

If unable to evacuate: hide in a secured area which offers protection. Remain quiet, switch mobile phones to silent and stay there until told otherwise by the authorities, or you need to move for safety reasons.

If confronted by the offender: take action to disrupt and/ or incapacitate as a last resort.

In an attack involving firearms, a police officer's priority is to protect lives. In an active shooter scenario this usually means locating the offender as quickly as possible, even if it means initially moving past people who need help. Avoid quick movements or shouting and keep your hands in view.

Further information on action to be taken in the event of an active armed offender incident can be found at the Australian National Security website at www.nationalsecurity.gov.au.

Information Management

All activity at Perth Airport is of interest to the community. Any incident can usually result in enquiry by a range of media organisations. Perth Airport's media liaison team are responsible for managing media and providing information relating to the conduct of the airport.

Unless directed by Police and emergency services, Perth Airport ensures it is accessible to the media, provides accurate information and maintains a good working relationship with a number of information organisations. The media liaison team also work in conjunction with the information officers of the responding agencies and of the airline or organisation impacted.

All media enquiries regarding airport operations are to be referred to the media liaison line on 9478 8877. You should inform the ACC if you have been contacted or approached by persons to comment on the response to an incident or emergency event.



Further Enquiries, Contacts & Emergencies

Emergencies

In case of emergency contact 000 (if life threatening situation) then ACC on 9478 8500.

Further enquiries & changes

If you have any questions in relation to this standard, please contact:

General Manager Security & Emergency
Perth Airport Pty Ltd
PO Box 6
Cloverdale, Western Australia, 6985
Phone: (618) 9478 8879
Fax: (618) 9478 8889

For proposed changes to this standard, please email document.controller@perthairport.com.au. Changes will be considered by the Airport Emergency Committee and Ramp Safety Committee.

Important contacts

Airport Control Centre (ACC)

Phone: 9478 8500 Reporting emergencies
Phone: 9478 8572 Reporting incidents

Airport Security Manager

Phone: 9478 8430
Mobile: 0419 949 376

Airport Emergency Planning Manager

Phone: 9478 8816
Mobile: 043 9977 820

Airport Services Office

Phone: 9478 8454

Australian Federal Police

Phone: 131 237

Media Liaison

Phone: 9478 8877

WA Police

Phone: 9347 4025 (Threat call trace)
Phone: 9374 4001 (Police communications)

Definitions and Acronyms

Term	Definition
Airport Control Centre (ACC)	The centre at the Airport known as the 'Airport Control Centre' and being the centre from which PAPL controls and coordinates Airport operations, including airfield, terminal and landside operations.
Aerodrome Emergency Committee (AEC)	Described in Civil Aviation Safety Authority Regulations Part 139.210. <i>Civil Aviation Safety Regulations MOS Part 139</i> A dedicated committee of Police, Emergency Services, support agencies, airlines and stakeholders who guide the development and conduct of the Aerodrome Emergency Plan.
Aerodrome Emergency Plan (AEP)	Described in Civil Aviation Safety Authority Regulations Part 139.210. <i>Civil Aviation Safety Regulations MOS Part 139</i> A plan developed by the Airport Operator to coordinate all agencies and their individual Aerodrome Emergency Procedures, Federal, State or Supporting area plans for dealing with an Airport emergency. <i>Airport Emergency Planning in Australia 2012</i>
Emergency Coordination Centre (ECC)	A dedicated centre at Perth Airport where the airport operator (PAPL) works to coordinate resources and assistance to response agencies, provide airport operational information to stakeholders and implements business continuity plans as appropriate. <i>Perth Airport Pty Ltd</i>

Responding Agencies

AFP	Australian Federal Police
WAPOL	Western Australian Police Service
ARFF	Aviation Rescue and Fire Fighting
DFES	Department of Fire and Emergency Services
SJA	St John Ambulance
PAPL	Perth Airport Pty Ltd

Appendix 1 Emergency Response Guide

Perth Airport Staff **First Responder** Guide

LIFE THREATENING EMERGENCIES : 000
ANY SECURITY THREAT OR EMERGENCY : 9478 8500
OTHER UNPLANNED EVENTS : 9478 8572
EMERGENCY COORDINATION : 9476 8811

Your Location, Call sign & Phone :

FIRST RESPONDER READY



- Always have your kit ready and always work in what PPC you can
- Wear the appropriate PPE for the hazard or threat
- Have two secure reliable means of communication (radio & phone)
- Be identifiable in your role to others (tabard or uniform)
- If driving meet PAPL's requirements & ensure your vehicle is identifiable
- Stay trained and practiced in your response role

You must be able to meet these 'ready rules' to take a role in incident intervention.

CONTROL



- Park up to defend the site
- Be easily identifiable
- Introduce yourself & role
- Be clear in your direction
- Involve those who can help

CLEAR & CORDON



- 'Move on' non essential persons
- Physically mark the cordon
- Use cones – tape – vehicles - screens
- Set perimeter guards
- Mobilise the FCV to site

ATTEND TO PUBLIC SAFETY

FIRSTLY

You & Staff

Make sure you have donned PPE & have an escape route. If you are not comfortable for your welfare or safety then withdraw from the scene. Do not allow unprepared staff to be in harms way.

THEN

Those in need

Provide immediate support. Get police or emergency help immediately to those hurt or threatened. Be ready to provide as much information as possible on their arrival.

LOOK OUT FOR

Customers

Use cordons to ensure that others are not unknowingly or unnecessarily exposed to confusion or trauma. Identify helpers for this role.

COMMUNICATE 000 & 9478 8500



- Provide your details
- Describe exact location
- Describe best access to site
- Describe the threat, loss, injury
- List support on site
- Confirm who is in control
- Outline actions taken
- List further support needed

HIERARCHY OF COMMAND



Crisis Director
(Crisis Team)

Emergency Operations Coordinator
(ECC Team)

Airport Operations Manager
(ACC Team)

Perth Airport Liaison Officer
(Forward Response Support Team)

ARMED OFFENDER



RUN

Stop what you are doing, move away from the threat and quickly leave the area to the safe site calling others to follow.

HIDE

If you cannot get clear, find somewhere to hide and barricade yourself in. Remain calm.

TAKE ACTION

Fight to defend yourself if you have to. Call 000 if you can and it is safe to do so.

Perth Airport FCV and emergency vehicles move to Gate 6 immediately

Perth Airport Emergency Coordination Guide

ON CALL DIRECTOR : 9478 8833
 ON CALL EMERGENCY COORDINATOR : 9478 8844
 AIRPORT OPERATIONS MANAGER : 0419 949 376
 AIRPORT CONTROL CENTRE : 9478 8500
 EMERGENCY COORDINATION CENTRE : 9478 8811
 EMERGENCY PLANNER : 9478 8816
 AIRPORT SECURITY MANAGER : 9478 8878



IMMEDIATE ASSURANCE



- A competent PAPT Liaison Officer is at each site & in communication
- The Police, Fire or Ambulance is in command and Incident Controller is on site & identified
- Support personnel are dispatched to assist and the FCV mobilised as required
- Emergency Planning is consulted to ensure response and liaison is as per procedures
- Terminal Operations are consulted regarding impacts to visitor & tenant safety & operations
- Airside Operations are consulted regarding impacts to safety and operations airside
- Security Team is consulted regarding access compliance & security threats
- Information Team is consulted regarding staff & community information and media liaison

COMMON OPERATING PICTURE



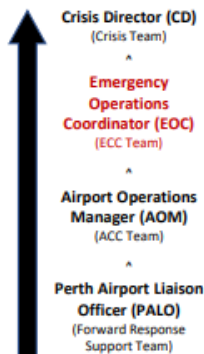
- The location is confirmed
- The threat, injury, loss or damage is documented
- The resources on site are clear
- The potential consequence is understood
- Objectives are set by the ECC team
- Additional resources required are being established
- Teams are tasked

ASSUME & PLAN



- The responsible Police & Emergency Services want to attend
- Persons can get hurt and will be traumatised
- Traffic disruptions and confusion will occur
- The media and social media will react
- Stakeholders want to know what is happening
- A record of activity will be required for review
- The Duty Director, CEO or governing Board is interested
- Operations could be interrupted

HIERARCHY OF COMMAND



FIRSTLY Staff

Mobilise staff who are capable, competent and safe. Ensure that there is a single point of contact forward. Withdraw staff from site if there is any concern.

ENSURE PUBLIC SAFETY

THEN Those in need

Ensure that Police and/or Emergency Services are in attendance and in control of the threat, assistance and declaring the site safe.

LOOK OUT FOR Customers

Plan to ensure others are not unknowingly or unnecessarily exposed to confusion or trauma and they are kept informed.

BUSINESS CONTINUITY



- The priority objective is always the maintenance of the tiers of public safety
- The conduct of Business Continuity Planning is initiated early with a dedicated team
- Refer to the relevant failover plan and appoint a BCP team coordinator



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